

Otter.ai Prompt Suite (REVISED WITH SEPTEMBER 15 TRANSCRIPT CONTEXT)

Copy these 8 prompts to Otter.ai tonight:

OTTER.AI PROMPT #1: Kathy's Statement on \$12,100 Transfer

text

Search transcripts from Sept 15-30, 2025 between Eric Jones and Kathy Hart. Find any discussion where Eric asks Kathy about a \$12,100 transfer allegedly authorized by Kathy on Sept 23 to move money from joint account to personal checking. Extract: (1) Date of call, (2) Whether Kathy confirms or denies authorizing this transfer, (3) Whether Kathy confirms or denies speaking to Leatha Goldstein on Sept 23, (4) Kathy's exact quotes. Format: Date | Time | Speaker | Direct Quote.

[Otter.AI](#) Response: "Here are all relevant discussions from Sept 15-30, 2025 between Eric Jones and Kathy Hart regarding a \$12,100 transfer (or any transfer of money from joint to personal account) and whether Kathy authorized such a transfer or spoke to Leatha Goldstein on Sept 23.

Key Findings

****No Exact Mention of a \$12,100 Transfer on Sept 23****

Across all reviewed conversations, there is no direct quote where Eric explicitly asks Kathy: "Did you authorize a \$12,100 transfer from the joint account to your personal checking on Sept 23?" Nor does Kathy directly confirm or deny authorizing a \$12,100 transfer on or around that date.

****Closest Context: Transfers from Joint Account to Personal Account****

Several sections discuss transfers from the joint account to Kathy's checking to cover checks (including to Eric and others). The amounts and specific dates differ from exactly \$12,100, but the operation is conceptually similar. These conversations include discussion about Chase Bank, Lisa (at the bank), and account balances.

Extracted Results

| Date | Time | Speaker | Direct Quote/Context |
|------------|-------------|------------|--|
| | | | |
| ----- | ----- | ----- | ----- |
| ----- | | | |
| 2025-09-25 | Unspecified | Kathy Hart | "So she took enough out of the 24,500 account. And she transferred it into my checking account. That's 8000 to cut to cover those checks I wrote to everybody, plus, plus she said she was doing it so that it would still leave the 8000... Now, as far as I know, I'm not going to get any more money, oh God," [[September 25_Eric B Jones calls Kathy A Hart at the Ashley Grande Center in Tyler, Texas regarding Chase Bank POA status](https://otter.ai/u/qEWHesfhfQ5RwTF-BEE5-IqFU)] |
| 2025-09-25 | Unspecified | Eric Jones | "So, so the joint account is now 8000 and not 24..." [[September 25_Eric B Jones calls Kathy A Hart at the Ashley Grande Center in Tyler, Texas regarding Chase Bank POA status](https://otter.ai/u/qEWHesfhfQ5RwTF-BEE5-IqFU)] |
| 2025-09-25 | Unspecified | Kathy Hart | "my own checking account that I've had forever. Okay, its own. She said it's only 8000 those checks are going to bounce. Yeah, and I said, don't let them bounce. I keep I don't want Eric's to bounce or any of those. So she took, you and I have, apparently, a joint account |

separate from that. That's 24 five so she took enough out of the 24 500 account." [[September 25_Eric B Jones calls Kathy A Hart at the Ashley Grande Center in Tyler, Texas regarding Chase Bank POA status](https://otter.ai/u/qEWHesfhfQ5RwTF-BEE5-IqFU)] | | 2025-09-25 | Unspecified | Kathy Hart | "She took enough out of the 24 500 account. And she transferred it into my checking account. That's 8000 to cut to cover those checks I wrote to everybody, plus, plus she said she was doing it so that it would still leave the 8000 Yeah, that was originally there."

[[September 25_Eric B Jones calls Kathy A Hart at the Ashley Grande Center in Tyler, Texas regarding Chase Bank POA status](https://otter.ai/u/qEWHesfhfQ5RwTF-BEE5-IqFU)] | | 2025-09-25 | Unspecified | Eric Jones | "Would you want me to talk to Amy? Because she's kind of a nurse, and she, when she visits you, she can talk to the people there, to kind of, she has, like, a nice nurse, \n... I'm the power of attorney over there. I hope Lesley is not still a power of attorney. I don't know. I haven't got a clue what she's doing to me." [[September 25_Call with Kathy Hart and POA Eric B Jones part 2 at Grande Center Rehabilitation](https://otter.ai/u/swc06oC7AM2iw07vSgi9qW9H690)]

| | 2025-09-15 | Unspecified | Eric Jones | "I need, I need to ask you some questions, because I'm going to, because what they're doing at Chase right now. This is, this is, this is violating so many laws. It's crazy, because this is me taking care of you. We set up this joint account, and they're saying the only way we can unfreeze it. Lisa told me she's she knows that the joint account is frozen, and she told me on Saturday, she said, or Friday, Kathy's gonna have to come in here herself and and, and I said, That's impossible, Lisa. And she said, I don't know. You're gonna have to talk to kristalinas. And I was like, Well, I'm not gonna have to talk to make it impossible happen. This is a life this is a medical emergency. Are you telling me that you guys aren't gonna do and, and so they're just playing, they're

playing this little game." [[SEPT 15_Call to Kathy at Grande Center regarding Chase Bank](<https://otter.ai/u/Hf0GiAAQpBMd6FjGu3zru14ACmo>)] |

****Whether Kathy confirms/denies authorizing the transfer:****
Kathy agrees that Lisa (at Chase) told her about transferring money from the joint account to her personal checking to cover various checks. She does not give an explicit "I authorized this transfer" or "I did not authorize it," but the tone is that she is reporting what Lisa said the bank did to cover the checks she wrote.

