

NASD DISPUTE RESOLUTION AWARD

NASD DISPUTE RESOLUTION

CASE: 03-06570

Louis V. Marshall & Evelyn Marshall TTEES The Marshall Family Trust, Claimants v. Citigroup Global Markets, Inc., f/k/a Salomon Smith Barney, Inc. and Jack B. Grubman, Respondents.

ATTORNEYS:

For Claimants, Louis V. Marshall & Evelyn Marshall TTEES The Marshall Family Trust, ("Claimants"), 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: Customers v. Member and Associated Person

DATE FILED: September 9, 2003

CASE SUMMARY: Claimants 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. Claimants further alleged that Respondents breached their fiduciary duty and omitted to state material facts in connection with the offer and sale of WorldCom stock. Claimants 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, under the doctrine of respondeat superior. Claimants maintained that due to Respondents' actions, their trust suffered financial losses.

ARBITRATOR'S REPORT:

My ruling is in favor of the Respondents:

I do not find the Claimants' loss in WorldCom stock was caused by biased research reports, but moreover, the massive accounting fraud by WorldCom and a very unfriendly environment of the collapsed telecommunication industry.

Citigroup Global Markets, Inc. f/k/a Salomon Smith Barney, Inc. had sufficient disclaimers on its research reports and buy recommendations to avoid the charges of misrepresentation or omission.

Claim Data

Claim: \$14,161.15
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: \$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) The claims of the Claimants 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 \$425.00 filing fee that the Claimant deposited previously. 7) Respondents are jointly and severally liable and shall pay to the Claimants \$212.50 as reimbursement of one-half of the filing fee.

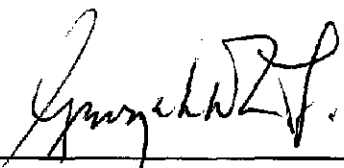
OTHER FEES: Pursuant to Rule 10333 of the Code, Respondent Citigroup Global Markets, Inc. f/k/a Salomon Smith Barney, Inc. has paid to NASD Dispute Resolution the \$425.00 Member Surcharge previously invoiced.

ARBITRATOR

George L. Davis - Sole Public Arbitrator

AFFIRMATION

I, George L. Davis, 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.



George L. Davis

4/8/04

Signature Date

April 21, 2004

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