

LiveChat conversation transcript:

Name: Ramtin Goodarzi

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Choose a department: Trade Support

Nicholas M. (Wed, 7/14/2021, 12:49:11 pm America/New_York)

Hello. How may I help you?

Ramtin Goodarzi (Wed, 7/14/2021, 12:49:33 pm)

hi are the locates going to get better at guardian?

Ramtin Goodarzi (Wed, 7/14/2021, 12:49:43 pm)

getting frustrating there is never locates

Ramtin Goodarzi (Wed, 7/14/2021, 12:49:48 pm)

when my other broker has them all day

Nicholas M. (Wed, 7/14/2021, 12:49:59 pm)

Hi Ramtin, what were you looking for today?

Ramtin Goodarzi (Wed, 7/14/2021, 12:50:03 pm)

USEG

Nicholas M. (Wed, 7/14/2021, 12:50:20 pm)

At what time were you looking and how many shares?

Ramtin Goodarzi (Wed, 7/14/2021, 12:50:30 pm)

hour or so ago

Ramtin Goodarzi (Wed, 7/14/2021, 12:50:35 pm)

just no shares available

Nicholas M. (Wed, 7/14/2021, 12:51:01 pm)

Ramtin, the shares get taken earlier in the morning if you want to try to secure them earlier. I will forward this over to the team. What broker are you referring to that had locates?

Ramtin Goodarzi (Wed, 7/14/2021, 12:51:18 pm)

cobra has them all day

Ramtin Goodarzi (Wed, 7/14/2021, 12:51:22 pm)

regardless of time

Ramtin Goodarzi (Wed, 7/14/2021, 12:51:25 pm)

and always cheaper locates too

Ramtin Goodarzi (Wed, 7/14/2021, 12:51:32 pm)

with my 50% discount

Ramtin Goodarzi (Wed, 7/14/2021, 12:52:05 pm)
can i get 60-70% discount or a cheaper share commission rate to make up for this?
thinking about leaving but want to remain and give it a chance

Donnie Hensley (Wed, 7/14/2021, 12:56:29 pm)
Hello Ramtin

Donnie Hensley (Wed, 7/14/2021, 12:57:21 pm)
hello?

Ramtin Goodarzi (Wed, 7/14/2021, 12:58:21 pm)
helo

Ramtin Goodarzi (Wed, 7/14/2021, 12:58:23 pm)
hello

Ramtin Goodarzi (Wed, 7/14/2021, 12:58:25 pm)
sorry was away

Donnie Hensley (Wed, 7/14/2021, 12:58:28 pm)
sure

Ramtin Goodarzi (Wed, 7/14/2021, 12:58:28 pm)
how are you donnie

Donnie Hensley (Wed, 7/14/2021, 12:58:33 pm)
what seems to be the issue?

Donnie Hensley (Wed, 7/14/2021, 12:58:39 pm)
I'm well how are you?

Ramtin Goodarzi (Wed, 7/14/2021, 12:58:56 pm)
Doing well. More and more everyday the locates seem to be gone quick or just have no
shares available all day

Ramtin Goodarzi (Wed, 7/14/2021, 12:59:09 pm)
and with cobra they have them all day and even cheaper locates with my 50% discount
on top of it

Ramtin Goodarzi (Wed, 7/14/2021, 12:59:26 pm)
its getting kind of frustrating to not have locates and when I do i have to pay a
premium on top of it

Donnie Hensley (Wed, 7/14/2021, 01:00:21 pm)
it looks like you lost a bit on the 6th

Donnie Hensley (Wed, 7/14/2021, 01:00:28 pm)
how are you recovering from that?

Ramtin Goodarzi (Wed, 7/14/2021, 01:00:56 pm)
ive recovered all loses from that

Donnie Hensley (Wed, 7/14/2021, 01:01:05 pm)
great to hear

Donnie Hensley (Wed, 7/14/2021, 01:01:10 pm)
thats a MING actually

Donnie Hensley (Wed, 7/14/2021, 01:01:44 pm)
so with respect to your locate pricing, what were you looking for?

Donnie Hensley (Wed, 7/14/2021, 01:02:04 pm)
you are already on .0015 NO MIN commissions

Donnie Hensley (Wed, 7/14/2021, 01:02:09 pm)
and 50% off

Ramtin Goodarzi (Wed, 7/14/2021, 01:02:20 pm)
70%? right now cobra has HUSA and USEG .

