

NASD DISPUTE RESOLUTION AWARD
NASD DISPUTE RESOLUTION

CASE: 03-03825

Penny and Donald Anderson, as Administrator of the Estate of Dennis L. Anderson, Claimant
v. Charles Schwab & Co., Inc., Respondent.

ATTORNEYS:

For Claimants, Penny and Donald Anderson as Administrators of the Estate of Dennis L. Anderson, ("Claimants"), appeared Norman Macleod, San Francisco, CA.

Respondent, Charles Schwab & Co., Inc., ("Respondent"), appeared through its in-house counsel Brandon K. Hemley, Esq., San Francisco, CA.

NATURE OF DISPUTE: Customers v. Member

DATE FILED: May 28, 2003

CASE SUMMARY: Claimants alleged that Respondent failed to execute an order to close the account for which they were administrators, and were thus negligent. Claimants maintained that due to Respondent's action, the account suffered financial harm.

Claim Data

Claim: \$11,450.20
Interest: For three months at the rate of
ten percent (10%) to total \$286.26
Filing Fees: \$425.00
Other: Unspecified

Award Data

Award: \$7,957.68
Interest: \$.00
Filing Fees: \$212.50
Other: \$.00

AWARD: The undersigned arbitrator has decided and determined in full and final resolution of the issues submitted for determination as follows: 1) Respondent is liable and shall pay to the Claimants \$7,957.68. 2) All requests for interest are denied. 3) All other relief requests are denied. 4) NASD Dispute Resolution shall retain the \$425.00 filing fee that the Claimants deposited previously. 5) Respondent is liable and shall pay to the Claimants \$212.50 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 \$425.00 Member Surcharge previously invoiced.

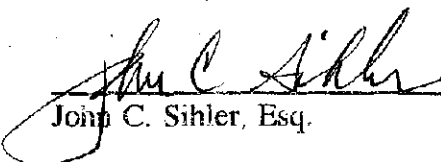
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Award 03-03825

John C. Sihler, Esq.

Sole Public Arbitrator

AFFIRMATION

I, John C. Sihler, 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.


John C. Sihler, Esq.

1/13/04
Signature Date

January 27, 2004
Date of Service (For NASD-DR office use only)