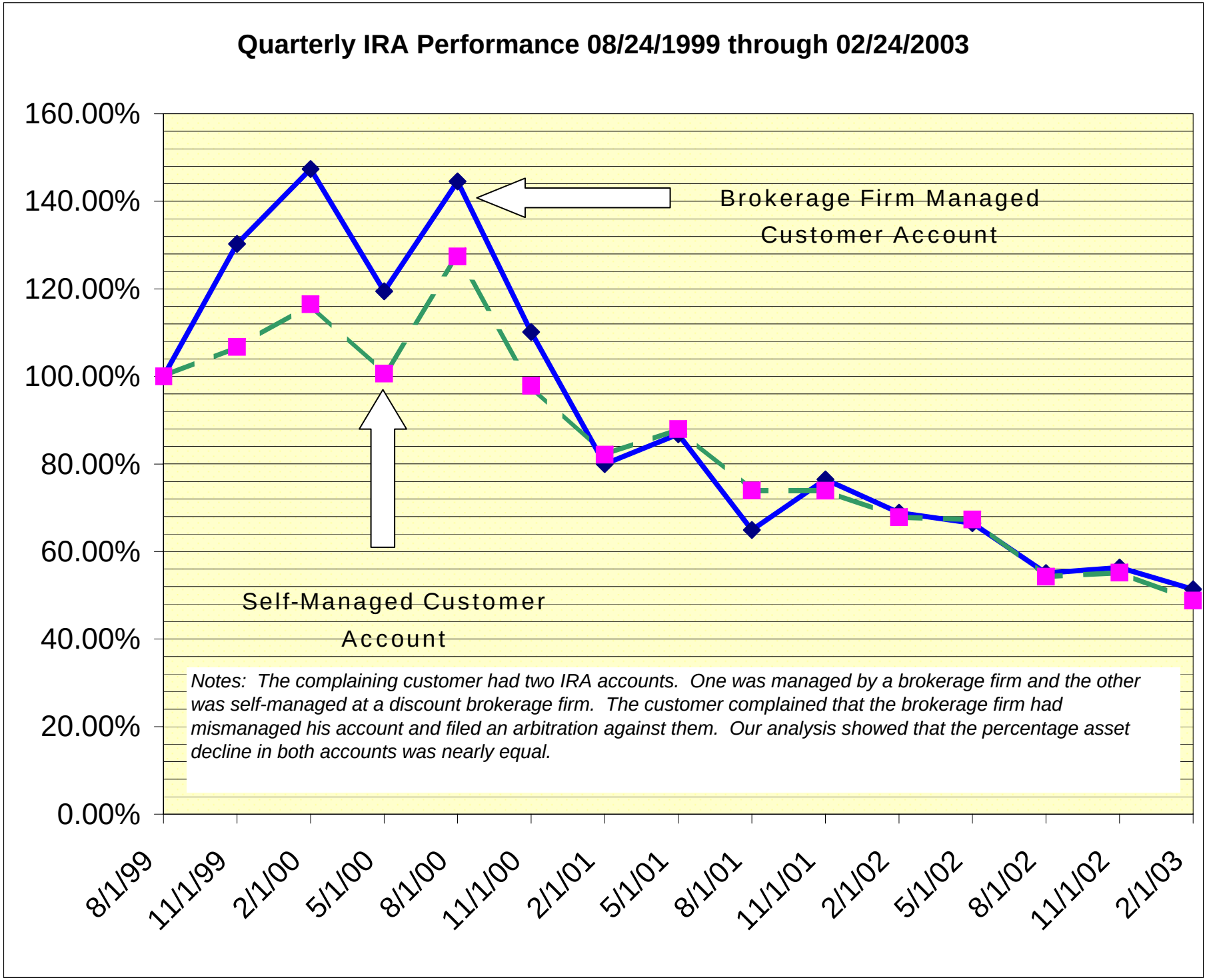
Quarterly IRA Performance 08/24/1999 through 02/24/2003
160.00%
140.00%
120.00%
100.00%
80.00%
60.00%
40.00%
20.00%
0.00%
Brokerage Firm Managed Customer Account
Self-Managed Customer Account
Notes: The complaining customer had two IRA accounts. One was managed by a brokerage firm and the other was self-managed at a discount brokerage firm. The customer complained that the brokerage firm had mismanaged his account and filed an arbitration against them. Our analysis showed that the percentage asset decline in both accounts was nearly equal.
8/1/99
11/1/99
2/1/00
5/1/00
8/1/00
11/1/00
2/1/01
5/1/01
8/1/01
11/1/01
2/1/02
5/1/02
8/1/02
11/1/02
2/1/03