

NASD DISPUTE RESOLUTION AWARD
NASD DISPUTE RESOLUTION
CASE: 03-06557

Diane B. Thiesen, IRA, Claimant v. Citigroup Global Markets, Inc. f/k/a Salomon Smith Barney, Inc. and Jack B. Grubman, Respondents.

ATTORNEYS:

For Claimant, Diane B. Thiesen, IRA, ("Claimant"), appeared Douglas H. Glick, Esq., of the Law Offices of Douglas H. Glick, P.A., 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: September 9, 2003

CASE SUMMARY: Claimant alleged that Respondents violated each of the following: Section 17(a) of the Securities Act of 1933, Chapter 517.301 of the Florida Securities and Investor Protection Act, NASD Rule 2210(d)(1), and New York Stock Exchange Rule 202.02. Claimant alleged that Respondents breached their fiduciary duty, and omitted to state material facts in connection with the offer and sale of WorldCom stock. Claimant additionally alleged that Respondent Citigroup Global Markets, Inc. f/k/a Salomon Smith Barney, Inc. is liable for the unlawful and negligent acts of its representative, Respondent Jack B. Grubman. Claimant maintained that due to Respondents' actions, her IRA suffered financial losses.

Claim Data

Claim: \$3,497.04

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: \$87.50

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 the 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. 7) Respondent Citigroup Global Markets, Inc., f/k/a Salomon Smith Barney, Inc. is liable for and shall pay to the Claimant \$43.75 as reimbursement of one-quarter of the filing fees. 8) Respondent Jack B. Grubman is liable for and shall pay to the Claimant \$43.75 as reimbursement of one-quarter of the filing fees.

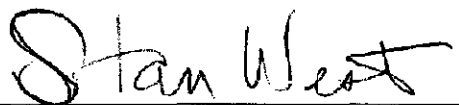
OTHER FEES: Pursuant to Rule 10333 of the Code, Respondent Citigroup Global Markets, Inc. f/k/a Salomon Smith Barney, Inc. has paid to NASD Dispute Resolution the \$200.00 Member Surcharge previously invoiced.

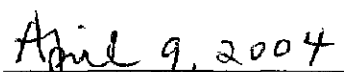
ARBITRATOR

Stan West - Sole Public Arbitrator

AFFIRMATION

I, Stan West, 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.


Stan West


Signature Date

April 21, 2004
Date of Service (For NASD-DR office use only)