



IAPD Report

ELSIE M TORRES OLMO

CRD# 4056079

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When communicating online or investing with any professional, make sure you know who you're dealing with. [Imposters](#) might link to sites like BrokerCheck from [phishing](#) or similar scam websites, or through [social media](#), trying to steal your personal information or your money.

Please contact FINRA with any concerns.



IAPD Information About Representatives

IAPD offers information on all current-and many former representatives. Investors are strongly encouraged to use IAPD to check the background of representatives before deciding to conduct, or continue to conduct, business with them.

What is included in a IAPD report?

IAPD reports for individual representatives include information such as employment history, professional qualifications, disciplinary actions, criminal convictions, civil judgments and arbitration awards.

It is important to note that the information contained in an IAPD report may include pending actions or allegations that may be contested, unresolved or unproven. In the end, these actions or allegations may be resolved in favor of the representative, or concluded through a negotiated settlement with no admission or finding of wrongdoing.

Where did this information come from?

The information contained in IAPD comes from the Investment Adviser Registration Depository (IARD) and FINRA's Central Registration Depository, or CRD, (see more on CRD below) and is a combination of:

- information the states require representatives and firms to submit as part of the registration and licensing process, and
- information that state regulators report regarding disciplinary actions or allegations against representatives.

How current is this information?

Generally, representatives are required to update their professional and disciplinary information in IARD within 30 days.

Need help interpreting this report?

For help understanding how to read this report, please consult NASAA's IAPD Tips page
<http://www.nasaa.org/IAPD/IARReports.cfm>

What if I want to check the background of an Individual Broker or Brokerage Firm?

To check the background of an Individual Broker or Brokerage firm, you can search for the firm or individual in IAPD. If your search is successful, click on the link provided to view the available licensing and registration information in FINRA's BrokerCheck website.

Are there other resources I can use to check the background of investment professionals?

It is recommended that you learn as much as possible about an individual representative or Investment Adviser firm before deciding to work with them. Your state securities regulator can help you research individuals and certain firms doing business in your state. The contact information for state securities regulators can be found on the website of the North American Securities Administrators Association <http://www.nasaa.org>



Report Summary

ELSIE M TORRES OLMO (CRD# 4056079)

The report summary provides an overview of the representative's professional background and conduct. The information contained in this report has been provided by the representative, investment adviser and/or securities firms, and/or securities regulators as part of the states' investment adviser registration and licensing process. The information contained in this report was last updated by the representative, a previous employing firm, or a securities regulator on **02/20/2025**.

CURRENT EMPLOYERS

	Firm	CRD#	Registered Since
B	POPULAR SECURITIES, LLC	CRD# 8096	02/03/2000
IA	POPULAR SECURITIES, LLC	CRD# 8096	06/10/2013

QUALIFICATIONS

This representative is currently registered in **1** SRO(s) and **24** jurisdiction(s).

Is this representative currently Inactive or Suspended with any regulator? **No**

Note: Not all jurisdictions require IAR registration or may have an exemption from registration.

Additional information including this individual's qualification examinations and professional designations is available in the Detailed Report.

REGISTRATION HISTORY

This representative was previously registered with the following firm(s):

FIRM	CRD#	LOCATION	REGISTRATION DATES
IA POPULAR SECURITIES, INC.	8096	SAN JUAN, PR	08/09/2011 - 03/20/2012

For additional registration and employment history details as reported by the individual, refer to the Registration and Employment History section of the Detailed Report.

DISCLOSURE INFORMATION

Disclosure events include certain criminal charges and convictions, formal investigations and disciplinary actions initiated by regulators, customer disputes and arbitrations, and financial disclosures such as bankruptcies and unpaid judgments or liens.

Are there events disclosed about this representative? **Yes**

The following types of events are disclosed about this representative:

Type	Count
Customer Dispute	8



Qualifications

REGISTRATIONS

This section provides the SRO, states and U.S. territories in which the representative is currently registered and licensed, the category of each registration, and the date on which the registration becomes effective. This section also provides, for each firm with which the representative is currently employed, the address of each location where the representative works. This individual is currently registered with 24 jurisdiction(s) and 1 SRO(s) through his or her employer(s).

