

**From:** Eric Jones [eric@recovery-compass.org](mailto:eric@recovery-compass.org)  
**Subject:** Fwd: URGENT — JPMorgan Chase Elder Exploitation: Request Immediate Executive Contact & §281.004 Transaction Holds (APS 80404096)  
**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 6:30 AM  
Subject: URGENT — JPMorgan Chase Elder Exploitation: Request Immediate Executive Contact & §281.004 Transaction Holds (APS 80404096)  
To: <[Customer.Assistance@occ.treas.gov](mailto:Customer.Assistance@occ.treas.gov)>  
Cc: <[larry.webb@countyofupshur.com](mailto:larry.webb@countyofupshur.com)>, <[OCA@dfps.texas.gov](mailto:OCA@dfps.texas.gov)>, <[olderamericans@cfpb.gov](mailto:olderamericans@cfpb.gov)>, <[consumer.complaints@dob.texas.gov](mailto:consumer.complaints@dob.texas.gov)>, Steve Spitzer <[sspitzer@rameyflock.com](mailto: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

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