

From: Eric Jones eric@recovery-compass.org
Subject: ADA RUSH — Hart — OCC #CS0397122 — POA Acceptance — 11 Sep 2025
CT
Date: September 11, 2025 at 2:59 PM America/Los_Angeles
To: Leatha Goldstein leatha.goldstein@chase.com, "Valerie R. Brooks" Valerie.R.Brooks@chase.com
Cc: accessibility_assistance@chase.com, Kathy Hart kathyandkent1947@gmail.com,
occalertresponses@occ.treas.gov, Customer.Assistance@occ.treas.gov



Dear Ms. Goldstein and Ms. Brooks,

This email formally requests an immediate reasonable modification under the Americans with Disabilities Act (ADA) for your customer, Ms. Kathleen A. Hart. Ms. Hart (77) is recovering from major spinal surgery and cannot safely appear in person to satisfy the bank's current demands.

Under ADA Title III, Chase must reasonably modify any 'in-person only' policy and provide effective communication. See 28 C.F.R. §36.302 and §36.303. A secure remote verification process today satisfies this legal duty.

For clarity, the attached single PDF contains: (1) the key POA pages; (2) medical-status documentation confirming an in-person appearance is medically contraindicated; (3) APS confirmation #80404096; (4) a signed Agent's Certification; and (5) a one-page care-impact note.

Please reply by 5:30 PM CT today identifying your designated ADA point of contact and confirming that a remote verification process will be completed to restore account access for Ms. Hart's essential care. A Title III complaint file is prepared.

Sincerely,

Eric B Jones

Attorney-in-Fact for Kathleen A. Hart

(626) 348-3019

Attachments:

[Hart-ADA-POA-Package-2025-09-11.pdf](#) (10.75 MB)