Donnie Hensley (Wed, 7/14/2021, 01:03:10 pm)
are you in those trades right now?

Ramtin Goodarzi (Wed, 7/14/2021, 01:03:17 pm)
or .001 60% off locates?

Ramtin Goodarzi (Wed, 7/14/2021, 01:03:25 pm)
No i cant short those plays

Ramtin Goodarzi (Wed, 7/14/2021, 01:03:28 pm)
with guardian

Donnie Hensley (Wed, 7/14/2021, 01:03:30 pm)
at cobra?

Donnie Hensley (Wed, 7/14/2021, 01:03:46 pm)
what commissions structure is Cobra giving you?

Ramtin Goodarzi (Wed, 7/14/2021, 01:04:44 pm)
i would have to check. i think about the same. but i just know locates are always cheaper ven with my discount and always available

Donnie Hensley (Wed, 7/14/2021, 01:05:00 pm)
so you know exactly what your pricing is here but you don't know your pricing at Cobra?

Ramtin Goodarzi (Wed, 7/14/2021, 01:05:03 pm)
just trying to make up for the lack of borrows and fees to justify staying

Ramtin Goodarzi (Wed, 7/14/2021, 01:05:05 pm)
let me check1

Ramtin Goodarzi (Wed, 7/14/2021, 01:05:12 pm)
ive been with cobra for years

Ramtin Goodarzi (Wed, 7/14/2021, 01:05:39 pm)
i didnt even know i was .0015 here i thought .002

Donnie Hensley (Wed, 7/14/2021, 01:06:05 pm)
right but what is your rate at Cobra?

Ramtin Goodarzi (Wed, 7/14/2021, 01:06:14 pm)
checking...

Ramtin Goodarzi (Wed, 7/14/2021, 01:07:02 pm)
.002

Donnie Hensley (Wed, 7/14/2021, 01:07:18 pm)
and they give you a locate discount?

Ramtin Goodarzi (Wed, 7/14/2021, 01:07:31 pm)
no but they dont need to. their locates are 80% cheaper even with my discount

Donnie Hensley (Wed, 7/14/2021, 01:07:35 pm)
i see

Donnie Hensley (Wed, 7/14/2021, 01:08:09 pm)
how much in commissions and locates did you pay there last month?

Donnie Hensley (Wed, 7/14/2021, 01:08:21 pm)
maybe I can give you an institutional deal

Ramtin Goodarzi (Wed, 7/14/2021, 01:08:49 pm)
I avg about 300-400 a day in socmmissions

Ramtin Goodarzi (Wed, 7/14/2021, 01:08:59 pm)
locates about 100-150 day

Donnie Hensley (Wed, 7/14/2021, 01:09:40 pm)
one moment

Donnie Hensley (Wed, 7/14/2021, 01:15:00 pm)
going to finance for approval, ok?

Ramtin Goodarzi (Wed, 7/14/2021, 01:15:11 pm)
thanks donnie

Donnie Hensley (Wed, 7/14/2021, 01:18:04 pm)
since the inception of your account

Donnie Hensley (Wed, 7/14/2021, 01:18:15 pm)
you have traded 1669 times

Donnie Hensley (Wed, 7/14/2021, 01:18:27 pm)
generated commissions of \$6,888.03

Donnie Hensley (Wed, 7/14/2021, 01:18:41 pm)
and traded \$2,295,596

Donnie Hensley (Wed, 7/14/2021, 01:18:54 pm)
sorry 2,295,596 shares

Donnie Hensley (Wed, 7/14/2021, 01:19:57 pm)
I have a hedge fund here that did that today, BUT

Donnie Hensley (Wed, 7/14/2021, 01:20:08 pm)
I like the fact that you are consistent

Donnie Hensley (Wed, 7/14/2021, 01:20:21 pm)
I'm willing to try out a discount for you

Donnie Hensley (Wed, 7/14/2021, 01:20:32 pm)
I need to go to one more guy to approve, can you hang on?