****Whether Kathy confirms/denies speaking to Leatha Goldstein on Sept 23:****

Across all reviewed calls, there is no indication or direct quote of Kathy confirming or denying speaking to Leatha Goldstein specifically on Sept 23. Leatha is mentioned as a Chase branch manager elsewhere, but not in the lines related to this specific transfer.

If you need an even finer-grained search (such as transcripts for each individual day or verification that Leatha was discussed separately), just specify and I can proceed call-by-call.

Citations:

[[September 25_Eric B Jones calls Kathy A Hart at the Ashley Grande Center in Tyler, Texas regarding Chase Bank POA status](<https://otter.ai/u/qEWHesfhfQ5RwTF-BEE5-IqFU>)],
[[September 25_Call with Kathy Hart and POA Eric B Jones part 2 at Grande Center

Rehabilitation](https://otter.ai/u/swc06oC7AM2iw07vSgi9qW9H690)]
 , [[SEPT 15_Call to Kathy at Grande Center regarding Chase
Bank](https://otter.ai/u/Hf0GiAAQpBMd6FjGu3zru14ACmo)]
"

OTTER.AI PROMPT #2: Chris Salinas Freeze Decision August 27

text

Review transcript

"AUG-27_Chase-Bank-Global-Security-Chris-Salinas-Call.txt" at 10:07 AM CT. Extract Chris Salinas' exact statements explaining account freeze. Include: (1) His quote about being "not comfortable," (2) Eric's explanation of \$5,000 and \$10,000 transfers, (3) Whether Chris requested to speak to Kathy directly, (4) Whether Chris said freeze would be lifted after speaking to Kathy, (5) Any statement by Chris that contradicts later Chase actions. Timestamps and verbatim quotes only.

[Otter.AI](#) response: "Below are the verbatim, timestamped extracts from the "AUG-27_Chase-Bank-Global-Security-Chris-Salinas-Call" [[AUG 27_Chase Bank Global Security Chris Salinas Call](https://otter.ai/u/B7xuuXAdCmsErZgQtcIV2h8R9p4)] relevant to your requests:

1. **Chris Salinas' quote about being "not comfortable":**
- <timestamp>{"hour": "0", "minute": "05", "second": "30", "context_speech": {"title": "AUG 27_Chase Bank Global Security Chris Salinas Call", "start_time": "2025-08-27 10:07:22-07:00", "otid": "B7xuuXAdCmsErZgQtcIV2h8R9p4", "speech_id": "2H70QAH4RNQMOSDQ"}, "text": "[0:05:30]"}</timestamp> Chris Salinas: "Okay, until I speak to her, I'm going to be freezing

all of the accounts. Okay, I'm not comfortable with what you what you responded with, so Okay, when she's able to speak, I love to talk to her about..."

2. **Eric's explanation of \$5,000 and \$10,000 transfers:**

- <timestamp>{"hour": "0", "minute": "01", "second": "18", "context_speech": {"title": "AUG 27_Chase Bank Global Security Chris Salinas Call", "start_time": "2025-08-27 10:07:22-07:00", "otid": "B7xuuXAdCmsErZgQtcIV2h8R9p4", "speech_id": "2H70QAH4RNQMOSDQ"}, "text": "[0:01:18]"}</timestamp> Eric Jones: "Yeah, that's correct. That's our joint account? Yeah, the joint..."

- <timestamp>{"hour": "0", "minute": "01", "second": "23", "context_speech": {"title": "AUG 27_Chase Bank Global Security Chris Salinas Call", "start_time": "2025-08-27 10:07:22-07:00", "otid": "B7xuuXAdCmsErZgQtcIV2h8R9p4", "speech_id": "2H70QAH4RNQMOSDQ"}, "text": "[0:01:23]"}</timestamp> Chris Salinas: "account? Yes. So those are to yourself,"

- <timestamp>{"hour": "0", "minute": "01", "second": "29", "context_speech": {"title": "AUG 27_Chase Bank Global Security Chris Salinas Call", "start_time": "2025-08-27 10:07:22-07:00", "otid": "B7xuuXAdCmsErZgQtcIV2h8R9p4", "speech_id": "2H70QAH4RNQMOSDQ"}, "text": "[0:01:29]"}</timestamp> Eric Jones: "yeah, because Kathy has me here doing a number of tasks, changing the locks, getting a caretaker for her, putting up cameras around the house. I mean, there's a long list of things. So that's why we started the joint account. And I have, you know, I have, I've, I never had Chase before. I have Wells Fargo and so, you know, I need to pay the bills while I'm away. I was only, I was only expecting to be here from the 14th till the 19th. And this thing is just taken. It's been, it's become a whole project that I wasn't planning for. So I'm here. I'm still here and hoping to leave, you know, as soon as I can. But yeah, so since I'm I've been here longer. I've been having to, you know, shift a little bit of money just to pay the bills back,

you know that are associated with my other account, because I just wasn't, I wasn't expecting to be here this long. About the \$10,000 check. Yeah, that was from, that was from Kathy. Yeah,"

- <timestamp>{"hour": "0", "minute": "02", "second": "36", "context_speech": {"title": "AUG 27_Chase Bank Global Security Chris Salinas Call", "start_time": "2025-08-27 10:07:22-07:00", "otid": "B7xuuXAdCmsErZgQtcIV2h8R9p4", "speech_id": "2H70QAH4RNQMOSDQ"}, "text": "[0:02:36]}</timestamp> Chris Salinas: "yes. What was that for?"

- <timestamp>{"hour": "0", "minute": "02", "second": "39", "context_speech": {"title": "AUG 27_Chase Bank Global Security Chris Salinas Call", "start_time": "2025-08-27 10:07:22-07:00", "otid": "B7xuuXAdCmsErZgQtcIV2h8R9p4", "speech_id": "2H70QAH4RNQMOSDQ"}, "text": "[0:02:39]}</timestamp> Eric Jones: "That was before. So, I mean, I didn't even know that I was, you know, going, she that she was going to want me to be power of attorney... [Eric goes on to recount context and Kathy's direction to use the money, etc.]"

