

From: Eric Jones eric@recovery-compass.org
Subject: Rapid Coordination Request — Active Elder Exploitation Involving JPMorgan Chase (APS 80404096, Texas)
Date: August 17, 2025 at 4:31 AM America/Los_Angeles
To: olderamericans@cfpb.gov
Cc: Customer.Assistance@occ.treas.gov, OCA@dfps.texas.gov, larry.webb@countyofupshur.com, consumer.complaints@dob.texas.gov, Steve Spitzer 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

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