

**From:** Eric Jones [eric@recovery-compass.org](mailto:eric@recovery-compass.org)  
**Subject:** Fwd: Rapid Coordination Request — Active Elder Exploitation Involving JPMorgan Chase (APS 80404096, Texas)  
**Date:** August 17, 2025 at 4:32 AM America/Los\_Angeles  
**To:** Nuha Sayegh [nuha@recovery-compass.org](mailto:nuha@recovery-compass.org)



----- Forwarded message -----

From: **Eric Jones** <[eric@recovery-compass.org](mailto:eric@recovery-compass.org)>  
Date: Sun, Aug 17, 2025 at 6:31 AM  
Subject: Rapid Coordination Request — Active Elder Exploitation Involving JPMorgan Chase (APS 80404096, Texas)  
To: <[olderamericans@cfpb.gov](mailto:olderamericans@cfpb.gov)>  
Cc: <[Customer.Assistance@occ.treas.gov](mailto:Customer.Assistance@occ.treas.gov)>, <[OCA@dfps.texas.gov](mailto:OCA@dfps.texas.gov)>, <[larry.webb@countyofupshur.com](mailto:larry.webb@countyofupshur.com)>, <[consumer.complaints@dob.texas.gov](mailto:consumer.complaints@dob.texas.gov)>, Steve Spitzer <[sspitzer@rameyflock.com](mailto:sspitzer@rameyflock.com)>

Office for Older Americans,

I'm requesting rapid coordination support in an active elder exploitation case impacting Kathy Hart (77) in Gilmer, Texas. I am POA and a joint account holder. We are concurrently engaging OCC, DFPS/APS, and law enforcement and will submit a formal CFPB complaint immediately.

**What I'm asking your team for:**

1. Guidance on best-practice emergency holds and any direct liaison contacts at Chase's executive relations for elder-abuse cases.
2. Any technical assistance or resources your office can provide to supplement OCC/APS actions tonight.

**Snapshot:**

- Hospitalized elder; home safety threats; digital/account compromise including unauthorized Zelle contact and suspected account manipulation.
- Bank has not yet confirmed holds despite multiple contacts.

Thank you for your immediate attention. Please reply with any resources or points of contact you recommend while I file the formal CFPB complaint.

Respectfully,

Eric Brakebill Jones

POA & Joint Account Holder

903-734-6291

[eric@recovery-compass.org](mailto:eric@recovery-compass.org)