3. ****Did Chris request to speak to Kathy directly?****

- <timestamp>{"hour": "0", "minute": "00", "second": "08", "context_speech": {"title": "AUG 27_Chase Bank Global Security Chris Salinas Call", "start_time": "2025-08-27 10:07:22-07:00", "otid": "B7xuuXAdCmsErZgQtcIV2h8R9p4", "speech_id": "2H70QAH4RNQMOSDQ"}, "text": "[0:00:08]}</timestamp> Chris Salinas: "Okay, when is, what do you know when she would be able to speak?"

- <timestamp>{"hour": "0", "minute": "00", "second": "25", "context_speech": {"title": "AUG 27_Chase Bank Global Security Chris Salinas Call", "start_time": "2025-08-27 10:07:22-07:00", "otid": "B7xuuXAdCmsErZgQtcIV2h8R9p4", "speech_id": "2H70QAH4RNQMOSDQ"}, "text": "[0:00:25]}</timestamp> Chris Salinas: "I'd rather just give you my number and have her give me a call."

- <timestamp>{"hour": "0", "minute": "05", "second": "30",
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Chris Salinas Call", "start_time": "2025-08-27 10:07:22-07:00",
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"2H70QAH4RNQMOSDQ"}, "text": "[0:05:30]"}</timestamp> Chris
Salinas: "Okay, until I speak to her, I'm going to be freezing
all of the accounts."
- <timestamp>{"hour": "0", "minute": "05", "second": "45",
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"2H70QAH4RNQMOSDQ"}, "text": "[0:05:45]"}</timestamp> Chris
Salinas: "Okay, when she's able to speak, I love to talk to her
about..."

4. **Did Chris say freeze would be lifted after speaking to
Kathy?**

- <timestamp>{"hour": "0", "minute": "05", "second": "30",
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Chris Salinas Call", "start_time": "2025-08-27 10:07:22-07:00",
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Salinas: "Okay, until I speak to her, I'm going to be freezing
all of the accounts."
- <timestamp>{"hour": "0", "minute": "06", "second": "55",
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"otid": "B7xuuXAdCmsErZgQtcIV2h8R9p4", "speech_id":
"2H70QAH4RNQMOSDQ"}, "text": "[0:06:55]"}</timestamp> Chris
Salinas: "Okay, okay, like I mentioned, the accounts are going
to be frozen until we speak to her. Okay, okay, that's fine,
yeah?"

5. **Any statement by Chris contradicting later Chase actions:**
Chris twice states the freeze is only "until we speak to her":

- <timestamp>{"hour": "0", "minute": "05", "second": "30", "context_speech": {"title": "AUG 27_Chase Bank Global Security Chris Salinas Call", "start_time": "2025-08-27 10:07:22-07:00", "otid": "B7xuuXAdCmsErZgQtcIV2h8R9p4", "speech_id": "2H70QAH4RNQMOSDQ"}, "text": "[0:05:30]}</timestamp> Chris Salinas: "Okay, until I speak to her, I'm going to be freezing all of the accounts."

- <timestamp>{"hour": "0", "minute": "06", "second": "55", "context_speech": {"title": "AUG 27_Chase Bank Global Security Chris Salinas Call", "start_time": "2025-08-27 10:07:22-07:00", "otid": "B7xuuXAdCmsErZgQtcIV2h8R9p4", "speech_id": "2H70QAH4RNQMOSDQ"}, "text": "[0:06:55]}</timestamp> Chris Salinas: "Okay, okay, like I mentioned, the accounts are going to be frozen until we speak to her. Okay, okay, that's fine, yeah?"

These inscriptions directly support or could be compared with later communications/actions by Chase if the freeze was not lifted after such a conversation occurred.

All quotes and details cited from [[AUG 27_Chase Bank Global Security Chris Salinas Call](<https://otter.ai/u/B7xuuXAdCmsErZgQtcIV2h8R9p4>)].

"

OTTER.AI PROMPT #3: El Monte Branch - No Chase Written Policy

text

Search "SEPT-13_Chase-Bank-On-site-meeting-El-Monte-Branch.txt" for all instances where Eric requests Chase Bank's written policies. Extract Denise (El Monte Manager)'s exact responses. Include: (1) Timestamp, (2) Eric's request wording, (3) Denise's exact response, (4) Denise saying "I don't really have like a specific guide" or similar, (5) Denise's statement about finding

Eric's situation "odd" or unusual. Format as timestamped dialogue.

[Otter.AI](https://otter.ai/u/rtCi3o44e3ehva525zASq-iqgP8) response: "Here are all relevant, timestamped instances from "SEPT-13_Chase-Bank-On-site-meeting-El-Monte-Branch" [[SEPT 13_Chase Bank On-site meeting El Monte Branch](https://otter.ai/u/rtCi3o44e3ehva525zASq-iqgP8)] where Eric requests Chase Bank's written policy, with Denise's exact responses, any mention that she doesn't have a specific guide, and her statements about finding the situation "odd" or unusual:

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"2H70QAH554RHL2LT"}, "text": "[0:00:06]"}</timestamp>
```

Eric Jones: "Okay, but can you at least give me the policy you guys are you're running all these decisions on, like, what? What did it like, the rule books, just so I can understand, because I wouldn't, I'm not gonna keep hounding, you know, people or calling or coming in person, if I know what is worth the time, what's not you know. So if there's a policy or something, I'll know about it."

Denise: "Cheese, okay, okay, give me one second. Let me see if I can just I'll be one of my Phone. Okay. Kim,"

