FEDERAL BUREAU OF INVESTIGATION
FOI/PA
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FOI/PA# 1419767-0

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FD-487 (Rev. 11-24-98)

NCIC ACTIVITY LOG

(Instructions - Reverse Side)

Universal Case File No. 288A-PG-[illegible]13

Date	Activity	Serial	Name or Description	NCIC Number	OCA Number	Date Retention Period Expires	Miscellaneous Information
3/1/02	[redacted]	25	[redacted]	NIC/W984541817	288A-PG-[illegible]13		SA [redacted] b6 b7C
3/2/02		27	" " "	NIC/ "	" " "		

Validation: (Date/Initials)

1	5	9
2	6	10
3	7	11
4	8	12

Top Serial - Not To Be Serialized

Instructions

1. **Entry - NCIC**
   a. Supervisor stamp serial containing entry information, check entry, initial and route to NCIC operator.
   b. NCIC operator make local and/or NCIC checks including III for additional information, make entry, route serial and printout to rotor clerk. (NCIC operator may stamp jacket, insert NCIC Activity Log as top serial in file and complete "entry" line.)
   c. Rotor Clerk serialize printout, stamp jacket, insert NCIC Activity Log as top serial in file and complete "entry" line if not already accomplished by NCIC operator. Note: NCIC Activity Log is to be maintained as the top serial in the current volume of case file.
2. **Modify - NCIC**
   a. Supervisor stamp serial containing modify information, check modify, initial and route to NCIC operator.
   b. NCIC operator modify record, route serial and printout to rotor clerk. (NCIC operator may complete "modify" line on NCIC Activity Log.)
   c. Rotor clerk serialize printout and complete "modify" line on NCIC Activity Log, if not accomplished by NCIC operator.
3. **Clear/Cancel - NCIC**
   a. NCIC operator clears/cancels record upon notification by case agent or supervisor, routes printout to rotor clerk. (NCIC operator may complete "clear/cancel" line on NCIC Activity Log.)
   b. Rotor clerk serializes printout, completes "clear/cancel" line on NCIC Activity Log and makes slash marks (NCIC) through NCIC stamp of file jacket.
4. **Validation - NCIC**
   a. When validation printout is received from NCIC, an agent (or clerk if case is in closed status) will review the NCIC entry to insure that it is complete and accurate. Any discrepancy should be resolved by an appropriate agent and, if necessary, a modify message should be initiated to update and/or correct the record. When validation is complete, reviewer will and initial NCIC Activity Log.

Retention Periods

Unless otherwise removed, records will be retained in file as follows:

Article File
Remainder of the year of entry plus one year.

Boat File
Remainder of the year of entry plus four years.
Records entered without BHN or OAN will remain in the file 90 days.

Deported Felon File
Remains on file until such time as INS Headquarters takes action to remove it.

Foreign Fugitives/Canadian Warrant File
Retained indefinitely until entering agency removes record from file.

Gun File
Retained indefinitely until entering agency removes record from file.
Recovered weapons are retained for the remainder of the year of entry plus two years.

Interstate Identification Index
Retained until the individual reaches the age of 99.

License Plate File
Retained in file for one year after the end of the plate's expiration year.
Nonexpiring license plates remain in file for the remainder of the year of entry plus four years.

Missing Person File
Retained indefinitely until action is taken by the entering agency to clear the record.
This includes unemancipated juvenile records.

Protection Order File
Active records - Retained until canceled or cleared by entering agency or expiration.
Temporary records will remain active for a maximum of one year from the date of entry.
Inactive records - Retained on-line for the remainder of the year in which cleared or expired plus five years.

Securities File
Retained for the remainder of the year of entry plus four years, except records for traveler's checks and money orders. These records will be retained for the remainder of the year of entry plus two years.

U.S. Secret Service Protective File
Retained indefinitely until action is taken by the U.S. Secret Service to remove it.

Unidentified Person File
Retained indefinitely or until removed by entering agency.

Vehicle File
Retained for the remainder of the year of entry plus four years.
Records entered which do not contain VINs or OANs will remain in file for 90 days after entry.
Felony vehicles will remain in file for 90 days after entry.
Stolen parts (VIN plates, harrows, or boat motors) which contain an OAN or SER w remain in file for the year of entry plus four years.

Violent Gang and Terrorist Organization File
GMC records - Automatically purged 5 years from the date of entry or when an entering agency removes its entry, providing that agency is the sole agency of interest for the group/subgroup.
Only records entered by corrections agencies remain past five years.
GRC records - Single interest - indefinitely or until removed by entering agency.
Multiple Interests - indefinitely or until all agencies remove their records.

