

NASD DISPUTE RESOLUTION AWARD
NASD DISPUTE RESOLUTION

CASE: 03-02623

Robert Marion Ward and Betty Mayher Ward, Claimants vs. OptionsXpress, Inc., Respondent.

ATTORNEYS:

Claimants appeared pro se, Alexandria, VA.

For Respondent, OptionsXpress, Inc., appeared Jennifer Zordani, Esq. of the firm Ungaretti & Harris, Chicago, IL.

DATE FILED: April 9, 2003

CASE SUMMARY: Claimant alleged that Respondent failed to properly execute an orders to sell long OEX December \$475 stock and simultaneously buy an equal number of OXBXX December \$455 puts for a net zero cost in their discretionary account. Claimants maintained that because of Respondent's actions, their account suffered a loss. Claimants' claim involved various options.

Claim Data

Claim: \$1,095.00
Punitive: \$1,000.00
Filing Fees: Unspecified
Other: Unspecified

Award Data

Award: \$.00
Punitive: \$.00
Filing Fees: \$37.50
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 other relief requests are denied. 4) The \$75.00 filing fee previously deposited with NASD Dispute Resolution by the Claimant, shall be retained by NASD Dispute Resolution. 5) Respondent is liable and shall pay Claimant \$37.50 as reimbursement of one half of the filing fee.

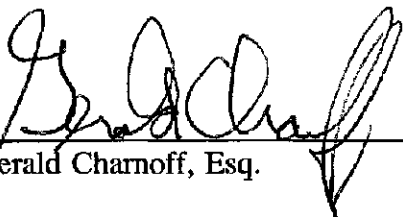
OTHER FEES: Pursuant to Rule 10333 of the Code, Respondent has paid to NASD Dispute Resolution the \$150.00 Member Surcharge previously invoiced.

Gerald Charnoff, Esq.

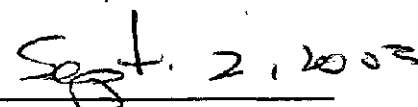
Sole Public Arbitrator

AFFIRMATION

I, Gerald Charnoff, 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.



Gerald Charnoff, Esq.



Signature Date

September 9, 2003
Date of Service (For NASD-DR office use only)