```
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"2H70QAH554RHL2LT"}, "text": "[0:01:57]"}</timestamp>
```

Eric Jones: "...if there's not something you can do about it today, can you at least point in the direction of the policy or whatever it is that they're going by? Because just, just so I know you know it okay. It doesn't make sense for me to email anyone anymore coming on site, because now I know the rules, and so I get it now, but I there's been, like, just in the process, it seems like contradicting and saying it, so I'm just going in circles, and I started feel crazy, I guess. Yeah, that's what you said..."

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```

Eric Jones: "...so if there's so I was telling him, if there's not something you can do about it today, can you at least point in the direction of the policy or whatever it is that they're going by?"

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Denise: "<timestamp>{"hour": "0", "minute": "18", "second":  
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meeting El Monte Branch", "start_time": "2025-09-13  
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"speech_id": "2H70QAH554RHL2LT"}, "text":  
"[0:18:21]"}</timestamp> they're just reviewing. Really, okay.  
So essentially, they said that they needed her to go into the  
branch."
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"otid": "rtCi3o44e3ehva525zASq-iqqP8", "speech_id":
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Eric Jones: "Yeah, at the very least, can I give you my email, me, like, just the policy we're going off of? Is there, like, a policy or, like, a What are we going off of here? Because I'm just trying to understand, if I can understand better than I would..."

Denise: "<timestamp>{"hour": "0", "minute": "20", "second": "50", "context_speech": {"title": "SEPT 13_Chase Bank On-site meeting El Monte Branch", "start_time": "2025-09-13 19:43:02-07:00", "otid": "rtCi3o44e3ehva525zASq-iqqP8", "speech_id": "2H70QAH554RHL2LT"}, "text": "[0:20:50]"}</timestamp> ...for us, we don't really have, like, how they put it, like a specific guide."

<timestamp>{"hour": "0", "minute": "20", "second": "50", "context_speech": {"title": "SEPT 13_Chase Bank On-site meeting El Monte Branch", "start_time": "2025-09-13 19:43:02-07:00", "otid": "rtCi3o44e3ehva525zASq-iqqP8", "speech_id": "2H70QAH554RHL2LT"}, "text": "[0:20:50]"}</timestamp>

Denise: "...for us, we don't really have, like, how they put it, like a specific guide."

<timestamp>{"hour": "0", "minute": "21", "second": "13", "context_speech": {"title": "SEPT 13_Chase Bank On-site meeting El Monte Branch", "start_time": "2025-09-13 19:43:02-07:00", "otid": "rtCi3o44e3ehva525zASq-iqqP8", "speech_id": "2H70QAH554RHL2LT"}, "text": "[0:21:13]"}</timestamp>

Denise: "...I just don't know if her policy in Texas is different kind of policy here, probably..."

<timestamp>{"hour": "0", "minute": "21", "second": "33",
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El Monte Branch", "start_time": "2025-09-13 19:43:02-07:00",
"otid": "rtCi3o44e3ehva525zASq-iqqP8", "speech_id":
"2H7OQAH554RHL2LT"}, "text": "[0:21:33]"}</timestamp>

Eric Jones: "Yeah. And so all I'm asking for is sure Show me the policies. Yeah. And does anyone, I mean, you don't know what..."

Denise: "the policy is. This account is, like, what I said, like, we call it in, you get to..."

<timestamp>{"hour": "0", "minute": "21", "second": "46",
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"otid": "rtCi3o44e3ehva525zASq-iqqP8", "speech_id":
"2H7OQAH554RHL2LT"}, "text": "[0:21:46]"}</timestamp>

Eric Jones: "is there a place I can go as a as a customer, to to find the policies on Chase, you know, like the whole issue, for the issue, just so we can understand, you..."

Denise: "I can try to see if there's a way that she can send it out, or something like that, just because for us, we don't really have, like, how they put it, like a specific guide."

<timestamp>{"hour": "0", "minute": "21", "second": "56",
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Eric Jones: "They're not like Chase Bank policies, yes, but for..."

Denise: "this type of thing, it's like I mentioned. It's like, call it in, and then you're good to go. And so that's the only thing, is that what I find kind of odd is they're making you do so many extra steps. Like, yeah,"

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Denise: "...what I find kind of odd is they're making you do so many extra steps. Like, yeah,"

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<timestamp>{"hour": "0", "minute": "29", "second": "16",  
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Denise: "like, to me, I've never had to deal with something like this before, and um, honestly, like, I really feel for you."

All quotes, context, and timestamps directly from [[SEPT 13_Chase Bank On-site meeting El Monte Branch](<https://otter.ai/u/rtCi3o44e3ehva525zASq-iqqP8>)]. Let me know if you need further specific sections or context!

"

OTTER.AI PROMPT #4: Leatha Goldstein September 26 Transfer Claim

text

Review transcript "September-26_Call-with-Leatha-Goldstein" where Leatha states Kathy authorized \$12,100 transfer on Sept 23 from joint account to personal checking. Extract: (1) Leatha's exact quote about Sept 23 conversation with Kathy, (2) What Leatha claims Kathy said, (3) Whether Leatha describes this as phone call or in-person, (4) Any other claims by Leatha about speaking directly to Kathy. Timestamps and exact quotes.

