

Stipulated Award
NASD Dispute Resolution

In the Matter of the Arbitration Between:

Names of the Claimants

Donald Langelier
Lorraine Langelier

Case Number: 04-08207

Names of the Respondents

Securities Service Network, Inc.
Jerome C. Kelter

Hearing Site: Boca Raton, Florida

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

REPRESENTATION OF PARTIES

For Donald Langelier and Lorraine Langelier, hereinafter collectively referred to as "Claimants":
James M. Riley, Esq., Rogers Towers, Jacksonville, Florida.

For Securities Service Network, Inc. ("SSNI"): Ronald Klimas, Esq., Securities Service
Network, Inc., Knoxville, Tennessee.

For Jerome C. Kelter ("Kelter"): Sherryll M. Dunaj, Esq., Miller, Stephens Lynn Klein La Cava
Hoffman & Puya, P.A., Miami, Florida.

CASE INFORMATION

Statement of Claim filed on or about: December 2, 2004.

Claimants signed but did not date the Uniform Submission Agreement.

Statement of Answer filed by Respondent SSNI on or about: January 21, 2005.

Statement of Answer filed by Respondent Kelter on or about: February 3, 2005.

Respondent SSNI signed the Uniform Submission Agreement: January 18, 2005.

Respondent Kelter signed the Uniform Submission Agreement: February 18, 2005.

Motion to Dismiss and/or for Summary Judgment filed by Respondent Kelter on or about:
December 1, 2005.

Agreed Motion to Re-Open Case and Vacate Previously Filed Unilateral Notice of
Dismissal/Motion to Substitute Stipulation for Dismissal and to Expunge/Agreed Award/Order
of Dismissal/Proposed Stipulated Award filed by Respondent Kelter on or about: January 25,
2006.

CASE SUMMARY

Claimants asserted the following causes of action against each of the respective Respondents: 1) unsuitability; 2) breach of fiduciary duty; 3) negligence; 4) breach of contract; 5) omission; and 6) unauthorized trading. Claimants also asserted a cause of action for negligent supervision against Respondent SSNI. The causes of action relate to Claimants' investments in variable

annuities from Allmerica Financial Life Insurance and Annuity Company and Glenbrook Life and Annuity Company, as well as unspecified AIM Mutual Funds.

Unless specifically admitted in its Answer, Respondent SSNI denied the allegations made in the Statement of Claim and asserted various affirmative defenses.

Unless specifically admitted in his Answer, Respondent Kelter denied the allegations made in the Statement of Claim and asserted various affirmative defenses.

RELIEF REQUESTED

Claimants requested compensatory damages and lost profits in the amount of \$75,000.00, costs, interest, and such other relief the undersigned arbitrators (the "Panel") deemed just and appropriate.

Respondent SSNI requested that the Panel dismiss Claimant's claims and award SSNI its fees and costs.

Respondent Kelter requested that the Panel dismiss Claimant's claims with prejudice, award Kelter his costs, and such other relief the Panel deemed just and appropriate.

OTHER ISSUES CONSIDERED AND DECIDED

On or about December 22, 2005, prior to the Panel ruling on Respondent Kelter's Motion to Dismiss and/or for Summary Judgment, Claimants notified NASD Dispute Resolution ("NASD") that the parties had settled all claims by and between them. Thereafter, on or about January 11, 2006, Claimants filed with NASD a Notice of Dismissal of this matter.

On or about February 8, 2006, the Panel granted Respondent Kelter's Agreed Motion to Re-Open Case and Vacate Previously Filed Unilateral Notice of Dismissal/Motion to Substitute Stipulation for Dismissal and to Expunge/Agreed Award/Order of Dismissal/Proposed Stipulated Award.

This matter involved claims that were resolved on a cost of defense basis and upon the basis that while the claim was initiated in good faith, in the course of discovery counsel for Claimants has determined that there was no wrongdoing and the claim was accordingly resolved for the exchange of various confidential releases and agreements, which occurred prior to the submission of any evidence by any party, and prior to the final arbitration hearing. No evidence was submitted to this Panel demonstrating any individual Respondent is culpable of any wrongdoing and counsel for Claimants has so stipulated. Accordingly, all references to this arbitration proceeding shall be expunged from the NASD Central Registration Depository ("CRD") records for Respondent Kelter.

AWARD

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

The Panel recommends the expungement of all reference to the above captioned arbitration from Respondent Kelter's registration records maintained by the NASD CRD, with the understanding that pursuant to NASD Notice to Members 04-16, Respondent Kelter must obtain confirmation from a court of competent jurisdiction before the NASD CRD will execute the expungement directive.