Employment 1 of 1

Firm Name: **POPULAR SECURITIES, LLC**
Main Address: POPULAR CENTER, 208 PONCE DE LEON
SUITE 1200
HATO REY, PR 00918
Firm ID#: 8096

Regulator	Registration	Status	Date
 FINRA	General Securities Representative	Approved	02/03/2000
 FINRA	General Securities Principal	Approved	07/01/2024
 Alabama	Agent	Approved	10/25/2017
 Arizona	Agent	Approved	10/12/2022
 Arkansas	Agent	Approved	01/27/2021
 California	Agent	Approved	12/08/2010
 Connecticut	Agent	Approved	09/01/2015
 Florida	Agent	Approved	05/25/2004
 Georgia	Agent	Approved	04/26/2013
 Illinois	Agent	Approved	12/15/2014
 Maryland	Agent	Approved	10/29/2018
 Massachusetts	Agent	Approved	12/06/2012
 Michigan	Agent	Approved	12/03/2019



Qualifications

Regulator	Registration	Status	Date
B New Jersey	Agent	Approved	09/08/2010
B New Mexico	Agent	Approved	11/20/2012
B New York	Agent	Approved	11/17/2010
B North Carolina	Agent	Approved	12/13/2016
B Ohio	Agent	Approved	07/28/2019
B Oregon	Agent	Approved	02/26/2001
B Pennsylvania	Agent	Approved	05/14/2014
B Puerto Rico	Agent	Approved	02/03/2000
IA Puerto Rico	Investment Adviser Representative	Approved	06/10/2013
B South Carolina	Agent	Approved	01/25/2016
B Texas	Agent	Approved	04/09/2015
B Utah	Agent	Approved	02/20/2025
B Virgin Islands	Agent	Approved	06/26/2009
B Virginia	Agent	Approved	09/03/2009

Branch Office Locations

POPULAR SECURITIES, LLC
208 Ponce de Leon Ave
POPULAR CENTER Suite 1200
SAN JUAN, PR 00918

POPULAR SECURITIES, LLC
CALLE SUAU #1
MAYAGUEZ, PR 00680



Qualifications

PASSED INDUSTRY EXAMS

This section includes all industry exams that the representative has passed. Under limited circumstances, a representative may attain registration after receiving an exam waiver based on a combination of exams the representative has passed and qualifying work experience. Likewise a new exam requirement may be grandfathered based on a representative's specific qualifying work experience. Exam waivers and grandfathering are not included below.

This individual has passed 1 principal/supervisory exam, 2 general industry/product exams, and 1 state securities law exam.

Principal/Supervisory Exams

Exam	Category	Date
 General Securities Principal Examination (S24)	Series 24	07/01/2024

General Industry/Product Exams

Exam	Category	Date
 Securities Industry Essentials Examination (SIE)	SIE	10/01/2018
 General Securities Representative Examination (S7)	Series 7	02/02/2000

State Securities Law Exams

Exam	Category	Date
  Uniform Combined State Law Examination (S66)	Series 66	01/31/2001

PROFESSIONAL DESIGNATIONS

This section details that the representative has reported **0** professional designation(s).

No information reported.



Registration & Employment History

PREVIOUSLY REGISTERED WITH THE FOLLOWING FIRMS

This representative held registrations with the following firms:

Registration Dates	Firm Name	ID#	Branch Location
IA 08/09/2011 - 03/20/2012	POPULAR SECURITIES, INC.	CRD# 8096	SAN JUAN, PR

EMPLOYMENT HISTORY

Below is the representative's employment history for up to the last 10 years.