[Otter.AI](#) response: "Here are the relevant, timestamped verbatim extracts from "September 26_Call with Leatha Goldstein" [[September 26_Call with Leatha Goldstein at JPMorgan Chase Bank regarding POA finalization Process](<https://otter.ai/u/3pB8iWvA69tbTacTQ7ZQbLVzq9A>)] per your request:

1. ****Leatha's exact quote about the September 23 conversation with Kathy regarding the \$12,100 transfer:****

- <timestamp>{"hour": "0", "minute": "13", "second": "49", "context_speech": {"title": "September 26_Call with Leatha Goldstein at JPMorgan Chase Bank regarding POA finalization Process", "start_time": "2025-09-26 14:35:34-07:00", "otid": "3pB8iWvA69tbTacTQ7ZQbLVzq9A", "speech_id": "2H7OQAH5FKIDP56X"}, "text": "[0:13:49]}</timestamp> Leatha Goldstein: "Yeah, that was she asked me to transfer that from the joint account because she had written checks on her sole own account that she did not have the money to cover. I think one of them was to you. One of them was to, I don't know, I can't remember, yeah, seems like caregiver. She was concerned about three checks paying because and she didn't have the funds to cover them."

- <timestamp>{"hour": "0", "minute": "14", "second": "27", "context_speech": {"title": "September 26_Call with Leatha Goldstein at JPMorgan Chase Bank regarding POA finalization Process", "start_time": "2025-09-26 14:35:34-07:00", "otid": "3pB8iWvA69tbTacTQ7ZQbLVzq9A", "speech_id": "2H70QAH5FKIDP56X"}, "text": "[0:14:27]}</timestamp> Leatha Goldstein: "I talked to her on the 23rd as well."

- <timestamp>{"hour": "0", "minute": "15", "second": "05", "context_speech": {"title": "September 26_Call with Leatha Goldstein at JPMorgan Chase Bank regarding POA finalization Process", "start_time": "2025-09-26 14:35:34-07:00", "otid": "3pB8iWvA69tbTacTQ7ZQbLVzq9A", "speech_id": "2H70QAH5FKIDP56X"}, "text": "[0:15:05]}</timestamp> Leatha Goldstein: "...She also asked me to transfer money from the joint account to her primary checking to cover some checks she'd written. We transferred \$12,100..."

2. **What Leatha claims Kathy said:**

- From the same passages above, Leatha states Kathy "asked me to transfer that from the joint account," referring to the transfer in question.

3. **Whether Leatha describes this as a phone call or in-person:**

- <timestamp>{"hour": "0", "minute": "14", "second": "27", "context_speech": {"title": "September 26_Call with Leatha Goldstein at JPMorgan Chase Bank regarding POA finalization Process", "start_time": "2025-09-26 14:35:34-07:00", "otid": "3pB8iWvA69tbTacTQ7ZQbLVzq9A", "speech_id": "2H70QAH5FKIDP56X"}, "text": "[0:14:27]}</timestamp> Leatha Goldstein: "I talked to her on the 23rd as well."

- [Context throughout transcript:] No indication this was in person; context and phrasing ("talked to her") suggest it was a phone conversation.

4. **Any other claims by Leatha about speaking directly to Kathy:**

- <timestamp>{"hour": "0", "minute": "14", "second": "27", "context_speech": {"title": "September 26_Call with Leatha Goldstein at JPMorgan Chase Bank regarding POA finalization Process", "start_time": "2025-09-26 14:35:34-07:00", "otid": "3pB8iWvA69tbTacTQ7ZQbLVzq9A", "speech_id": "2H70QAH5FKIDP56X"}, "text": "[0:14:27]"}</timestamp> Leatha Goldstein: "I talked to her on the 23rd as well."

- <timestamp>{"hour": "0", "minute": "14", "second": "54", "context_speech": {"title": "September 26_Call with Leatha Goldstein at JPMorgan Chase Bank regarding POA finalization Process", "start_time": "2025-09-26 14:35:34-07:00", "otid": "3pB8iWvA69tbTacTQ7ZQbLVzq9A", "speech_id": "2H70QAH5FKIDP56X"}, "text": "[0:14:54]"}</timestamp> Unknown Speaker(s): "I talked to her on the 23rd to let her know..."

- <timestamp>{"hour": "0", "minute": "15", "second": "05", "context_speech": {"title": "September 26_Call with Leatha Goldstein at JPMorgan Chase Bank regarding POA finalization Process", "start_time": "2025-09-26 14:35:34-07:00", "otid": "3pB8iWvA69tbTacTQ7ZQbLVzq9A", "speech_id": "2H70QAH5FKIDP56X"}, "text": "[0:15:05]"}</timestamp> Leatha Goldstein: "... She also asked me to transfer money from the joint account to her primary checking..."

All information is directly from the transcript of [[September 26_Call with Leatha Goldstein at JPMorgan Chase Bank regarding POA finalization

Process](https://otter.ai/u/3pB8iWvA69tbTacTQ7ZQbLVzq9A)]. Let me know if you need deeper context or further passages!

"

OTTER.AI PROMPT #5: September 15 Exhibit K-4 Medical Impossibility

text

Review "SEPT-15_Call-to-Kathy-at-Grande-Center" (Exhibit K-4). Extract Kathy's statements about her medical condition and inability to leave facility. Focus on: (1) Description of back surgeries and vertebrae, (2) "Bedridden" status, (3) Physical therapy limitations (75 feet with walker, wheelchair, strap), (4) Quote "I wouldn't be allowed to leave... that would be out of the realm of my care," (5) Pain medication limitations. Timestamps 28:51-31:27 and 43:47-46:05.

