

**NASD DISPUTE RESOLUTION AWARD**  
**NASD DISPUTE RESOLUTION**  
CASE: 03-06573

Carolyn M. Howard & Dana Howard Randles TTEE U/W/O Charles W. Howard FBO Carolyn M. Howard SBPM, Claimants v. Citigroup Global Markets, Inc. f/k/a Salomon Smith Barney, Inc., and Jack B. Grubman, Respondents.

---

**ATTORNEYS:**

For Claimants, Carolyn M. Howard & Dana Howard Randles TTEE U/W/O Charles W. Howard FBO Carolyn M. Howard SBPM, ("Claimants"), appeared Douglas H. Glicker, Esq., of the Law Offices of Douglas H. Glicker, 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 Respondent 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 alleged that Respondents breached their fiduciary duty, and omitted to state material fact 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 account suffered financial losses.

---

**Claim Data**

Claim: \$4,816.01  
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: \$.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) 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 \$175.00 filing fee that the Claimants deposited previously.

---

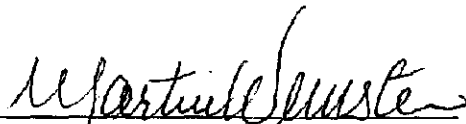
**OTHER FEES:** Pursuant to Rule 10333 of the Code, Respondent Citigroup Global Markets, Inc. f/k/a Salomon Smith Barney, Inc., has paid to NASD Dispute Resolution the \$200.00 Member Surcharge previously invoiced.

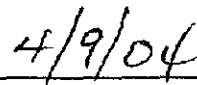
**ARBITRATOR**

Martin Weinstein, Esq. - Sole Public Arbitrator

**AFFIRMATION**

I, Martin Weinstein, 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.

  
\_\_\_\_\_  
Martin Weinstein, Esq.

  
\_\_\_\_\_  
Signature Date

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