Wanted Person File
Retained until action is taken by the originating agency to clear/cancel the record.
Temporary felony want records will be automatically removed from file after 48 hours.

(Rev. 05-01-2008)

UNCLASSIFIED

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 01/30/2012

To: Pittsburgh **Attn:** Victim Specialist

Cyber CCU-1

From: Pittsburgh
Squad 16/Cyber
Contact: SA [redacted]

b6
b7C
b7E

Approved By: [redacted] 1/30/12

Drafted By: [redacted] 1/30/12

Case ID #: 288A-PG-NEW (Pending)

Title: UNSUB(S);
CITIBANK- VICTIM;
COMPUTER INTRUSION - CRIMINAL

Synopsis: To request opening of case.

Details: On 1/09/2012, FNU LNU phoned the Citibank customer service department and successfully changed the address on ex-Microsoft executive Paul Allen's bank account. On 1/12/2012, FNU LNU successfully ordered a replacement debit card and had it FedEx'd to Pittsburg, PA. FNU LNU was able to provide the SSAN, date and birth, and other signers on the account. The card was activated on 1/13/2012 and several purchases were made in excess of $600.00. One trasaction appeared to be a credit card payment for an account with the same address where the debit card was deleivered.

A public records check of the Pittsburgh address identified several out of state addresses associated with it including that of [redacted]

b6
b7C

It is expected that the personal information regarding the Allen account was obtained via computer intrusion.

Based on the aforementioned, writer requests that a case be opened.

b6
b7C

UNCLASSIFIED

03001.E

288A-PG-79713 - 1

To: Pittsburgh From: Pittsburgh
Re: 288A-PG-NEW, 01/30/2012

LEAD(s):

Set Lead 1: (Info)

CYBER

AT WASHINGTON, DC

Read and clear.

Set Lead 2: (Info)

PITTSBURGH

AT PITTSBURGH, PA

Read and clear.

♦♦

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 01/31/2012

[redacted] b6 b7C

[redacted] After being advised of the identity of the interviewing agents and the nature of the interview, [redacted] provided the following information:

The store's register showed a purchase on January 14, 2012 at 13:26 in the amount of 278.18. The sale, which consisted of an Xbox gaming console and Madden NFL 2012 video game, was processed by [redacted] on register one. The payment card, [redacted] was run twice and denied both times. The transaction was then voided. A reprint of the voided register journal was made and has been retained in the file with a copy attached hereto. b6 b7C

Investigation on 1/30/2012 at Pittsburgh, Pennsylvania

File # 288A-PG-79713 Date dictated N/A

by [redacted] b6 b7C

This document contains neither recommendations nor conclusions of the FBI. It is the property of the FBI and is loaned to your agency; it and its contents are not to be distributed outside your agency.

40.00
7.90

016 13:23

BEGIN TRANS: 017 01/14/12 13:26

[redacted]

b6
b7C

020060 Microsoft Xbox 199.99
SN:602113114705
SNum: 602113114705
WARRANTY NOT PURCHASED
201004 Madden NFL 2012 59.99
WARRANTY NOT PURCHASED

SUBTOTAL: 259.98
State 18.20
TOTAL: 278.18

**SEND 5/3 REQ: (CC) XXXXXXXXXXX[redacted]
**RCV 5/3 ANS: TRANS DENIED (2)
**SEND 5/3 REQ: (CC) XXXXXXXXXXX[redacted]
**RCV 5/3 ANS: TRANS DENIED (2)
VOID VOID VOID VOID VOID VOID VOID VOID
End Trans: Void 13:29 017

N TRANS: 018 01/14/12 13:47
ce 03958/01

[redacted]

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 01/31/2012

[redacted] b6 b7C

After being advised of the identity of the interviewing agents and the nature of the interview, [redacted] provided the following information:

Store video surveillance for January 14, 2012 at approximately 13:22 showed the attempted purchase of Microsoft Xbox gaming console and a video game on register one. The payment card used was declined and the purchase was not completed. [redacted] who processed the order, took the items off the sales counter once the card was declined. Utilizing a height chart in the store and a nearby counter, [redacted] estimated the customer's height at 5 feet 3 inches to 5 feet 6 inches. No other attempted purchase of an Xbox console and game occured near that time in the video. b6 b7C

A copy of the video was not retrievable due to a problem with the video recording system. SA [redacted] did record a copy of the video, including three still shots, utilizing his telephone. The video recorded has been retained in the file. b6 b7C

Investigation on 1/30/2012 at Pittsburgh, Pennsylvania

File # 288A-PG-79713 Date dictated N/A

by [redacted] b6 b7C

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FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 02/02/2012

On February 2, 2012, a UPS envelope was received from [redacted] Fraud Investigator, Citi Security and Investigative Services, 710 Riverpoint Court, West Sacramento, California. The envelope beared UPS tracking number 1Z7148X70193363034 and contained a compact disc entitled, "ATO - Citibank Paul Allen A.T.O." b6 b7C

The original has been retained in the file. A duplicate was made of the original, labeled duplicate original, and retained in the file.

