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**Subject:** COPY OF ONLINE SUBMISSION: URGENT ESCALATION re: Complaint against JPMorgan Chase & Kathleen A. Hart

**From:** Eric Jones <eric@recovery-compass.org>

**To:** Customer.Assistance@occ.treas.gov

**Cc:** Kathy Hart <kathyandkent1947@gmail.com>

**Date Sent:** Wednesday, September 10, 2025 4:32:52 PM GMT-07:00

**Date Received:** Wednesday, September 10, 2025 4:32:52 PM GMT-07:00

"This is an urgent follow-up to a complaint for elder financial exploitation filed on behalf of Kathleen A. Hart on or around August 18, 2025 (APS Case #80404096). The original complaint detailed the bank's failure to secure her account after an unauthorized phone number was added for Zelle transfers and the Longview, TX branch's refusal to fully acknowledge a valid Durable Power of Attorney.

The situation has severely escalated. On Tuesday, September 9, 2025, I was contacted by Chase representative Leatha Goldstein. She informed me Crucially, Ms. Goldstein stated that the only way to resolve this is for Ms. Hart to physically appear in a bank branch. This is a medically This direct action by Chase has cut off the funds required to pay for her in-home caretaker, jeopardizing her safety and welfare.

We request the OCC's immediate intervention to direct JPMorgan Chase to reverse this punitive account freeze, restore access to funds for Ms.

Eric Brakebill Jones  
Attorney in-fact/Power of Attorney for Kathleen Anne Hart  
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