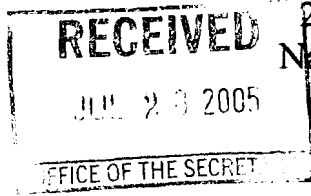


SECURITIES AND EXCHANGE COMMISSION  
RECEIVED

MAY 11 2005

DIVISION OF MARKET REGULATION

May 4, 2005



Bertil D. Nordin  
258 9<sup>th</sup> Avenue South  
Naples, FL 34102-6848  
404-822-3268

Ms Kathleen Maguire  
SEC Division of Market Regulation  
450 5<sup>th</sup> Street, NW  
Washington, DC 20549

*SR-NASD 2005-032 - 103*

Re: NASD Arbitration Rules

My 91 year old mother, Helen Nordin, owned some Worldcom stock which she purchased on the recommendation of her Smith Barney broker, which was based upon Smith Barney's analyst's promotion of the stock.

We filed a customer dispute with NASD Dispute Resolution. It is my understanding most similar claims have been denied without any explanation.

It is my understanding there is a new proposed Rule requiring an explanation if requested. I strongly urge the SEC to approve the new Rule. An explanation could result in less industry bias on the part of NASD Arbitrators.

Very truly yours,

A handwritten signature in cursive script that reads "Bertil D. Nordin".

Bertil D. Nordin