Investigation on 2/2/2012 at Pittsburgh, Pennsylvania

File # 288A-PG-79713 Date dictated N/A

by [redacted] b6 b7C

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288A - PG - 79713 — 7

U.S. Department of Justice

Federal Bureau of Investigation

In Reply, Please Refer to
File No.

Pittsburgh, PA 15203
February 1, 2012

[redacted] b6 b7C

Armed Forces Bank
Ft. Leavenworth, KS

via fax

In follow-up to a phone call on 2/1/2012 by SA [redacted] the Pittsburgh Division requests the following voluntary information regarding a fraudulent transaction that has victimized Armed Forces Bank:

-account number to which the transaction was applied
-account owner information (name, date of birth, address, phone number, email)

The details of the fradulent transaction are:
originating payment card number: [redacted]
date: 1/13/2012
time: 13:26:57 CST
amount: $658.81

Please provide your response to
[redacted] b6 b7C b7E

Sincerely,

Michael A. Rodriguez
Special Agent in Charge

By:
[redacted] b6 b7C
Supervisory Special Agent

[redacted] 03304, CHM

DOJ-PG-79713 - 8

2/3/12

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 02/02/2012

[redacted] b6 b7C

[redacted] After being advised of the identity of the interviewing agents and the nature of the interview, [redacted] provided the following information:

A review of store surveillance video identified that at approximately 07:46 on January 15, 2012, an individual attempted to purchase a package of cookies at register two. The transaction was declined and the patron left without the item. [redacted] noted that the time on the store surveillance system was one hour off, making the actual time of the transaction approximately 08:46. Video of the transaction was captured along with a still image of the patron exiting the store. SA [redacted] proceeded to label the hub of each disc. b6 b7C

A copy of the video and a still image was created by [redacted] and burned onto two CD-Rs. A duplicate master CD-R of each was created by SA [redacted] and retained in the file. b6 b7C

Investigation on 2/1/2012 at Pittsburgh, Pennsylvania

File # 288A-PG-79713 Date dictated N/A

by [redacted] b6 b7C

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FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 02/02/2012

[redacted] b6 b7C

AFB records showed the following account details regarding the $658.81 transaction on January 13, 2012:

[redacted] b6 b7C

Addtional information on file was:

[redacted]

The aforementioned transaction paid off loan number [redacted] with a past due balance of $658.81. b6 b7C

[redacted] contacted AFB on January 13, 2012 at approximately 14:25 CST requesting to pay off his charged off loan. [redacted] paid by providing card number [redacted] with an expiration date of [redacted]

[redacted] had previously contacted AFB on December 5, 2011 stating that he had sent a wire to his checking account (number [redacted] in the amount of $11,000 from Wells Fargo Bank. [redacted] called AFB again on December 6, 2011 inquiring about the wire. AFB had no record of an incoming wired for the benefit of [redacted] b6 b7C

The AFB Recruit Account signature card indicated the following information:

[redacted] b6 b7C

Investigation on 2/2/2012 at Pittsburgh, Pennsylvania (via e-mail)

File # 288A-PG-79713 Date dictated N/A

by [redacted] b6 b7C

This document contains neither recommendations nor conclusions of the FBI. It is the property of the FBI and is loaned to your agency; it and its contents are not to be distributed outside your agency.

b6
b7C

[redacted]

A document labeled "Note [redacted] indicated an additional phone number of [redacted]

A receipt copy was provided in the amount of $658.81 charged to acount [redacted] on January 13, 2012 at 13:26:57 CST.

b6
b7C

A document titled "workout loan application" with a date September 13, 2010 indicated a home of record of:

[redacted]

An additional contact was listed as:

[redacted]

An ETS (military) date was listed as January 19, 2013.

A printout of the emails and attachments has been retained in the file and a copy attached hereto.

