

Award
NASD Dispute Resolution, Inc.

In the Matter of the Arbitration Between:

Leah Csapo, Claimant v. American Express Financial Advisors, Inc. and Peter M. Langlois,
Respondents

Case Number: 01-01521

Hearing Site: San Francisco, California

REPRESENTATION OF PARTIES

For Claimant:

Leah Csapo
In Pro Per
San Francisco, California

For Respondents:

Chad Weaver
Nash and Edgerton
Hermosa Beach, California

CASE INFORMATION

Statement of Claim filed: March 19, 2001

Claimant's Uniform Submission Agreement signed: March 21, 2001

Joint Statement of Answer filed by Respondents: May 29, 2001

Respondent American Express Financial Advisors's Uniform Submission Agreement signed:
April 13, 2001

Respondent Langlois's Uniform Submission Agreement signed: May 1, 2001

CASE SUMMARY

Claimant alleged negligence and breach of fiduciary duty, which resulted in Claimant's inability to order the sale of mutual funds in a timely manner.

Respondents denied the allegations of wrongdoing set forth in the Claimant's Statement of Claim.

RELIEF REQUESTED

Claimant requested damages in the amount of \$3,250.55.

Respondents requested dismissal of the Claimant's Statement of Claim in its entirety, and requested costs and reasonable attorney's fees.

OTHER ISSUES CONSIDERED AND DECIDED

The parties agreed that the Award in this matter may be executed in counterpart copies or that a handwritten, signed Award may be entered.

AWARD

After considering the pleadings, testimony, and evidence presented at the hearing, the Arbitrator decided in full and final resolution of the issues submitted for determination as follows:

- 1) Respondents American Express Financial Advisors and Peter Langlois shall pay to Claimant damages in the amount of \$2,276.33. Respondents shall also pay Claimant 6% interest on the Award amount. Interest shall begin to accrue on January 11, 2002 and shall cease to accrue when the Award is paid in full.
- 2) Each party shall bear its own costs, including attorney's fees.
- 3) All other relief not expressly granted is denied.

FEES

Pursuant to the Code, the following fees are assessed:

Filing Fees

NASD Dispute Resolution, Inc. received or will collect the non-refundable filing fees for each claim as follows:

Initial claim filing fee	= \$ 50.00
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Member Fees

Member fees are assessed to each member firm that is either a party in the matter or an employer of a respondent associated person at the time of the events which gave rise to the dispute, claim, or controversy. Accordingly, the member firm American Express Financial Advisors is a party and the following fees are assessed:

Member Surcharge = \$ 200.00

Adjournment Fees

The following adjournment fees are assessed:

No adjournment fees were incurred in this matter

Forum Fees and Assessments

The Arbitrator assessed a forum fee for each pre-hearing conference or hearing session conducted. A pre-hearing conference and hearing session is any meeting between the parties and the Arbitrator. The following fees are assessed:

(1) Pre-hearing conference session @ \$ 125.00/session	= \$ 125.00
Pre-hearing conference: October 16, 2001 1 session	

(1) Hearing session @ \$125.00/session	= \$ 125.00
Hearing: January 11, 2002 1 session	

Total Forum Fees	= \$ 250.00
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1. The Arbitrator assessed \$ 83.33 of the forum fees to Claimant.
2. The Arbitrator assessed \$ 166.67 of the forum fees jointly and severally to Respondents American Express Financial Advisors and Peter Langlois.

Administrative Costs

Administrative costs are expenses incurred because a party requested additional services beyond the normal administrative services. These additional services include, but are not limited to, additional copies of arbitrator awards, copies of audio transcripts, retrieval of documents from archives, interpreters, security, and other requests.

No additional administrative costs were incurred in this matter

Fee Summary

1. Claimant, Leah Csapo, is charged with the following fees and costs:

Initial Filing Fee	= \$ 50.00
Forum Fees	= \$ 83.33
Total Fees	= \$ 133.33
Less Payments	= \$(175.00)
Refund Due Claimant	= \$ (41.67)

2. Respondents, American Express Financial Advisors and Peter Langlois, are charged jointly and severally with the following fees and costs:

Forum Fees	= \$ 166.67
<u>Less Payments</u>	<u>= \$ (0.00)</u>
Balance Due NASD Dispute Resolution, Inc.	= \$ 166.67

3. Respondent, American Express Financial Advisors, is charged with the following fees and costs:

Member Fee	= \$ 200.00
<u>Less Payments</u>	<u>= \$ (200.00)</u>
Balance Due NASD Dispute Resolution, Inc.	= \$ 0.00

All balances are payable to NASD Dispute Resolution, Inc. and are payable upon the receipt of the Award pursuant to Rule 10330(g) of the Code.

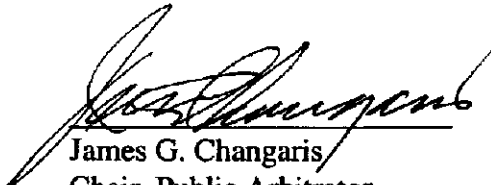
ARBITRATION PANEL

James G. Changaris

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Public Arbitrator, Presiding Chair

Arbitrator's Signature


James G. Changaris
Chair, Public Arbitrator

2/5/02
Signature Date

Date Served:

FEB 13 2002

Date of Service