Employment Dates	Employer Name	Position	Investment Related	Employer Location
07/2024 - Present	Popular Securities, LLC	Manager - Sales Team	Y	San Juan, PR, United States
02/2000 - 07/2024	Popular Securities, LLC	Financial Consultant	Y	San Juan, PR, United States

OTHER BUSINESS ACTIVITIES

This section includes information, if any, as provided by the representative regarding other business activities the representative is currently engaged in either as a proprietor, partner, officer, director, employee, trustee, agent, or otherwise. This section does not include non-investment related activity that is exclusively charitable, civic, religious, or fraternal and is recognized as tax exempt.

Luisivan Sports Shop (husband business)
Sport shop specialized in volleyball equipment.
1753 Parana St. San Juan, PR 00926
20 Hrs monthly as accounting clerk.
No monthly income generate.
Start Date: 01/07/1997
Non Investment



Disclosure Summary

Disclosure Information

What you should know about reported disclosure events:

(1) Certain thresholds must be met before an event is reported to IARD, for example:

- A law enforcement agency must file formal charges before an Investment Adviser Representative is required to report a particular criminal event.;
- A customer dispute must involve allegations that an Investment Adviser Representative engaged in activity that violates certain rules or conduct governing the industry and that the activity resulted in damages of at least \$5,000.

(2) Disclosure events in IAPD reports come from different sources:

As mentioned in the "About IAPD" section on page 1 of this report, information contained in IAPD comes from Investment Adviser Representatives, firms and regulators. When more than one of these sources reports information for the same disclosure event, all versions of the event will appear in the IAPD report. The different versions will be separated by a solid line with the reporting source labeled.

(3) There are different statuses and dispositions for disclosure events:

- A disclosure event may have a status of *pending*, *on appeal*, or *final*.
 - A "pending" disclosure event involves allegations that have not been proven or formally adjudicated.
 - A disclosure event that is "on appeal" involves allegations that have been adjudicated but are currently being appealed.
 - A "final" disclosure event has been concluded and its resolution is not subject to change.
- A final disclosure event generally has a disposition of *adjudicated*, *settled* or *otherwise resolved*.
 - An "adjudicated" matter includes a disposition by (1) a court of law in a criminal or civil matter, or (2) an administrative panel in an action brought by a regulator that is contested by the party charged with some alleged wrongdoing.
 - A "settled" matter generally represents a disposition wherein the parties involved in a dispute reach an agreement to resolve the matter. Please note that Investment Adviser Representatives and firms may choose to settle customer disputes or regulatory matters for business or other reasons.
 - A "resolved" matter usually includes a disposition wherein no payment is made to the customer or there is no finding of wrongdoing on the part of the Investment Adviser Representative. Such matters generally involve customer disputes.

(4) You may wish to contact the Investment Adviser Representatives to obtain further information regarding any of the disclosure events contained in this IAPD report.



DISCLOSURE EVENT DETAILS

When evaluating this information, please keep in mind that some items may involve pending actions or allegations that may be contested and have not been resolved or proven. The event may, in the end, be withdrawn, dismissed, resolved in favor of the Investment Adviser Representative, or concluded through a negotiated settlement with no admission or finding of wrongdoing.

This report provides the information exactly as it was reported to the Investment Adviser Registration Depository. Some of the specific data fields contained in the report may be blank if the information was not provided.

The following types of events are disclosed about this representative:

Type	Count
Customer Dispute	8

Customer Dispute

This section provides information regarding a customer dispute that was reported to the Investment Adviser Registration Depository (IARD) by the Investment Adviser Representative (IAR), an investment adviser and/or securities firm, and/or a securities regulator. The event may include a consumer-initiated, investment-related complaint, arbitration proceeding or civil suit that contains allegations of sales practice violations against the individual.

The customer dispute may be pending or may have resulted in a civil judgment, arbitration award, monetary settlement, closure without action, withdrawal, dismissal, denial, or other outcome.

