

From: Eric Jones eric@recovery-compass.org
Subject: URGENT — JPMorgan Chase Elder Exploitation: Request Immediate Executive Contact & §281.004 Transaction Holds (APS 80404096)
Date: August 17, 2025 at 4:30 AM America/Los_Angeles
To: Customer.Assistance@occ.treas.gov
Cc: larry.webb@countyofupshur.com, OCA@dfps.texas.gov, olderamericans@cfpb.gov, consumer.complaints@dob.texas.gov, Steve Spitzer sspitzer@rameyflock.com



OCC Customer Assistance Group,

I am filing an urgent complaint involving elder financial exploitation at JPMorgan Chase impacting Kathy Hart (77). I am POA and a joint account holder. Despite branch/fraud-line contacts, suspicious access and a new Zelle contact (916-649-3802 "Freedom Debt Relief") remain unresolved.

Requested OCC actions (tonight):

1. **Open and expedite my complaint;** assign a company response deadline and provide me the Chase executive response contact.
2. Notify Chase that, in parallel with DFPS/law-enforcement, a temporary hold on relevant transactions is required when requested under **Tex. Fin. Code §281.004(2)**.
3. Ask Chase to provide me a written confirmation of holds/SAR review and a live callback from its Executive Customer Care team.

Brief chronology (CDT):

- **Aug 15:** Branch visit (Longview, TX) during hospitalization day; questionable security steps; suggestion to move outside assets.
- **Aug 16–17:** Fraud-line contacts; no confirmed holds while active threats persist.
- **Aug 17, 1:15 AM:** Discovered unauthorized Zelle contact.

Please reply with the OCC complaint number, confirm company contact initiated, and advise any additional information needed.

Thank you,

Eric Brakebill Jones

POA & Joint Account Holder

903-734-6291

300 Hidden Falls Dr, Gilmer, TX 75645

eric@recovery-compass.org