

From: Eric Jones eric@recovery-compass.org
Subject: COPY OF ONLINE SUBMISSION: URGENT ESCALATION re: Complaint against JPMorgan Chase & Kathleen A. Hart
Date: September 10, 2025 at 4:32 PM America/Los_Angeles
To: Customer.Assistance@occ.treas.gov
Cc: Kathy Hart kathyandkent1947@gmail.com



"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 Crucially, Ms. Goldstein stated that the only way to resolve this is for Ms. Hart to physically appear in a This direct action by Chase has cut off the funds required to pay for her in-home caretaker, jeopardizing h We request the OCC's immediate intervention to direct JPMorgan Chase to reverse this punitive account freez

Eric Brakebill Jones
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