Ramtin Goodarzi (Wed, 7/14/2021, 01:20:47 pm)
well it will def keep going up as i keep sizing up eventually like today

Ramtin Goodarzi (Wed, 7/14/2021, 01:20:53 pm)
yes thank you

Donnie Hensley (Wed, 7/14/2021, 01:29:07 pm)
ok

Donnie Hensley (Wed, 7/14/2021, 01:29:10 pm)
commissions

Donnie Hensley (Wed, 7/14/2021, 01:32:13 pm)
\$6.95 per trade, 20,000 share max per order

Ramtin Goodarzi (Wed, 7/14/2021, 01:33:48 pm)
no dont want a per trade

Donnie Hensley (Wed, 7/14/2021, 01:33:58 pm)
dude those are entry level clearing rates

Donnie Hensley (Wed, 7/14/2021, 01:34:09 pm)
thats .0003 per share!

Ramtin Goodarzi (Wed, 7/14/2021, 01:34:45 pm)
i scale in and out alot

Ramtin Goodarzi (Wed, 7/14/2021, 01:34:53 pm)
its going to cost alot more if i do per trade than share

Donnie Hensley (Wed, 7/14/2021, 01:35:11 pm)
I guess we have to re-visit when you get more volume then

Ramtin Goodarzi (Wed, 7/14/2021, 01:35:48 pm)
so cant do .001 or 60% off locates?

Donnie Hensley (Wed, 7/14/2021, 01:35:50 pm)
no

Donnie Hensley (Wed, 7/14/2021, 01:36:00 pm)
I don't get .001 per share and I work here lol

Ramtin Goodarzi (Wed, 7/14/2021, 01:36:15 pm)
lol

Ramtin Goodarzi (Wed, 7/14/2021, 01:36:29 pm)
cant do 70% off locates atleast?

Donnie Hensley (Wed, 7/14/2021, 01:36:55 pm)
how would I keep the lights on?

Donnie Hensley (Wed, 7/14/2021, 01:37:23 pm)
the deal you have here is a good one, and your commissions are lower than cobra

Donnie Hensley (Wed, 7/14/2021, 01:37:33 pm)
our routing is cheaper than theirs too

Ramtin Goodarzi (Wed, 7/14/2021, 01:38:20 pm)
60?>

Ramtin Goodarzi (Wed, 7/14/2021, 01:38:23 pm)
make me stay lol

Donnie Hensley (Wed, 7/14/2021, 01:38:44 pm)
Ramtin I like you and I appreciate your aggression

Donnie Hensley (Wed, 7/14/2021, 01:39:02 pm)
why do you do this to me

Ramtin Goodarzi (Wed, 7/14/2021, 01:39:07 pm)
lol

Donnie Hensley (Wed, 7/14/2021, 01:39:15 pm)
we been in a chat for over an hour and you bust my balls about 10%

Ramtin Goodarzi (Wed, 7/14/2021, 01:39:32 pm)
lol whatr happens when im not trading

Donnie Hensley (Wed, 7/14/2021, 01:39:37 pm)
I gotta believe you have charts to look at women to chase etc...

Donnie Hensley (Wed, 7/14/2021, 01:40:02 pm)
it's very unbecoming of you

Ramtin Goodarzi (Wed, 7/14/2021, 01:40:14 pm)
lol

Donnie Hensley (Wed, 7/14/2021, 01:40:43 pm)
what people don't understand is when other perks roll out here and we go to doll out exclusive product discounts in the future, people who break my stones get passed over

Donnie Hensley (Wed, 7/14/2021, 01:41:02 pm)
let's stay where you are for now

Donnie Hensley (Wed, 7/14/2021, 01:41:11 pm)
show me some volume and I will show you the money

Donnie Hensley (Wed, 7/14/2021, 01:41:25 pm)
you have my word

Ramtin Goodarzi (Wed, 7/14/2021, 01:41:45 pm)
ok. ill prob be less active just because of the no borrow situation with you guys

Donnie Hensley (Wed, 7/14/2021, 01:41:55 pm)
you are well within your right to do so

Donnie Hensley (Wed, 7/14/2021, 01:42:12 pm)
honestly, the discounts you receive are a courtesy, not a right

Ramtin Goodarzi (Wed, 7/14/2021, 01:42:36 pm)
i know and i appreciateit

Donnie Hensley (Wed, 7/14/2021, 01:42:40 pm)
please make sure your risk tolerance you have has not changed in the interim, ok?

Donnie Hensley (Wed, 7/14/2021, 01:43:01 pm)
and I look forward to any business you are willing to give us in the future

Ramtin Goodarzi (Wed, 7/14/2021, 01:43:17 pm)
yes sir. thanks donnie have a good day