

**NASD DISPUTE RESOLUTION AWARD**  
**NASD DISPUTE RESOLUTION**

CASE: 04-02891

Erik Stephen Zenger, Claimant vs. Salomon Smith Barney, Inc., n/k/a Citigroup Global Markets, Inc. Respondent.

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**ATTORNEYS:**

For Claimant, Erik Stephen Zenger, ("Claimant") appeared Jan Graham, Esq., Salt Lake City, UT

Respondent, Salomon Smith Barney, Inc., n/k/a Citigroup Global Markets, Inc. ("Respondent") appeared through its in house counsel, Ann Parry, Esq., New York, NY.

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**NATURE OF DISPUTE:** Customer V. Member

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**DATE FILED:** April 20, 2004

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**CASE SUMMARY:** Claimant alleged that Respondent intentionally and recklessly failed to disclose material facts in connection with the Sale of WorldCom common stock to Claimant.

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**Claim Data**

Claim: \$7,641.95  
Punitive: \$15,283.90  
Interest: \$7,270.58 12% per annum  
  
Attorney Fees: \$9,170.38 40% of the total award  
(based upon the attorney client contingency fee  
agreement), pursuant to section 61-1-22(1) (a)  
of the Utah Securities Act.  
Filing Fees: \$425.00  
Other: Unspecified

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**Award Data**

Award: \$7,641.95  
Punitive: \$.00  
Interest: 12% per annum from June 30,  
2002 to June 30, 2004  
Attorney Fees: \$2,547.00  
  
Filing Fees: \$425.00  
Other: \$.00

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**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 Claimant \$7,641.95. 2) Respondent is liable and shall pay to the Claimant interest at the rate of 12% per annum from June 30, 2002 to June 30, 2004. 3) Respondent is liable and shall pay to the Claimant \$2,547.00 for attorney fees as requested by Claimant. 4) All requests for punitive damages are denied. 5) All other relief requests are denied. 6) The \$425.00 filing fee previously deposited with NASD Dispute Resolution by the Claimant, shall be retained by NASD Dispute Resolution. 7) Respondent is liable and shall pay to the Claimant \$425.00 as reimbursement of the filing fee.

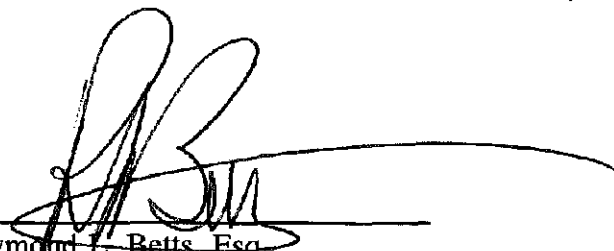
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**OTHER FEES:** Pursuant to Rule 10333 of the Code, Respondent has paid to NASD Dispute Resolution the \$425.00 Member Surcharge previously invoiced.

Raymond L. Betts, Esq. - Sole Public Arbitrator

**AFFIRMATION**

I, Raymond L. Betts, 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.

  
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Raymond L. Betts, Esq.

9/4/04  
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Signature Date

September 10, 2004  
\_\_\_\_\_  
Date of Service (For NASD-DR office use only)