Disclosure 1 of 8

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	Popular Securities LLC
Allegations:	Claimant alleged that Financial Consultant investment recommendations to purchase P.R. securities were unsuitable in light of the clients' risk tolerance. Claimants also alleged that recommendations made by the Financial Consultant were outrageous in light of Puerto Rico's well known deteriorating financial condition.
Product Type:	Other: Closed End Funds
Alleged Damages:	\$180,000.00
Is this an oral complaint?	No
Is this a written complaint?	No
Is this an arbitration/CFTC reparation or civil litigation?	Yes
Arbitration/Reparation forum or court name and location:	FINRA
Docket/Case #:	20-00084
Filing date of arbitration/CFTC reparation or civil litigation:	06/18/2020

Customer Complaint Information

Date Complaint Received: 06/18/2020



Complaint Pending?	No
Status:	Settled
Status Date:	08/12/2021
Settlement Amount:	\$37,500.00
Individual Contribution Amount:	\$0.00
Broker Statement	The Financial Consultant strongly denies any wrongdoing and affirms that all the securities in claimant's portfolio were bought while another Financial Advisor was handling Claimant's portfolio. The Financial Consultant has never given any recommendation to buy or sell any PR Security. The Financial Consultant has never misrepresented or omitted any facts from the client regarding his investment recommendations.

Disclosure 2 of 8

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	POPULAR SECURITIES LLC
Allegations:	Claimant alleges that Financial Consultant investment recommendations to purchase and to hold P.R. securities were unsuitable in light of the clients' risk tolerance. Claimants also allege that recommendations made by the Financial Consultant were particularly egregious in light of Puerto Rico's well known deteriorating financial condition.
Product Type:	Debt-Government Other: CLOSED END FUNDS
Alleged Damages:	\$370,000.00
Is this an oral complaint?	No
Is this a written complaint?	No
Is this an arbitration/CFTC reparation or civil litigation?	Yes
Arbitration/Reparation forum or court name and location:	FINRA
Docket/Case #:	18-04312
Filing date of arbitration/CFTC reparation or civil litigation:	12/19/2018

Customer Complaint Information

Date Complaint Received:	12/24/2018
Complaint Pending?	No
Status:	Settled
Status Date:	04/27/2022
Settlement Amount:	\$150,000.00
Individual Contribution Amount:	\$0.00

**Broker Statement**

THE FINANCIAL CONSULTANT DENIES THE ALLEGATIONS AND INTENDS TO DEFEND THEM VIGOROUSLY.

Disclosure 3 of 8

Reporting Source: Individual
Employing firm when activities occurred which led to the complaint: Popular Securities, LLC
Allegations: Complainant alleged that Financial Consultant investment recommendations to purchase and to hold P.R. securities were unsuitable in light of the clients' risk tolerance. Claimants also alleged that recommendations made by the Financial Consultant were particularly egregious in light of Puerto Rico's well known deteriorating financial condition.
Product Type: Debt-Government
Alleged Damages: \$400,000.00
Is this an oral complaint? No
Is this a written complaint? No
Is this an arbitration/CFTC reparation or civil litigation? Yes
Arbitration/Reparation forum or court name and location: FINRA
Docket/Case #: 18-01259
Filing date of arbitration/CFTC reparation or civil litigation: 04/05/2018

Customer Complaint Information

Date Complaint Received: 04/10/2018
Complaint Pending? No
Status: Settled
Status Date: 05/12/2022
Settlement Amount: \$70,000.00
Individual Contribution Amount: \$0.00
Broker Statement The Financial Consultant denies these allegations and intends to defend them vigorously.

Disclosure 4 of 8

Reporting Source: Individual
Employing firm when activities occurred which led to the complaint: POPULAR SECURITIES
Allegations: Claimant alleged that Financial Consultant investment recommendations to purchase and to hold P.R. securities were unsuitable in light of the clients' risk tolerance. Claimants also alleged that recommendations made by the Financial



Consultant were particularly egregious in light of Puerto Rico's well known deteriorating financial condition.

