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SECURITIES AND EXCHANGE COMMISSION
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Kathleen Maguire
SEC
Division of Market Regulation
450 Fifth Street, NW
Washington, DC. 20549

DIVISION OF MARKET REGULATION

Ms. Maguire

In the light of the scandals of investment management in the past few years, we are just one couple that represents at the very least hundreds of thousands if not millions of consumers that have filed complaints and/or disputes with NASD dispute resolution. We continue to be extremely concerned with the very inconsistent results that other Investors with similar complaints have experienced in arbitrations. It is impossible to understand disparate awards because the rules allow for arbitrators to remain silent as to their reasoning. This is irresponsible. The good news in all this is the new proposed rule that requires arbitrators to hold them accountable by explanation when requested by the claimant. This action is significant in leveling the playing field in NASD arbitration process. We encourage the SEC to approve this new Rule. It is not only responsible, but it is the right thing to do.

Sincerely,



Donald & Pauline Wills
14030 Erwin Ct.
Middleburg Heights, Ohio 44130

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CC James Richard Hooper