

NASD DISPUTE RESOLUTION AWARD
NASD DISPUTE RESOLUTION

CASE: 03-00280

Betty S. Ingram, Claimant v. Citigroup Global Markets, Inc. f/k/a Salomon Smith Barney, Inc.
and Jack B. Grubman, Respondents

ATTORNEYS:

For Claimant Betty S. Ingram ("Claimant") appeared James Richard Hooper, Esq., of the firm
Hooper & Weiss, L.L.C., Orlando, FL.

For Respondents, Citigroup Global Markets, Inc f/k/a Salomon Smith Barney, Inc. and Jack B.
Grubman, ("Respondents"), appeared Bradford D. Kaufman, Esq., of the firm Greenberg
Traurig, P.A., West Palm Beach, FL.

NATURE OF DISPUTE: Customer v. Member and Associated Person.

DATE FILED: January 13, 2003.

CASE SUMMARY: Claimant alleged that Respondents violated each of the following: Section
10(b) and Rule 10b-5 of the Securities Exchange Act of 1934, Chapter 517.301 of the Florida
Securities and Investor Protection Act, NASD Conduct Rules and NYSE Rules. Claimant
further alleged that they were defrauded by the Respondents as a result of deliberate and willful
fraudulent practices in issuing misleading research reports, failing to disclose material conflicts
of interest, breaching their fiduciary duties, and failing to state material facts with respect to the
offer and sale of WorldCom stock.

Claim Data

Claim: \$2,936.15
Punitive: Unspecified
Interest: Unspecified
Attorney Fees: Unspecified
Filing Fees: Unspecified
Other: Unspecified

Award Data

Award: \$.00
Punitive: \$.00
Interest: \$.00
Attorney Fees: \$.00
Filing Fees: \$.00
Other: \$.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 punitive damages are denied. 3) All requests for interest are
denied. 4) All requests for attorney fees are denied. 5) All other relief requests are denied. 6)
NASD Dispute Resolution shall retain the \$175.00 filing fee that the Claimant deposited
previously.

OTHER FEES: Pursuant to Rule 10333 of the Code, Respondent Citigroup Global Markets, Inc.
f/k/a Salomon Smith Barney, Inc. has paid to NASD Dispute Resolution the \$200.00 Member
Surcharge previously invoiced.

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Award 03-00280

James H. Frank, Esq.

Sole Public Arbitrator

AFFIRMATION

I, James H. Frank, Esq., 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.


James H. Frank, Esq.

SEP 08 2004
Signature Date

September 15, 2004
Date of Service (For NASD-DR office use only)