

NASD DISPUTE RESOLUTION AWARD
NASD DISPUTE RESOLUTION, INC.

CASE:01-01416

Gwyn Staton, claimant vs. E*Trade Securities, Inc., respondent.

ATTORNEYS:

Claimant appeared Pro Se, Seattle, WA.

For Respondent appeared Karen Smith, Compliance Officer, Rancho Cardova, CA.

DATE FILED: March 20, 2001

CASE SUMMARY: Claimant alleged that respondents failed to properly sign her up for an E*Trade airline mileage account. Claimant maintained that respondent sent her the incorrect application and she never received the airline miles.

COUNTERCLAIM SUMMARY: Respondent alleged that claimant made false and inaccurate statements in an attempt to secure air miles and is therefore requesting that the arbitrator sanction the claimant.

Claim Data

Claim: 25,000 frequent flier miles
one Delta Airlines or
reasonable value thereof

Claim: \$1,000.00

Attorney Fees: unspecified

Filing Fees: \$.00

Other: unspecified

Award Data

Award: \$.00

Claim: \$.00

Attorney Fees: \$.00

Filing Fees: \$.00

Other: \$.00

Counterclaim Data

Claim: \$1,500.00

Counterclaim Award Data

Award: \$.00

AWARD: The undersigned arbitrator has decided and determined in full and final resolution of the issues submitted for determination as follows: 1) The claims of claimant are dismissed in their entirety. 2) All requests for attorney fees are denied. 3) All other relief requests are denied. 4) The \$50.00 filing fee previously deposited with NASD Dispute Resolution, Inc. by the claimant, shall be retained by NASD Dispute Resolution, Inc.

COUNTERCLAIM AWARD: The undersigned arbitrator has decided and determined in full and final resolution of the issues submitted for determination as follows: 1) The counterclaims of respondent are hereby dismissed in their entirety. 2) All other relief requests are denied. 3) The \$350.00 filing fee previously deposited with NASD Dispute Resolution, Inc., by the respondent/counterclaimant shall be retained by NASD Dispute Resolution, Inc.

OTHER FEES: Pursuant to Rule 10333 of the Code, respondent E*Trade Securities, Inc., has paid to NASD Dispute Resolution, Inc. the \$150.00 Member Surcharge previously invoiced.

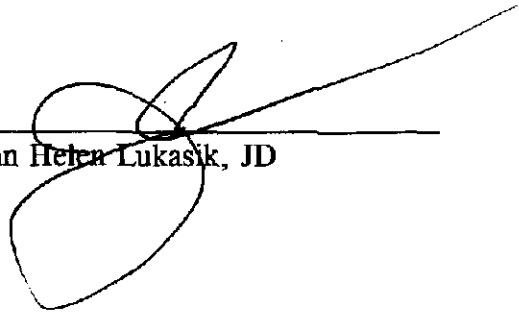
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Joan Helen Lukasik, JD

Sole Public Arbitrator

AFFIRMATION

I, Joan Helen Lukasik, JD, 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.



Joan Helen Lukasik, JD

12/1/2001
Signature Date

December 19, 2001
Date of Service (For NASD-DR office use only)