

NASD DISPUTE RESOLUTION AWARD
NASD DISPUTE RESOLUTION

CASE: 03-09155

Wanda Ragsdale, Claimant v. Morgan Stanley DW, Inc. and Steve Matlack, Respondents

ATTORNEYS:

Claimant Wanda Ragsdale ("Claimant") appeared *pro se*, Coleman, TX.

For Respondents Morgan Stanley DW, Inc. and Steve Matlack (collectively "Respondents") appeared Artur M. Wlazlo, Esq., in-house counsel, Morgan Stanley DW, Inc., New York, NY.

NATURE OF DISPUTE: Customer v. Member and Associated Person.

DATE FILED: December 29, 2003.

CASE SUMMARY: Claimant alleged that Respondents placed her in investments that were unsuitable to her needs and investment objectives. Claimant further alleged that Respondents failed to follow instructions to cancel trades and executed trades that were unauthorized. Claimant maintained that due to Respondents' actions, the account suffered losses. Claimant's claim involved unspecified securities.

Claim Data

Claim: \$25,000.00
Punitive: Unspecified
Interest: Unspecified
Filing Fees: \$.00

Award Data

Award: \$12,550.36
Punitive: \$.00
Interest: \$.00
Filing Fees: \$425.00

AWARD: The undersigned arbitrator has decided and determined in full and final resolution of the issues submitted for determination as follows: 1) Respondent Morgan Stanley DW, Inc. is liable for and shall pay to the Claimant \$11,295.32. 2) Respondent Steve Matlack is liable for and shall pay to the Claimant \$1,255.04. 3) All requests for punitive damages are denied. 4) All requests for interest 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) Respondent Morgan Stanley DW, Inc. is liable and shall pay Claimant \$425.00 as reimbursement of the filing fee.

OTHER FEES: Pursuant to Rule 10333 of the Code, Respondent Morgan Stanley DW, Inc. has paid to NASD Dispute Resolution the \$425.00 Member Surcharge previously invoiced.

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Award 03-09155

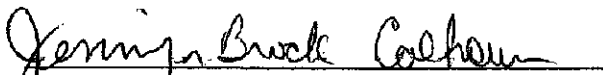
Jennifer Brock Calhoun, JD

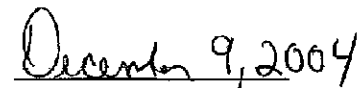
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Sole Public Arbitrator

AFFIRMATION

I, Jennifer Brock Calhoun, JD, 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.


Jennifer Brock Calhoun, JD


Signature Date

December 16, 2004
Date of Service (For NASD-DR office use only)