[Otter.AI](#) response: "Here are Kathy's statements from "SEPT-15_Call-to-Kathy-at-Grande-Center" (Exhibit K-4) [[SEPT 15_Call to Kathy at Grande Center regarding Chase Bank](https://otter.ai/u/Hf0GiAAQpBmd6FjGu3zru14ACmo)], focusing on the requested medical and care-related topics, with timestamps and verbatim quotes. All content is pulled from the specified ranges 28:51-31:27 and 43:47-46:05:

****[28:51-31:27]****

- [28:51] Kathy Hart: "Okay, the main thing is, I've had two back surgeries to fix five plus broken vertebra in my spine. I'm bed ridden. I'm recently allowed to get up every day or every other day for about 30 to 40 minutes for a supervised physical therapy. But so far, the physical therapy extent has been to lift weights with my hands. The most strenuous thing I've been

allowed to do is to stand up with the physical therapist walking directly behind me with a strap tied around my rib cage so that if I do happen to fall, he can catch me. I have to walk with a walker and my wheelchair has to be pulled behind me as I walk, and the physical therapist pulls the wheelchair behind me and he holds the strap around my rib cage with his other hand. And I'm I only can go like 75 feet with all that help, and then I have to stop and either go back to bed, I have to rest for 20 minutes to go another, say, 50 feet, but it's always with the restrictions of the strap around my ribs, the wheelchair behind my legs being pulled by the physical therapist. Well, I walk about 75 feet. It's a walker under the guidance of the physical therapist. So needless to say, I hope one can glean from that that there is absolutely no way I can get out of my hospital bed and stand up to go anywhere, get in a car, meet with somebody. It's not possible." [[SEPT 15_Call to Kathy at Grande Center regarding Chase

Bank](<https://otter.ai/u/Hf0GiAAQpBMd6FjGu3zru14ACmo>)]

- [31:10] Kathy Hart (on leaving the facility): "No, they wouldn't. Oh, heavens, no, no, no no, because that would be out of the realm of you know, my my care that they've prescribed for me. So no, I wouldn't be allowed to do that. Yeah, that's an excellent point, Eric, I wouldn't be allowed to do that anyway."

[[SEPT 15_Call to Kathy at Grande Center regarding Chase Bank](<https://otter.ai/u/Hf0GiAAQpBMd6FjGu3zru14ACmo>)]

- [31:18] Kathy Hart (on pain/pain medication): "Now and the pain, the pain is another prohibitive factor. The pain is so intense and I'm on a very restrictive pain regimen. Is that I would not be able to be afforded enough pain medication to get me through a session like that. Okay, no way." [[SEPT 15_Call to Kathy at Grande Center regarding Chase

Bank](<https://otter.ai/u/Hf0GiAAQpBMd6FjGu3zru14ACmo>)]

[43:47-46:05]

- [43:47] Kathy Hart (about Chase Bank's effectiveness): "No, no, no, because, and the reason I can say that is because no one has ever said to me since this started, here's what we're doing. Here's what we've done, here's what we're going to do, here's how we're going after her, here's how we're protecting you, Mrs. Hart, from her. Nothing they no one, no one has said one word to me in regard to Lesley and how they are. Protecting me from her going forward and or what's the word not? What do you call it? Where you you go after some proactive somebody? Oh, prosecute. Prosecutor, yeah, yeah, yeah, yeah. Nobody's telling me, are you going to prosecute her? How you going to do it? What do we have to do? To do nothing? Chase has done only one thing, and that is free My Account and leave me paralyzed with no way to get by." [[SEPT 15_Call to Kathy at Grande Center regarding Chase Bank](<https://otter.ai/u/Hf0GiAAQpBMd6FjGu3zru14ACmo>)]

- [45:39] Kathy Hart: "just a second. Okay, I got his number. Okay, we'll do that. Okay. Oh, God, sorry to be such a whiner. But even you know, can't hydrocodone miss judging it. I feel like my back and my legs have been attacked with a blow torch." [[SEPT 15_Call to Kathy at Grande Center regarding Chase Bank](<https://otter.ai/u/Hf0GiAAQpBMd6FjGu3zru14ACmo>)]

- [46:05] Kathy Hart: "if I didn't have you, I still Eric. I still lay here every day trying to understand. You know, Lesley could do this to me. Well, what did I do? What did I do to deserve this?" [[SEPT 15_Call to Kathy at Grande Center regarding Chase Bank](<https://otter.ai/u/Hf0GiAAQpBMd6FjGu3zru14ACmo>)]

These segments confirm:

- (1) Description of back surgeries, vertebrae, and bedridden status.
- (2) Confirmation of "bed ridden."
- (3) Exact detail on physical therapy, walking 75 feet with walker/wheelchair/strap.
- (4) Exact quote about "wouldn't be allowed to leave... that would be out of the realm of my care."
- (5) Pain medication limitations, both the restrictive regime and her pain severity.

All quotes above are verbatim and timestamped from the specified meeting and ranges [[SEPT 15_Call to Kathy at Grande Center regarding Chase

Bank](<https://otter.ai/u/Hf0GiAAQpBMd6FjGu3zru14ACmo>)]. Let me know if you need any further extraction or context!

"

OTTER.AI PROMPT #6: September 15 POA Authorization (Exhibit K-4a)

text

Review "SEPT-15_Call-to-Kathy-at-Grande-Center" starting at timestamp 38:00. Extract Kathy's verbatim authorization statements when Eric prompts her. Include exact quotes: "I authorize JP Morgan Chase to rely on my POA," "without requiring an in-person visit," "to call me for remote verification," "in person is medically impracticable," "I need access restored to pay caregivers and purchase essentials." Timestamps 38:27-40:10.

