

NASD DISPUTE RESOLUTION AWARD
NASD DISPUTE RESOLUTION

CASE: 03-03288

UBS Financial Services, Inc. f/k/a UBS PaineWebber, Inc., Claimant v. Lisa Ruffin, Respondent.

ATTORNEYS:

For Claimant, UBS Financial Services, Inc. f/k/a UBS PaineWebber, Inc., ("Claimant"), appeared Romaine L. Gardner, Esq., Staten Island, NY.

Respondent, Lisa Ruffin, ("Respondent"), appeared pro se, Sherman Oaks, CA.

NATURE OF DISPUTE: Member v. Customer

DATE FILED: May 5, 2003

CASE SUMMARY: Claimant alleged that Respondent violated her MasterCard agreement and refused to pay the deficit on her Debit Card account. Claimant maintained that due to Respondent's action, the corporation suffered financial losses.

Claim Data

Claim: \$3,355.21
Interest: From 2/11/02 until date
award is paid
Filing Fees: \$525.00
Other: Unspecified

Award Data

Award: \$3,355.21
Interest: At the rate of 9% per annum
from 2/11/02 to 10/22/03
Filing Fees: \$525.00
Other: \$00

AWARD: The undersigned arbitrator has decided and determined in full and final resolution of the issues submitted for determination as follows: 1) Respondent is liable and shall pay to the Claimant \$3,355.21. 2) Respondent is liable and shall pay to the Claimant interest at the rate of 9% per annum from 2/11/02 to 10/22/03. 3) All other relief requests are denied. 4) NASD Dispute Resolution shall retain the \$525.00 filing fee that the Claimant deposited previously. 5) Respondent is liable and shall pay Claimant \$525.00 as reimbursement of the filing fee.

OTHER FEES: Pursuant to Rule 10333 of the Code, Claimant has paid to NASD Dispute Resolution the \$200.00 Member Surcharge previously invoiced.

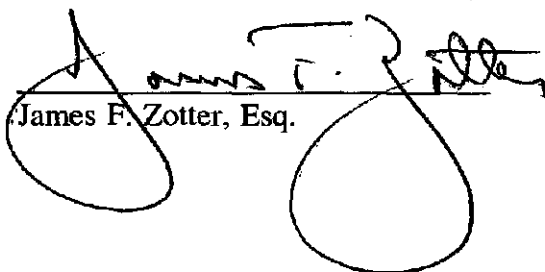
Page Two
Award 03-03288

James F. Zotter, Esq.

Sole Public Arbitrator

AFFIRMATION

I, James F. Zotter, 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 F. Zotter, Esq.

10/22/03

Signature Date

November 26, 2003

Date of Service (For NASD-DR office use only)