Product Type: Debt-Government
Other: CLOSED END FUNDS

Alleged Damages: \$550,000.00

Is this an oral complaint? No

Is this a written complaint? No

Is this an arbitration/CFTC reparation or civil litigation? Yes

Arbitration/Reparation forum or court name and location: FINRA

Docket/Case #: 17-03492

Filing date of arbitration/CFTC reparation or civil litigation: 12/27/2017

Customer Complaint Information

Date Complaint Received: 12/30/2017

Complaint Pending? No

Status: Settled

Status Date: 10/14/2021

Settlement Amount: \$115,000.00

Individual Contribution Amount: \$0.00

Broker Statement The Financial Consultant denies these allegations and intends to defend them vigorously.

Disclosure 5 of 8

Reporting Source: Individual

Employing firm when activities occurred which led to the complaint: POPULAR SECURITIES, LLC

Allegations: CLAIMANTS ALLEGE THAT FINANCIAL CONSULTANT MISLED INTO BELIEVING THAT HER INVESTMENTS AND ACCOUNTS WERE SUITABLE AND SAFE. CLAIMANTS ALSO ALLEGE THAT SHE WAS NOT ADVISED ABOUT THE INCREASE ASSOCIATED WITH THE INVESTMENTS IN HER ACCOUNT.

Product Type: Other: CLOSED END FUNDS

Alleged Damages: \$50,000.00

Is this an oral complaint? No

Is this a written complaint? No

Is this an arbitration/CFTC reparation or civil litigation? Yes

Arbitration/Reparation forum or court name and location: FINRA



Docket/Case #: 14-02684
Filing date of arbitration/CFTC reparation or civil litigation: 08/29/2014

Customer Complaint Information

Date Complaint Received: 09/10/2014
Complaint Pending? No
Status: Settled
Status Date: 09/21/2016
Settlement Amount: \$15,000.00
Individual Contribution Amount: \$0.00

Disclosure 6 of 8

Reporting Source: Individual
Employing firm when activities occurred which led to the complaint: POPULAR SECURITIES
Allegations: CLIENT ALLEGES THAT THE FINANCIAL CONSULTANT FAILED TO INFORM CLAIMANT, ONCE THE MARKETS BEGAN TO DROP, THAT HER INVESTMENT IN A PR BOND FUND WAS IN TROUBLE, WHICH RESULTED IN LOSSES FOR THE CUSTOMER.
Product Type: Other: BOND FUND
Alleged Damages: \$50,000.00
Is this an oral complaint? No
Is this a written complaint? Yes
Is this an arbitration/CFTC reparation or civil litigation? Yes
Arbitration/Reparation forum or court name and location: FINRA ARBITRATION FORUM
Docket/Case #: 14-00886
Filing date of arbitration/CFTC reparation or civil litigation: 03/19/2014

Customer Complaint Information

Date Complaint Received: 04/02/2014
Complaint Pending? No
Status: Settled
Status Date: 07/21/2015
Settlement Amount: \$5,000.00
Individual Contribution Amount: \$0.00

**Broker Statement**

I STRONGLY DISAGREE WITH CLIENT'S ALLEGATIONS. PR BOND FUND ASSET ALLOCATION AND COMPOSITION WAS THOROUGHLY EXPLAINED TO CLIENT.

[CUSTOMER] OPENED IN 2002 WITH ANOTHER FINANCIAL CONSULTANT AT THE FIRM. THE TOTAL AMOUNT INVESTMENT WAS \$135K IN THE PUERTO RICO INVESTOR TAX FREE FUND II. SINCE THAT DATE THE CLIENT HAS RECEIVED MONTHLY DIVIDENDS FROM THIS POSITION. [CUSTOMER'S] ACCOUNT WAS TRANSFERRED TO THE SERVICE DESK ON AUGUST 28, 2013.

BEFORE THE ACCOUNT WAS TRANSFERRED TO THE SERVICE DESK THE CLIENT WAS INFORMED BY HIS PREVIOUS FINANCIAL CONSULTANTS ABOUT THE MARKET CONDITIONS AND THE LACK OF LIQUIDITY OF THE PRODUCT THAT TIME. THE CLIENTS AGREED TO HOLD SUCH POSITION. THE CLIENT RECEIVED A WRITTEN COMMUNICATIONS ABOUT THE CHANGE OF FINANCIAL CONSULTANT AND ALSO THE MARKET CONDITIONS IN THE PUERTO RICO BOND MARKET AFTER THE ACCOUNT WAS TRANSFERRED TO THE SERVICE DESK.

