

# Notice to Members

JANUARY 2003

## SUGGESTED ROUTING

Legal & Compliance  
Senior Management

## KEY TOPICS

Arbitration  
Dispute Resolution  
Mediation

## INFORMATIONAL

### Dispute Resolution Hearing Location

NASD Dispute Resolution Establishes a New Hearing Location in Puerto Rico

#### Executive Summary

NASD Dispute Resolution has established San Juan, Puerto Rico as an additional hearing location, effective January 1, 2003. This will be the third hearing location established outside of the 48 contiguous United States, and the first in the Caribbean basin. The Southeast Regional Office of NASD Dispute Resolution, located in Boca Raton, Florida will administer all arbitration and mediation claims assigned to the San Juan, Puerto Rico hearing location. This is the 48th designated hearing location for arbitration and mediation claims filed with NASD.

#### Questions/Further Information

Questions regarding this *Notice* may be directed to Rose M. Schindler, Director, NASD Dispute Resolution Southeast Regional Office, at (561) 416-0277.

#### Discussion

NASD recognizes the expanding global reach of investors and the users of its dispute resolution forum. To better serve these investors, NASD is pleased to offer the convenience of an additional hearing location in the Caribbean area. Effective January 1, 2003, San Juan, Puerto Rico has been designated as the hearing location for investors in the Caribbean area, which includes, for example, parties in Puerto Rico, the United States Virgin Islands, the Bahamas, and Venezuela. A roster of arbitrators has been developed and trained and is available for service in the new hearing location. In 2002, NASD added Spanish language material to its Web Site located at <http://www.nasdadr.com/spanish.asp>.

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NASD is pleased that it is better able to meet the needs of the forum's users by establishing San Juan, Puerto Rico as an additional hearing location for arbitration and mediation claims filed with NASD. This is a further step to improve services to parties outside of the contiguous United States. NASD also has hearing locations in Anchorage, Alaska, and Honolulu, Hawaii.

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