

NASD DISPUTE RESOLUTION AWARD
NASD DISPUTE RESOLUTION

CASE: 04-07765

Saralyn Ingram IRA, Claimant v. American Express Financial Advisors, Inc. and Nationwide Investment Services Corp., Respondents

ATTORNEYS:

Claimant Saralyn Ingram IRA ("Claimant") appeared *pro se*, Augusta, GA.

For Respondent American Express Financial Advisors, Inc. appeared Karen E. Wilson, Esq., in-house counsel, American Express Financial Advisors, Inc., Minneapolis, MN.

For Respondent Nationwide Investment Services Corp. appeared Natalie C. Trishman, Esq., of the firm Bricker & Eckler, LLP, Columbus, OH.

American Express Financial Advisors, Inc. and Nationwide Investment Services Corp. are hereinafter collectively referred to as "Respondents".

NATURE OF DISPUTE: Customer vs. Members.

DATE FILED: November 1, 2004.

CASE SUMMARY: Claimant alleged that Respondents failed and neglected to promptly transfer funds when requested, creating a loss in her account. Claimant maintained that due to Respondents' actions, her account suffered losses. Claimant's claim involved mutual funds.

Claim Data

Claim: \$10,295.01
Punitive: \$14,204.99
Interest: Unspecified
Filing Fees: \$425.00
Costs: \$75.00

Award Data

Award: \$7,500.00
Punitive: \$0.00
Interest: 8% p.a. fr. 9/03/04-2/15/05
Filing Fees: \$425.00
Costs: \$0.00

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 Claimant against Respondent Nationwide Investment Services Corp. are dismissed in their entirety. 2) Respondent American Express Financial Advisors, Inc. is liable for and shall pay Claimant \$7,500.00. 3) Respondent American Express Financial Advisors, Inc. is liable for and shall pay Claimant interest at the rate of 8% per annum from September 3, 2004 through February 15, 2005. 4) All requests for punitive damages 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. 6) Respondent American Express Financial Advisors, Inc. is liable and shall pay Claimant \$212.50 as reimbursement of one-half of the filing fee. 7) Respondent Nationwide Investment Services Corp. 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, Respondents have each paid to NASD Dispute Resolution the \$425.00 Member Surcharge previously invoiced.

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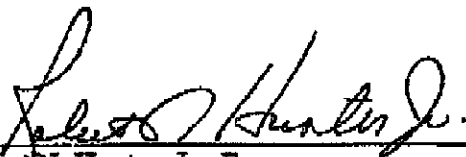
Award 04-07765

ARBITRATOR

Robert N. Hunter, Jr., Esq. - Sole Public Arbitrator

AFFIRMATION

I, Robert N. Hunter, Jr., 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.


Robert N. Hunter, Jr., Esq.

3-9-05
Signature Date

3-11-05
Date of Service (For NASD-DR office use only)

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Award 04-07765

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Robert N. Hunter, Jr., Esq. - Sole Public Arbitrator

AFFIRMATION

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Robert N. Hunter, Jr., Esq.

Signature Date

Date of Service (For NASD-DR office use only)