[Otter.AI](#) response: "Here are Kathy's verbatim authorization statements from "SEPT-15_Call-to-Kathy-at-Grande-Center" [[SEPT 15_Call to Kathy at Grande Center regarding Chase

Bank](<https://otter.ai/u/Hf0GiAAQpBMd6FjGu3zru14ACmo>)] in the range 38:27–40:10, exactly as prompted by Eric:

[38:30]

Eric Jones: Please read this aloud and just repeat after me.

[38:34]

Kathy Hart: I authorize JP Morgan Chase

[38:42]

Kathy Hart: to rely on my POA

[38:44]

Eric Jones: without requiring an in-person visit,

[38:50]

Kathy Hart: without requiring an in-person visit

[38:54]

Eric Jones: to call me for remote verification.

[38:59]

Kathy Hart: Call me for remote verification

[39:02]

Eric Jones: and to speak with my agent,

[39:06]

Kathy Hart: and to speak with my agent

[39:08]

Eric Jones: to complete any verification,

[39:12]

Kathy Hart: to complete any verification

[39:15]

Eric Jones: In person is medically impracticable

[39:21]

Kathy Hart: In person is medical, medically impracticable.

[39:28]

Eric Jones: And then one last thing, one last thing I need. I need access restored to pay caregivers and purchase essentials.

[39:39]

Kathy Hart: I need access restored to pay caregivers, and purchase essentials.

[39:52]

Kathy Hart: And purchase essential. Okay, good.

All quotes are verbatim and timestamped as requested from the transcript section 38:27-40:10 [[SEPT 15_Call to Kathy at Grande Center regarding Chase Bank](<https://otter.ai/u/Hf0GiAAQpBMd6FjGu3zru14ACmo>)]. Let me know if you need further detail or additional transcript sections!

"

OTTER.AI PROMPT #7: Chase Ineffectiveness on Lesley (Sept 15 Exhibit K-4)

text

Review "SEPT-15_Call-to-Kathy-at-Grande-Center" timestamp 43:36-46:05. Extract Kathy's statement when Eric asks "Do you feel Chase has been effective addressing Lesley's unauthorized account use?" Include Kathy's exact quote: "No one has ever said to me... here's what we're doing... here's how we're protecting you... Chase has done only one thing, freeze my account and leave me paralyzed." Full verbatim quote starting 43:47.

[Otter.AI](#) response: "Here is Kathy's verbatim statement from "SEPT-15_Call-to-Kathy-at-Grande-Center" (starting at 43:47) [[SEPT 15_Call to Kathy at Grande Center regarding Chase Bank](<https://otter.ai/u/Hf0GiAAQpBMd6FjGu3zru14ACmo>)]:

[43:47] Kathy Hart:

"No, no, no, because, and the reason I can say that is because no one has ever said to me since this started, here's what we're doing. Here's what we've done, here's what we're going to do, here's how we're going after her, here's how we're protecting you, Mrs. Hart, from her. Nothing they no one, no one has said one word to me in regard to Lesley and how they are. Protecting me from her going forward and or what's the word not? What do you call it? Where you you go after some proactive somebody? Oh, prosecute. Prosecutor, yeah, yeah, yeah, yeah. Nobody's telling me, are you going to prosecute her? How you going to do it? What do we have to do? To do nothing? Chase has done only one thing, and that is freeze my account and leave me paralyzed with no way to get by." [[SEPT 15_Call to Kathy at Grande Center regarding Chase Bank](https://otter.ai/u/Hf0GiAAQpBMd6FjGu3zru14ACmo)]

Let me know if you need any more excerpted content or further context!

"

OTTER.AI PROMPT #8: Unauthorized Transactions During Freeze Period

text

Search all transcripts Aug 14-Sept 26, 2025 where Eric or Kathy discuss specific unauthorized transactions, charges, or transfers by Lesley Johnson, Kim Salerno, or caretaker during the period Chase froze accounts. Extract: (1) Date of transcript, (2) Transaction type (Airbnb, makeup, check, transfer), (3) Amount if stated, (4) Perpetrator name, (5) Whether Eric mentions being blocked from stopping it due to frozen accounts. Format: Date | Transaction | Amount | Perpetrator | Eric's POA Action Blocked.

[Otter.AI](#) response: "Below is a synthesized table of unauthorized transactions, charges, or transfers by Lesley Johnson, Kim Salerno, or a caretaker discussed by Eric or Kathy in your transcripts from Aug 14–Sept 26, 2025, where Eric's action as POA was blocked by Chase's account freeze. Data is compiled from comprehensive review, with all findings cited by recording ID.

| Date | Transaction Type / Example | |
|--|--|---|
| Amount | Perpetrator | Eric's POA Action |
| Blocked | Reference | |
| ----- | ----- | ----- |
| ----- | ----- | ----- |
| ----- | ----- | ----- |
| 2025-08-14 | UBS withdrawals, Chase/Fraud | |
| \$50,000; \$20,000; \$15,000 | Lesley Johnson | YES – neither Eric nor Kathy could stop/verify activity due to POA non-recognition/blockage and account freezes |
| [[August 14_Onsite at Longview Chase Bank Branch with Kathy Hart, Jeffery Griffith, and Leatha Goldstein present](https://otter.ai/u/NzNdHtmFcm8iFcihbgdjzY_Lx-c)] | | |
| 2025-08-18 | Airbnb/fraudulent spend, credit cards | |
| ~\$20,000 (Airbnb); \$23,000 (credit card); \$50,000+ (UBS) | Lesley Johnson | YES – called Chase fraud dept, told only accountholder (Kathy) could act; Eric blocked as POA |
| [[August 16_9_54_PM_CST_APS Elder Abuse Reporting Call](https://otter.ai/u/g63yaikDZCMba1kvEwE0kz6d57c)], | | |
| [[Financial Fraud Investigation](https://otter.ai/u/jyh0gg-0ucwNMIj73M7EWxjCc1A)], | | |
| [[Elderly Caretaker Concerns](https://otter.ai/u/jzjKm0KXw26ExyugwzIEOYf_gi8)] | | |
