

Dispute Resolution

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when someone challenges the NASD jurisdiction over a case, saying it belongs in federal court. Attorneys are responsible for writing up the specifics of arbitrators' rulings, as well.

Fronstin, who previously worked as a state's attorney on cases that could last up to five years, finds this work more satisfying. "This system definitely works; both sides have an opportunity to be heard," he says. "Here, people are usually satisfied with the process. Even if they don't like the result, they respect how our office handled it."

Mediation

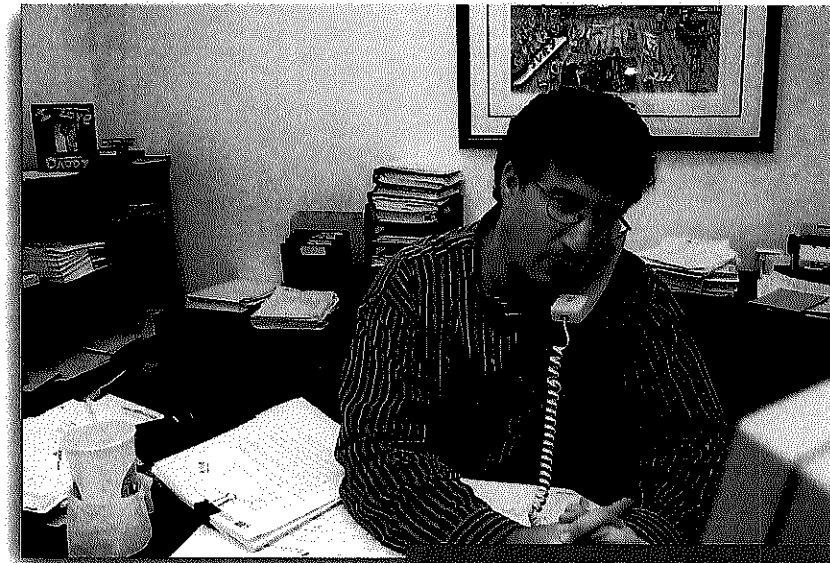
Mediation differs from arbitration (see box below and on page 7). Claire Moritt and Leon deLeon, Mediation Administrators, handle all of the

Ft. Lauderdale office's mediation cases, assisted by support staff member Caroline White. Last year, the group exceeded its goal of resolving 175 cases; this year, its goal is 210 cases. Moritt and deLeon actively pursue getting cases to mediation by addressing public forums and pursuing leads from arbitration staff.

"We get letters from customers saying they are satisfied with the process," deLeon says. "They tell us that without our contacting them, they'd never have reached the mediation table to resolve the dispute."

Moritt and deLeon are passionate about their jobs. Moritt says, "We help people get closure to their problems, knowing they are getting a fair and efficient resolution to their dispute."

"We had one client who had seven mediations in one day, all with the same respondent and claimant's counsel," she continues. "They had been at each other's throats all day, but at the end of the day, they shook hands and went to dinner together. That, to me, is the ultimate job satisfaction



On The Move

NASD Resolution's Ft. Lauderdale office will move to expanded facilities in nearby Boca Raton this spring. The new location will be in a more central location and will provide the staff with a larger office with more arbitration and mediation hearing rooms. This will help save funds by reducing the need to rent rooms. ■

"It fits my personality," Guy Fronstin says of juggling so many cases. "I am never bored. When I first started here, I couldn't believe people could remember the details of the more than one hundred cases I found myself developing that skill. I'd remember one or two facts that would trigger the whole case."

