

MEMORANDUM

TO: File No. S7-10-21

FROM: Liz Bloom
Speechwriter, Office of the Chair

RE: Meeting with Teresa Verges

DATE: Oct. 18, 2021

On Friday, Oct. 8, 2021, Liz Bloom, Speechwriter, Office of the Chair, met with Teresa J. Verges, Director, Investor Rights Clinic, at the University of Miami School of Law. Among other topics, the participants discussed the request for comment on digital engagement practices (DEPs). The clinic Ms. Verges directs had submitted a comment to the RFC, and Liz was seeking individual anecdotes for potential inclusion in a speech.

Ms. Verges described cases of individual investors who had come to the clinic with issues related to DEPs. One low-income client (annual salary: ~\$15,000) had confused his play accounts and his real accounts and was told he owed the firm \$137,000. Because he should not have been approved for these trades, the clinic was able to resolve the issue on the man's behalf. Ms. Verges described a second case in which a trader didn't understand that a platform could assign expiring options after trading hours. This information was disclosed in a 200-page document, per Ms. Verges. The caller lost about \$20,000 and was unable to recoup the losses.