

NASD DISPUTE RESOLUTION AWARD
NASD DISPUTE RESOLUTION, INC.

CASE: 00-03364

Duli Mao & Yu Ma, Claimants vs. Charles Schwab Co., Inc., Respondent.

ATTORNEYS:

Claimants, Duli Mao and Yu Ma, ("Claimants"), appeared Pro Se, Sunnyvale, CA.

Respondent, Charles Schwab Co., Inc., ("Respondent"), appeared through its in-house counsel, Mauricio S. Beugelmans, Esq., San Francisco, CA.

DATE FILED: August 7, 2000.

CASE SUMMARY: Claimants alleged that they purchased 500 shares of China.com stock (symbol CHINA) on September 13, 1999. Claimants alleged that on September 27, 1999, they placed a good-until-cancel order to sell 500 shares of their CHINA stock at 79 3/4. Claimants further alleged that at 11:32A.M. ET on November 15, 1999, the Claimants, with Respondent's assistance, placed another sell limit order of 500 shares of Claimants' CHINA stock. Claimants maintained that, despite the existence of the two orders, they only held 500 shares of CHINA stock in their account. Claimants further maintained that at 11:32A.M. ET and 11:39A.M. ET, Respondent sold 400 shares and 100 shares, respectively, of CHINA stock from their account. Claimants stated that at 1:17P.M. ET on that same day, Respondent executed a purchase of 500 shares of CHINA stock, then a sale from their account due to the duplicate sell limit orders. Claimants alleged that because of these duplicate sales, they suffered a financial loss.

Claim Data

Claim: \$16,962.50
Filing Fees: \$425.00
Interest: \$1,272.00

Award Data

Award: \$16,962.50
Filing Fees: \$425.00
Interest: \$.00

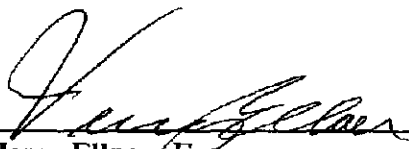
AWARD: The undersigned arbitrator has decided and determined in full and final resolution of the issues submitted for determination as follows: 1) Respondent is liable and shall pay to the Claimants \$16,962.50. 2) All other relief requests are denied. 3) Respondent is liable and shall pay Claimants \$425.00 as reimbursement of the filing fee.

OTHER FEES: Pursuant to Rule 10333 of the Code, Respondent has paid to NASD Dispute Resolution, Inc. the \$400.00 Member Surcharge previously invoiced.

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AFFIRMATION

I, Jerry Ellner, do hereby affirm, upon my oath as arbitrator that I am the individual described herein who executed this instrument, which is my oath and award.


Jerry Ellner Esq.

March 29, 2001
Date of Award