

CHRONOLOGY OF KEY COMMUNICATIONS & FORMAL DEMANDS

August 14, 2025: In-person meeting at Chase Bank, Longview, TX. Notified branch VP of fraud on Kathleen A. Hart's personal account. Established joint account for her care under a valid Power of Attorney (POA).

August 27, 2025: Call from Chris Salinas, Chase Global Security. Despite explaining the POA and medical urgency, Mr. Salinas summarily froze all accounts based on his stated "discomfort."

September 1-12, 2025: Multiple calls and emails to Chase support tiers. Consistently met with stonewalling and conflicting information. No resolution provided.

September 13, 2025: In-person meeting at Chase Bank, El Monte, CA. Requested the specific policy justifying the account freeze and the demand for Ms. Hart's in-person appearance, which was medically impossible. Staff failed to provide any policy and admitted their confusion.

September 15, 2025: Formal complaint filed with the Office of the Comptroller of the Currency (OCC).

September 16, 2025: Formal complaint filed with the Consumer Financial Protection Bureau (CFPB).

September 23, 2025: Formal demand package, including this Compendium of Evidence, submitted to Chase Executive Leadership and supplemented to OCC/CFPB complaints.