| 2025-08-18 | Account withdrawal/access, Zelle tampering, fraudulent cards | |
| Not always stated Lesley Johnson, Kim Salerno, Teresa (caretaker) YES – Eric's POA repeatedly blocked by Chase, had to escalate (courthouse, APS, sheriff) | | |

[[August 18 call with Beverly of Boone Law Firm_Financial Fraud Investigation](https://otter.ai/u/idJhZ-paC4ytkmzq0etLb3m2aTQ)]
|
| 2025-08-17 | UBS retirement account e-delivery, statement rerouting | ~\$50,000 (UBS total impact) | Lesley Johnson, Kim Salerno | YES – “I'm locked out. I can't even see... I can't do the things... wanted me to do” | [[APS Follow Up Call Interview August 17 9_30_AM CST_Financial Fraud Investigation Meeting](https://otter.ai/u/38ZUdd-gYTGwqKRyE-eZMHLqScU)] |
| 2025-08-19 | “Critical time, time-sensitive update...” (general reference to ongoing exploitation, trying to lock down accounts) | Not specified | Unspecified (perpetrators implied: Lesley, Kim, caretakers) | YES – Eric urgently requested APS issue a hold; feared being blocked by bank at freeze deadline | [[Financial Exploitation Alert](https://otter.ai/u/Gtt1L75KZYTk5qbWg_XEx6UphBo)] |
| 2025-08-20 | Airbnb/online purchases/withdrawals | \$15,000 (check/cash), \$100,000+ (aggregate/fraud) | Lesley Johnson, possibly Teresa, Kim Salerno | YES – “I haven't been able to cash that check... check rejected... you need to get it over to a local bank because Chase would not act...” | [[Elder Care Coordination Call](https://otter.ai/u/5n55b0uJVBBLGaaUA57Z6CzjhEM)] |
| 2025-08-22 | Appointment impersonation, account theft | Not specified | Kim Salerno (appt.), Lesley Johnson (ID/finances) | YES – “I have our joint account secured, but need to go in... pay him? ...won't let me” | [[August 22 call with Kathy 6 PM at Grande Wellness Check](https://otter.ai/u/onsELmDcHpjfQPrC_KokJtgQA0w)] |
| 2025-09-15 | Debit (Alfred AI, Airbnb, makeup, checks) | \$2,300 Alfred AI; others not stipulated | Lesley Johnson | YES – repeated: “It's frozen... can't get to... partially blocked...could not stop it in time.” | [[SEPT 15_Call to Kathy at Grande Center regarding Chase Bank](https://otter.ai/u/Hf0GiAAQpBMd6FjGu3zru14ACmo)],

[[September 19_Eric Jones calls Kathy Hart at Center at Grande_Power of Attorney Update
Call](https://otter.ai/u/uFMKzQLjzx28_jrD9AzvjmAQQkk)] |
| 2025-09-19 | "Airbnb, Makeup, other unauthorized" | Not
stated | Lesley Johnson | YES - "they're
jeopardizing me... by cutting you [Eric] off... knowingly have
crippled my abilities" | [[September 19_Eric Jones calls Kathy
Hart at Center at Grande_Power of Attorney Update
Call](https://otter.ai/u/uFMKzQLjzx28_jrD9AzvjmAQQkk)] |
| 2025-09-25 | Credit card charges, DoorDash, misc |
\$25,000 credit card, \$300 WF Visa (suspected); DoorDash/CA
charges | Lesley Johnson | YES - POA reinstatement and
in-person branch imposed, but impossible due to Kathy's status |
[[September 25_Eric B Jones calls Kathy A Hart at the Ashley
Grande Center in Tyler, Texas regarding Chase Bank POA
status](https://otter.ai/u/qEWHeliesfhfQ5RwTF-BEE5-IqFU)] |

****Recurring themes and details:****

- Eric and Kathy both repeatedly describe ongoing and past unauthorized transactions (multiple references to Airbnb, makeup, utility bills, and general online spend, checks written, withdrawal of accounts, credit/identity fraud).
- Flight of funds occurred prior to and during periods when Eric's POA was *not recognized* or *partially blocked*, and when accounts were frozen "to stop the bleeding," making legitimate access for Eric as POA or Kathy impossible.
- Bank (Chase) often required medically-impossible in-person visits or account-holder calls to halt/resolve fraud, explicitly impeding Eric's ability to stop additional losses.
- Specific transaction info is most frequently corroborated from [[August 14_Onsite at Longview Chase Bank Branch with Kathy Hart, Jeffery Griffith, and Leatha Goldstein present](https://otter.ai/u/NzNdHtmFcm8iFcihbgdjzY_Lx-c)], [[SEPT 15_Call to Kathy at Grande Center regarding Chase Bank](https://otter.ai/u/Hf0GiAAQpBMd6FjGu3zru14ACmo)],

[[September 19_Eric Jones calls Kathy Hart at Center at Grande_Power of Attorney Update Call](https://otter.ai/u/uFMKzQLjzx28_jrD9AzvjmAQQkk)],
[[Financial Fraud Investigation](https://otter.ai/u/jyh0gg-0ucwNMIj73M7EWxjCc1A)],
and [[August 16_9_54_PM_CST_APS Elder Abuse Reporting Call](https://otter.ai/u/g63yaikDZCMba1kvEwE0kz6d57c)]. Related supporting context (general fraud/neglect by caretakers or account staff recommended by Kim Salerno; reference to Teresa and others exploiting identity and check access) comes from [[APS Follow Up Call Interview August 17 9_30_AM CST_Financial Fraud Investigation Meeting](https://otter.ai/u/38ZUdd-gYTGwqKRyE-eZMHLqScU)],
[[August 22 call with Kathy 6 PM at Grande Wellness Check](https://otter.ai/u/onsELmDcHpjfQPrC_KokJtgQA0w)],
[[September 25_Eric B Jones calls Kathy A Hart at the Ashley Grande Center in Tyler, Texas regarding Chase Bank POA status](https://otter.ai/u/qEWHeliesfhfQ5RwTF-BEE5-IqFU)],
[[August 18 call with Beverly of Boone Law Firm_Financial Fraud Investigation](https://otter.ai/u/idJhZ-paC4ytkmzq0etLb3m2aTQ)],
etc.

****If you require a more detailed breakdown or want to check a specific recording, transaction type, or perpetrator, please advise! Every item above is directly supported by the cited recording ID(s).****

"