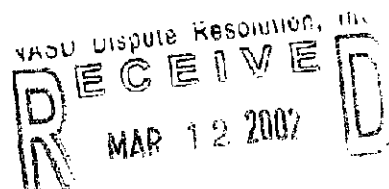


NASD DISPUTE RESOLUTION AWARD
NASD DISPUTE RESOLUTION, INC.



CASE: 01-02134

JOEL POTASZNIK, TRUSTEE, AND KAREN POTASZNIK, TRUSTEE, Claimants vs.
DREYFUS BROKERAGE SERVICES, INC., Respondent.

ATTORNEYS:

For Claimants Joel Potasznik, Trustee and Karen Potasznik, Trustee
Claimants participated Pro Se.

For Respondent

Respondent Representative: Kevin Kisiel, Compliance Specialist.

DATE FILED: 4-27-01

CASE SUMMARY:

Claimants Joel Potasznik, Trustee, and Karen Potasznik, Trustee, alleged trading system flaws in Dreyfus Brokerage Services, Inc. was a direct result of Joel Potasznik and Karen Potasznik's loss of \$19,196.56 on 02-01-01. Joel and Karen Potasznik attempted to purchase 14.505 shares of LUFK via Internet through Dreyfus Brokerage Services, Inc.'s online system, but instead of rejecting the partial share the system changed the order to 14,505 and refused a request by the Potaszniks to cancel order 18 seconds later. Claimants petitioned for recovery of costs.

Respondent Dreyfus Brokerage Services, Inc. moved to have the Claim dismissed in its entirety stating that the Claimants entered a buy order when it was the intention to place a sale. Respondent submitted that Claimants have a responsibility to verify an order prior to submission for execution.

Claim Data:

Claim: \$19,196.56

Filing Fees: \$425.00

Costs:

Award Data:

Award: \$19,196.56

Filing Fees and Costs: \$500.00

AWARD

The undersigned arbitrator has decided and determined in full and final resolution of the issues submitted for determination as follows:

- 1) Respondent Dreyfus Brokerage Services, Inc. is liable for and shall pay to the Claimants Joel Potasznik, Trustee, and Karen Potasznik, Trustee, the sum of \$19,196.56.
- 2) Respondent Dreyfus Brokerage Services, Inc. is liable for and shall pay to the Claimants Joel Potasznik, Trustee, and Karen Potasznik, Trustee, the sum of \$500.00 for reimbursement of the filing fee, forum fee and other costs.
- 3) All other relief requests are denied.

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Award 01-02134

Forum Fees:

One (1) Pre-hearing x \$450.00 = \$450.00

Total Forum Fees = \$450.00

The \$125.00 filing fee previously deposited with NASD Dispute Resolution, Inc. by the Claimants shall be retained by NASD Dispute Resolution, Inc. In addition, NASD-DR, Inc. shall retain the Claimants' \$300.00 Hearing Session Deposit as forum fees. Furthermore, Respondent Dreyfus Brokerage Services is liable for and shall pay to NASD-DR, Inc. the sum of \$150.00 as forum fees.

OTHER FEES:

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

OTHER ISSUES:

This matter was heard as a simplified arbitration on the papers.

AFFIRMATION

I, Frank D. Montana 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.

Frank D. Montana
Frank D. Montana -- Sole Public Arbitrator

03-11-02
(Signature Date)

March 13, 2002
Date of Service (For NASD-DR office use only)