

NASD DISPUTE RESOLUTION AWARD
NASD DISPUTE RESOLUTION

CASE: 04-06054

Bessie Pease Spillman, (Claimant) vs. Citigroup Global Markets, Inc., (Respondent)

ATTORNEYS:

For Claimant appeared Jan Graham, of Jan Graham Law Offices, Salt Lake City, UT.

For Respondent appeared Mark L. Parmelee, of the firm Greenberg Traurig, LLP, New York, NY.

NATURE OF DISPUTE: Customer vs. Member

DATE FILED: August 23, 2004

CASE SUMMARY: Claimant alleged that Respondent intentionally and recklessly failed to disclose material facts in connection with the sale of WorldCom Stock. Claimant further alleged breach of fiduciary duty and suitability. Claimant maintained that due to Respondent's actions, she suffered financial losses. Claimant's claim involved WorldCom Stock.

Claim Data

Claim: \$22,728.90
Punitive: \$.00
Interest: 3,636.62
Attorney Fees: Unspecified
Filing Fees: \$425.00
Other: Unspecified

Award Data

Award: \$22,728.90
Punitive: \$2,271.10
Interest: \$.00
Attorney Fees: \$13,772.00
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) Respondent is liable and shall pay to the Claimant \$22,728.90. 2) Respondent is liable and shall pay Claimant \$13,772.00 for attorney fees based upon the attorney client agreement. 3) Respondent is liable and shall pay Claimant \$2,271.10 as punitive damages for Respondent's intentional and reckless failure to disclose material facts and its breach of fiduciary duty. 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 is liable and shall pay Claimant \$212.50 as reimbursement of one half of the filing fee.

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

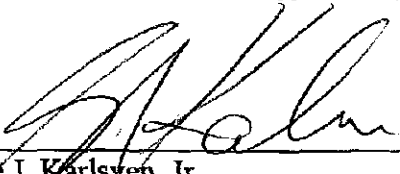
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George J. Karlsven, Jr.

Sole Public Arbitrator

AFFIRMATION

I, George J. Karlsven, Jr., 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 J. Karlsven, Jr.

7/22/05
(Signature Date)

August 2, 2005
Date of Service (For NASD-DR office use only)