
Award
NASD Dispute Resolution

In the Matter of the Arbitration Between:

Names of the Claimant

Joyce Teerling T.O.D. L.L. Teerling, L.S. Walsh

Case Number: 04-05257

Names of the Respondents

Citigroup Global Markets, Inc., f/k/a
Salomon Smith Barney, Inc.
Jack B. Grubman

Hearing Site: Orlando, Florida

Nature of the Dispute: Customer vs. Member and Associated Person.

REPRESENTATION OF PARTIES

For Joyce Teerling T.O.D. L.L., Teerling, L.S. Walsh, hereinafter referred to as "Claimant": Douglas H. Glicker, Esq., Orlando, Florida.

For Citigroup Global Markets, Inc., f/k/a Salomon Smith Barney, Inc. ("Citigroup") and Jack B. Grubman ("Grubman"), hereinafter collectively referred to as "Respondents": J. Carlos Real, Esq., Greenberg Traurig, P.A., Orlando, Florida.

CASE INFORMATION

Statement of Claim filed on or about: July 21, 2004.

Claimant signed the Uniform Submission Agreement: June 5, 2003.

Statement of Answer filed by Respondents on or about: September 10, 2004.

Respondents signed the Uniform Submission Agreements: December 15, 2004.

Claimant's Reply to Respondents' Answer to Statement of Claim and Claimant's Preliminary Response to Respondents' Motion to Dismiss and Respondents' Motion to Strike (contained in Respondents' Answer) filed on or about: September 15, 2004.

CASE SUMMARY

Claimant asserted the following causes of action: omission to state material facts and conflicts of interest in violation of Section 17(a) of the Securities Act of 1933; omission to state material facts and conflicts of interest in violation of Chapter 517.301 of the Florida Securities and Investor Protection Act; omission to state material facts and conflicts of interest in violation of NASD Rule 2210(d)(1), Communications with the Public-General Standards; breach of fiduciary

duty; and, respondeat superior. The causes of action relate to Claimant's investment in WorldCom stock.

Unless specifically admitted in their Answer, Respondents denied the allegations made in the Statement of Claim, and asserted various defenses.

RELIEF REQUESTED

Claimant requested rescissory damages in the amount of \$2,788.49, an unspecified amount of punitive damages, interest, costs, attorneys' fees and such other damages as deemed appropriate by the undersigned arbitrator (the "Arbitrator").

Respondents requested that Claimant's Statement of Claim be denied in its entirety, and dismissed, with prejudice, with attorneys' fees and costs assessed against Claimant.

OTHER ISSUES CONSIDERED AND DECIDED

On or about June 23, 2005, the parties requested that in lieu of conducting an evidentiary hearing, the Arbitrator make a final determination of this matter on the papers following submission by the parties of final hearing briefs. On or about July 1, 2005, the Arbitrator issued an Order granting the parties' request.

The parties agreed that a handwritten, signed Award may be entered in this matter.

AWARD

After considering the pleadings, the Arbitrator has decided in full and final resolution of the issues submitted for determination as follows:

The claims of Claimant are dismissed in their entirety.

All requests for interest are denied.

All requests for punitive damages are denied.

All requests for attorneys' fees pursuant to Chapter 517.301, Florida Statutes are denied.

All other relief requests are denied.

NASD Dispute Resolution, Inc. shall retain all filing fees that the Claimant deposited previously.

All claims for relief not specifically addressed herein, including Respondents' request for attorneys' fees, are denied.

FEEES

Pursuant to the NASD Code of Arbitration Procedure (the "Code"), the following fees are assessed:

Filing Fees

NASD Dispute Resolution will retain or collect the non-refundable filing fees for each claim:

Initial claim filing fee = \$ 50.00

Member Fees

Member fees are assessed to each member firm that is a party in these proceedings or to the member firm that employed the associated person at the time of the event(s) giving rise to the dispute.

Accordingly, Respondent Citigroup is a party and a member firm.

Member surcharge = \$ 200.00

Total Member Fees = \$ 200.00

Adjournment Fees

Adjournments granted during these proceedings for which fees were assessed:

There were no adjournment fees assessed during these proceedings.

Three-Day Cancellation Fees

Fees apply when a hearing on the merits is postponed or settled within three business days before the start of a scheduled hearing session:

There were no three-day cancellation fees assessed during these proceedings.

Injunctive Relief Fees

Injunctive relief fees are assessed to each member or associated person who files for a temporary injunction in court. Parties in these cases are also assessed arbitrator travel expenses and costs when an arbitrator is required to travel outside his or her hearing location and additional arbitrator honoraria for the hearing for permanent injunction. These fees, except the injunctive relief surcharge, are assessed equally against each party unless otherwise directed by the Arbitrator.

There were no injunctive relief fees assessed during these proceedings.

Forum Fees and Assessments

The Arbitrator has assessed forum fees for each session conducted. A session is any meeting between the parties and the Arbitrator, including a pre-hearing conference with the Arbitrator, that lasts four (4) hours or less. Fees associated with these proceedings are:

One (1) Pre-hearing session with the Arbitrator @ \$125.00/session = \$ 125.00

Pre-hearing conferences: December 6, 2004 1 session

Total Forum Fees = \$ 125.00

The Arbitrator has assessed the total forum fees of \$125.00 to Claimant.

Administrative Costs

Administrative costs are expenses incurred due to a request by a party for special services beyond the normal administrative services. These include, but not limited to, additional copies of arbitrator awards, copies of audio transcripts, retrieval of documents from archives, interpreters, and security.

There were no administrative costs incurred during these proceedings.

Fee Summary

Claimant is solely liable for:

Initial Filing Fee	= \$ 50.00
Forum Fees	= \$ 125.00
<u>Total Fees</u>	<u>= \$ 175.00</u>
Less payments	= \$ 175.00
Balance Due NASD Dispute Resolution	= \$ 0.00

Respondent Citigroup is solely liable for:

Member Fees	= \$ 200.00
<u>Total Fees</u>	<u>= \$ 200.00</u>
Less payments	= \$ 200.00
Balance Due NASD Dispute Resolution	= \$ 0.00

All balances are payable to NASD Dispute Resolution and are due upon receipt pursuant to Rule 10330(g) of the Code.

ARBITRATION PANEL

John T. Luce - Public Arbitrator

Arbitrator's Signature

/s/

10/10/2005

John T. Luce
Public Arbitrator

Signature Date

October 10, 2005

Date of Service (For NASD Dispute Resolution office use only)

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Total Fees	= \$ 175.00
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Balance Due NASD Dispute Resolution	= \$ 0.00

Respondent Citigroup is solely liable for:

Member Fees	= \$ 200.00
Total Fees	= \$ 200.00
Less payments	= \$ 200.00
Balance Due NASD Dispute Resolution	= \$ 0.00

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John T. Luce - Public Arbitrator

Arbitrator's Signature


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