



## Complaint Referral Form

### Internet Crime Complaint Center

**Thank you for submitting your complaint to the IC3. Please save or print a copy for your records. This is the only time you will have to make a copy of your complaint.**

Victim Information Name: 聽

XXXXXXXXXX

Are you reporting on behalf of a business? 聽

Yes

Business Name: 聽

XXXXXXXXXXXXXXXXXXXX

Is the incident currently impacting business operations? 聽

Yes

Age: 聽

30 - 39

Address: 聽

XXXXXXXXXXXXXXXXXXXX

Address (continued): 聽 Suite/Apt./Mail Stop: 聽 City: 聽

XXXXXXXXXX

County: 聽 Country: 聽

United States of America

State: 聽

Arkansas

Zip Code/Route: 聽

XXXXXX

Phone Number: 聽

XXXXXXXXXX

Email Address: 聽

XXXXXXXXXXXXXXXXXXXX

Business IT POC, if applicable: 聽

Devin Humphrey, XXXXXXXXXXXX, XXXXXXXXXXXX

Other Business POC, if applicable: 聽 Description of Incident Provide a description of the incident and how you were victimized. Provide information not captured elsewhere in this complaint form.

On the 27th of September 2020, [REDACTED] was performing night auditor duties when he received a phone call at approximately 11:24 P.M. from a male individual without an accent from Wyndham Support rep, named Gary. He advised [REDACTED] they needed access to the front desk computers to conduct system updates. Gary asked if the night audit had been completed and walked Lee thru the process of installing TeamViewer and allowing access to the Hotel's front desk terminal 1. Gary deploys TeamViewer's, privacy screensaver, so they could conduct various tasks in obscurity. He downloaded and used Firefox to import various user credentials from Google Chrome. Gary called ten minutes later and stated that the Gmail password had been changed recently and he wanted the new one. [REDACTED] provided him with the gmail credentials and Gary gained access and found a credit card authorization form with customer card information stored in clear text and also various reports and forwarded this information to his email address, HNICKHALIEF23@gmail.com from the hotels email address [REDACTED]. He had access to the front desk PC from 11:24 P.M to 12:30 P.M. We also have security footage of the incident with audio.

Which of the following were used in this incident? (Check all that apply.)  
☒ Spoofed Email ☒ Similar Domain ☒ Email Intrusion  
☒ Other Please specify: 聽  
Social Engineering by Phone Call

Law enforcement or regulatory agencies may desire copies of pertinent documents or other evidence regarding your complaint.

Originals should be retained for use by law enforcement agencies.

#### Information About The Subject(s) Who Victimized You

Name: 聽

Gary

Business Name: 聽

Unknown

Address: 聽

Unknown

Address (continued): 聽

Unknown

Suite/Apt./Mail Stop: 聽

Unknown

City: 聽

Unknown

Country: 聽

[None]

State: 聽

[None]

Zip Code/Route: 聽

Unknown

Phone Number: 聽 Email Address: 聽

HNICKHALIEF23@gmail.com

Website: 聽

N/A

IP Address: 聽

Other Information If an email was used in this incident, please provide a copy of the entire email including full email headers.

MIME-Version: 1.0 Date: Sun, 27 Sep 2020 23:56:52 -0500

Message-ID:

<CALjofiCifgPhPrQqXzjO1Bsa+rWsZ-ymK=S4BAB2z6vO+x2H+w@  
mail.gmail.com> Subject: From: Front Desk

<[REDACTED]> To:

HNICKHALIEF23@gmail.com Content-Type: multipart/mixed;  
boundary="000000000000c2e71b05b0587eaf"

Are there any other witnesses or victims to this incident?

Hotel Night Auditor, [REDACTED] and [REDACTED] Card issued to  
[REDACTED] out of Nixa, MO

If you have reported this incident to other law enforcement or government agencies, please provide the name, phone number, email, date reported, report number, etc.

[No response provided]

鉞 Check here if this an update to a previously filed complaint: 聽 Who Filed the Complaint Were you the victim in the incident described above? 聽

No

If not, please provide us with your contact information: Name: 聽

Devin Humphrey

Business Name: 聽

[REDACTED]

Phone Number: 聽

[REDACTED]

Email Address: 聽

[REDACTED]

Digital Signature

By digitally signing this document, I affirm that the information I provided is true and accurate to the best of

my knowledge. I understand that providing false information could make me subject to fine, imprisonment, or both. (Title 18, U.S. Code, Section 1001)

Digital Signature: 聽

Devin Humphrey

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