[redacted]

b6
b7C

From: [redacted]
Sent: Thursday, February 02, 2012 1:06 PM
To: [redacted]
Cc:
Subject: Fraudulent Transaction/ Armed Forces Bank
Attachments: DOC020212_1.pdf

SA [redacted]

b6
b7C

Our records show the following information regarding the $658.81 transaction on 01/13/2012:

[redacted]

Also provided address of:

[redacted]

To pay off loan # [redacted] with a past due balance of $658.81.

[redacted] called on 01/13/2012 at approximately 2:25pm (CT) requesting to pay off his charged off loan with us in the amount of $658.81. He paid this by providing card [redacted] (Please see attached)

b6
b7C

[redacted] also called in on 12/05/11 stating that he had sent a wire to his checking account [redacted] in the amount of $11,000.00 from Wells Fargo Bank. He called in again on 12/06/11 inquiring about the wire. We have no receipt of an incoming wire for the benefit of [redacted]

Please let us know if you have any other questions.

Thank you,

[redacted]
Armed Forces Bank

Academy Bank
Armed Forces Bank of CA
Vice President
Customer Relations
1-888-744-3637 ext [redacted]#
Fax #[redacted]

b6
b7C

CONFIDENTIALITY NOTICE: The content of this e-mail, along with any attachments, is covered by state and federal law governing electronic communications and may contain confidential and legally privileged information. The information is intended only for the use by the individual or entity named above. If you are not the intended recipient, you are hereby notified that any disclosure, copying, distribution or the taking of any action in reliance on the contents of this e-mailed information is strictly prohibited. If you have received this e-mail in error, please contact the sender and delete the e-mail and any attachments from all computers.

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Mail From: [redacted]

b6
b7C

File Edit View Actions Tools Window Help

Close Reply Reply All Forward Fax

Mail Properties Personalize Message Source Discussion Thread

From: [redacted]

To: [redacted]

1/25/2012 1:51:31 PM

Subject: Request

GroupWise has restricted this webpage from running scripts or ActiveX controls that could access your computer. Click here to allow access.

Per our conversation, below is the transaction in question.

[redacted]	Date-13-Jan-12	Time-132657	$658.81	ARMED FORCES BANK #1 FT.LEAVENWRTH KS

[redacted]

b6
b7C

Security & Investigative Services
Protecting Citi, where needed, when needed

200YEARS citi

The information contained in this electronic message and any attachments (the "Message") is intended for one or more specific individuals or entities, and may be confidential, proprietary, or otherwise protected by law. If you are not the intended recipient, please notify the sender immediately, delete this Message and do not disclose, distribute, or copy it to any third party or otherwise use this Message. Electronic messages are not secure or error free and can contain viruses or may be delayed, and the sender is not liable for any of these occurrences. The sender reserves the right to monitor, record, transfer cross border and retain electronic messages.

[redacted] b6 b7C

From: [redacted]
Sent: Thursday, February 02, 2012 2:04 PM
To: [redacted]
Subject: RE: Fraudulent Transaction/ Armed Forces Bank
Attachments: DOC020212_3.pdf

I was able to search back and found a loan application that he had submitted. It does say breakthru.com. I apologize for the error. I have attached the application below.

[redacted]

>>> [redacted] 2/2/2012 12:35 PM >>> b6 b7C b7E

Thank you for the information. Regarding the email [redacted] should that read [redacted] with a [redacted] in the domain name?

Thanks,

[redacted]

From: [redacted] b6 b7C
Sent: Thursday, February 02, 2012 1:06 PM
To [redacted]
Cc: [redacted]
Subject: Fraudulent Transaction/ Armed Forces Bank

SA [redacted]

Our records show the following information regarding the $658.81 transaction on 01/13/2012:

[redacted]

Also provided address of:

[redacted]

To pay off loan # with a past due balance of $658.81.

called on 01/13/2012 at approximately 2:25pm (CT) requesting to pay off his charged off loan with us in the amount of $658.81. He paid this by providing card with expiration date of 12/2014. (Please see attached)

b6
b7C

also called in on 12/05/11 stating that he had sent a wire to his checking account in the amount of $11,000.00 from Wells Fargo Bank. He called in again on 12/06/11 inquiring about the wire. We have no receipt of an incoming wire for the benefit of

Please let us know if you have any other questions.

