

NASD DISPUTE RESOLUTION AWARD
NASD DISPUTE RESOLUTION, INC.

CASE: 99-04409

Gary Welsh, claimant vs. E*Trade Securities, Inc., respondent.

ATTORNEYS:

Claimant Gary Welsh, appeared Pro Se., Perkiomenville, PA.

For respondent E*Trade Securities, Inc. appeared Bob Salvador Compliance Analyst, Menlo Park, CA.

DATE FILED: September 28, 1999

CASE SUMMARY: Claimant alleged that respondent's computer system did not recognize the new symbols assigned to Real Networks stock. Claimant maintained that as a result, respondent incorrectly process his order to sell 135 shares of his Real Networks stock and he was unable to purchase Amazon options.

Claim Data

Claim: \$1,500.00
Interest: \$.00

Award Data

Award: \$1,500.00
Interest: at the legal rate prevailing in
the State of Pennsylvania.

AWARD: The undersigned arbitrator has decided and determined in full and final resolution of the issues submitted for determination as follows: 1) The respondent is liable and shall pay to the claimant \$1,500.00. 2) The respondent is liable and shall pay to the claimant interest at the legal rate prevailing in the State of Pennsylvania. 3) The \$75.00 filing fee previously deposited with NASD Dispute Resolution, Inc. by the claimant, shall be retained by NASD Dispute Resolution, Inc.

OTHER FEES: Pursuant to Rule 10333 of the Code, respondent has not paid to NASD Dispute Resolution, Inc. the \$150.00 Member Surcharge previously invoiced.

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Award 99-04409

AFFIRMATION

I, Caleb Nichols, 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.

Caleb Nichols
Caleb Nichols, Esq.

September 26, 2000
Date of award