Pursuant to NASD Rule 2130, the arbitration Panel has found that the claim, allegation or information is factually impossible or clearly erroneous.

FEES

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	=	\$ 225.00
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Member Fees

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

Member surcharge	=	\$1,100.00
Pre-hearing process fee	=	\$ 750.00
<u>Hearing process fee</u>	=	<u>\$1,700.00</u>
Total Member Fees	=	\$3,550.00

Adjournment Fees

Adjournments granted during these proceedings for which fees were assessed:

No adjournment fees were 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:

No three-day cancellation fees were 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 Panel.

There were no injunctive relief fees assessed during these proceedings.

Forum Fees and Assessments

The arbitration Panel has assessed forum fees for each session conducted or each decision rendered on a discovery-related motion on the papers. A session is any meeting between the parties and the arbitrator(s), including a pre-hearing conference with the arbitrator(s), that lasts four (4) hours or less. Fees associated with these proceedings are:

One (1) Pre-hearing session with Panel @ \$750.00 per session	= \$750.00
<u>Pre-hearing conference: April 11, 2005 1 session</u>	
Total Forum Fees	= \$750.00

1. The Panel has assessed forum fees in the amount of \$375.00 to Claimants, jointly and severally.
2. The Panel has assessed forum fees in the amount of \$375.00 to Respondents SSNI and Kelter, jointly and severally.

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 are not limited to, additional copies of arbitrator awards, copies of audio transcripts, retrieval of documents from archives, interpreters, and security.

No administrative costs were assessed during these proceedings.

Fee Summary

Claimants are jointly and severally liable for:

Initial Filing Fee	= \$ 225.00
Forum Fees	= \$ 375.00
Retained Hearing Session Deposit pursuant to Rule 10332(f) of Code	= \$ 375.00
Total Fees	= \$ 975.00
<u>Less payments</u>	<u>= \$ 975.00</u>
Balance Due NASD Dispute Resolution	= \$ 0.00

Respondent SSNI is solely liable for:

Member Fees	= \$ 3,550.00
Total Fees	= \$ 3,550.00
<u>Less payments</u>	<u>= \$ 3,550.00</u>
Balance Due NASD Dispute Resolution	= \$ 0.00

Respondents SSNI and Kelter are jointly and severally liable for:

Forum Fees	= \$ 375.00
Total Fees	= \$ 375.00
<u>Less payments</u>	<u>= \$ 375.00</u>
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

William Kent Brown	-	Public Arbitrator, Presiding Chairperson
Michael D. Felton	-	Public Arbitrator
John M. Eadie	-	Non-Public Arbitrator

Concurring Arbitrators' Signatures

/s/
William Kent Brown
Public Arbitrator, Presiding Chairperson

February 13, 2006
Signature Date

/s/
Michael D. Felton
Public Arbitrator

February 12, 2006
Signature Date

/s/
John M. Eadie
Non-Public Arbitrator


February 10, 2006
Signature Date

February 14, 2006
Date of Service (For NASD Dispute Resolution office use only)

ARBITRATION PANEL

William Kent Brown .	-	Public Arbitrator, Presiding Chairperson
Michael D. Felton	-	Public Arbitrator
John M. Eadie	-	Non-Public Arbitrator

Concurring Arbitrators' Signatures



William Kent Brown
Public Arbitrator, Presiding Chairperson

2-13-06

Signature Date

Michael D. Felton
Public Arbitrator

Signature Date

John M. Eadie
Non-Public Arbitrator

Signature Date

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

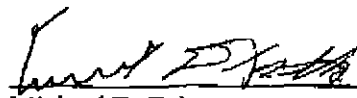
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Michael D. Felton	-	Public Arbitrator
John M. Eadie	-	Non-Public Arbitrator

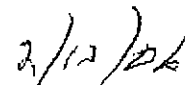
Concurring Arbitrators' Signatures

William Kent Brown
Public Arbitrator, Presiding Chairperson

Signature Date



Michael D. Felton
Public Arbitrator



Signature Date

John M. Eadie
Non-Public Arbitrator

Signature Date

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Michael D. Felton	-	Public Arbitrator
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Concurring Arbitrators' Signatures

William Kent Brown
Public Arbitrator, Presiding Chairperson

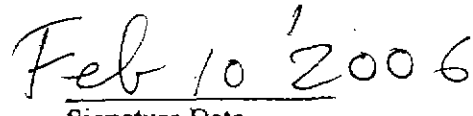
Signature Date

Michael D. Felton
Public Arbitrator

Signature Date



John M. Eadie
Non-Public Arbitrator



Signature Date

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