Disclosure 7 of 8

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	POPULAR SECURITIES, INC.
Allegations:	CLIENT ALLEGES THAT THE FINANCIAL CONSULTANT PERSUADED HIM TO HOLD A POSITION IN A PR BOND FUND APPROXIMATELY IN 2011, WHICH RESULTED IN LOSSES FOR THE CUSTOMER.
Product Type:	Equity-OTC
Alleged Damages:	\$40,000.00
Is this an oral complaint?	No
Is this a written complaint?	Yes
Is this an arbitration/CFTC reparation or civil litigation?	No

Customer Complaint Information

Date Complaint Received:	11/07/2013
Complaint Pending?	No
Status:	Closed/No Action
Status Date:	09/21/2015

Settlement Amount:**Individual Contribution Amount:****Broker Statement**

[CUSTOMER] OPENED AN ACCOUNT ON MAY 2005 WITH A FINANCIAL CONSULTANT OTHER THAN ME. THE TOTAL AMOUNT INVESTED AT THAT TIME WAS \$40,000.00 IN A PRITTIF. ON OCTOBER 2006, AS PART OF AN INITIATIVE OF THE FIRM TO SERVE CLIENTS WITH BALANCES UNDER \$50M THE SERVICE DESK WAS ESTABLISHED. [CUSTOMER'S] ACCOUNT WAS TRANSFERRED TO THE SERVICE DESK AS PART OF THE PROGRAM. THE CLIENT WAS PROPERLY ORIENTED FROM THE BEGINNING AND ALWAYS HAS BEEN INSTRUCTED ON THE OPTIONS AVAILABLE IN HIS



ACCOUNT. THE CLIENT AT ALL TIMES DECLINED TO SELL BECAUSE HE WOULD REALIZE A LOSS OF HIS PRINCIPAL. DURING THE 8 YEARS HOLDING THE POSITION IN HIS ACCOUNT, THE CUSTOMER HAS RECEIVED MONTHLY DIVIDENDS.

AFTER THE FIRM RESPONDED ALL ALLEGATIONS, NO FURTHER COMMUNICATION HAVE BEEN RECEIVED. FIRM HAVE DECIDED TO CLOSE COMPLAINT.

Disclosure 8 of 8

Reporting Source:	Individual
Employing firm when activities occurred which led to the complaint:	POPULAR SECURITIES
Allegations:	CLIENT CLAIMS THAT IN 1999 AND 2001 HIS BROKER RECOMMENDED (TO DEPOSIT MONEY INTO HIS INVESTMENT ACCOUNT) FOR A PERIOD OF 5 YEARS WITH PRINCIPAL GUARANTEED. HE CLAIMS THAT DURING THE FIRST TWO YEARS THINGS WENT WELL AND AFTER THAT PERIOD THE INTEREST PAYMENT DISAPPEARED. THE CLIENT IS REQUESTING THAT RETURN OF THE INITIAL AMOUNT INVESTED. OUR INITIAL INVESTIGATION SHOWS THAT THE CLIENT WAS AWARE THAT THE INVESTMENT WAS NOT GUARANTEED. THE FIRM HAS SIGNED DISCLOSURES WHERE THE CLIENT ACKNOWLEDGED NO SUCH GUARANTEE.
Product Type:	Debt-Corporate
Alleged Damages:	\$99,030.42
Is this an oral complaint?	No
Is this a written complaint?	Yes
Is this an arbitration/CFTC reparation or civil litigation?	No

Customer Complaint Information

Date Complaint Received:	05/01/2009
Complaint Pending?	No
Status:	Closed/No Action
Status Date:	03/08/2011
Settlement Amount:	
Individual Contribution Amount:	



End of Report

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