Thank you,

b6
b7C

Armed Forces Bank
Academy Bank
Armed Forces Bank of CA
Vice President
Customer Relations
1-888-744-3637 ext #
Fax #

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RECEIVED
SEP 13 2010

(1)19

Armed Forces Bank

WORKOUT LOAN APPLICATION
for existing customer

Submitted on: 2010-09-13 13:10:12.823

Amount Requested: $
Include Savings Component? No

Open an account? No
Reg E Overdraft Opt-In? Yes

7·13·10

PRIMARY APPLICANT

b6
b7C

CO-APPLICANT

Last Name: First Name: MI: Social Security Number:

Street Address:

City: State: Zip Code: County:

PHONE Home: Business: Cell:

E-mail Address: Date of Birth:

U.S. Citizen: Marital Status: Branch of Service: ETS Date (military):

Rank/Position:

Monthly or Annual Salary
$ per

Driver's License Number:
State:
Issue Date: Exp. Date:

EMPLOYER Phone No.:

Name:
Street Address:
City: State: ZIP:

AUTHORIZATION AGREEMENT FOR DIRECT PAYMENTS (ACH DEBITS) – FOR NON-CUSTOMERS

Amount to be transferred: Payment Frequency:

Bank Name:

Account type: Routing Number: Account Number:

Account Holder:

This authorization will remain in full force and effect until maturity of the loan. You may terminate this authorization by giving us 15 days written notice at the following address: Armed Forces Bank, N.A., P.O. Box 3400, Fort Leavenworth, KS 66027. Notice to any one of us is a notice to all of us.

WORKOUT LOAN AGREEMENT WAS ACKNOWLEDGED ONLINE BY CLICKING ON A CHECKBOX NEXT TO THE AGREEMENT

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 01/30/2012

[redacted] Fraud Investigator, Citi Security and Investigative Services, having a phone number of [redacted] and an email address of [redacted] was interviewed telephonically. After being advised of the identity of the interviewing agent and the nature of the interview, [redacted] provided the following information: b6 b7C

Note: Information was obtained from emails sent by [redacted] on January 27, 2012 and confirmed by follow-up phone call on this date.

On January 9, 2012, an imposter placed a phone call to the customer service department and successfully changed the address on Paul ALLEN's account. The address was changed from ALLEN'S Seattle, Washington address to [redacted] b6 b7C

Subsequently, the imposter made several attempts to order a new ATM card and was declined twice. On January 12, 2012, the imposter was able to successfully order a new card. Citibank issued the new card bearing number [redacted] and delivered it to the address on record for the account, [redacted] On January 13, 2012, the card was activated and activity on the card started. FedEx advised Citibank that the signature for the package containing the card read [redacted] b6 b7C

The following transactions were made or attempted:

Note: All times are listed in central standard time (CST).

Date	Time	Merchant	Amount	Status
January 13, 2012	13:26:57	Armed Forces Bank, Leavenworth, Kansas	$658.81	Approved
January 13, 2012	16:34:34	Western Union	-	Denied
January 14, 2012	12:28:20	Gamestop #3958, Pittsburgh, Pennsylvania	$278.18	Denied

Investigation on 1/30/2012 at Pittsburgh, Pennsylvania (telephonically)

File # 288A-PG-79713 Date dictated N/A

by [redacted] b6 b7C

This document contains neither recommendations nor conclusions of the FBI. It is the property of the FBI and is loaned to your agency; it and its contents are not to be distributed outside your agency.

288A-PG-79713 — 11

b6
b7C

January 14, 2012	12:29:15	Gamestop #3958, Pittsburgh, Pennsylvania	$278.18	Denied
January 15, 2012	07:46:59	Family Dollar #5943, East Liberty, Pennsylvania	$1.00	Denied
January 16, 2012	11:58:49	Domino's 4710 Pittsburgh, Pennsylvania	$23.53	Denied
January 16, 2012	11:59:19	Domino's 4710 Pittsburgh, Pennsylvania	$23.53	Denied

Four phone calls were noted relating to the fraudulent account access:

Note: All times are listed in central standard time (CST).

January 3, 2012 13:46:06 Call was transferred internally and caller wanted to obtain customer account number.

January 9, 2012 13:25:30 Call was transferred internally and caller wanted to confirm his new address and provided a new phone number [redacted]

b6
b7C

January 9, 2012 16:00:04 Call was transferred internally and caller wanted to order a new card, but the caller failed the security check.

January 12, 2012 14:29:32 Call was transferred internally and caller wanted to check on the status of his replacement card. Customer service asked for his phone number, but instead he provided the name Paul Allen. The caller wanted to order the card by phone and was able to provide the account number, other signers, and date of birth. A new card was sent over night to [redacted]

The emails received from [redacted] have been printed and retained in the file with a copy attached hereto.

b6
b7C

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 02/03/2012

[redacted] Fraud Investigator, Citi Security and Investigative Services, 710 Riverpoint Court, West Sacramento, California, having a phone number of [redacted] and an email address of [redacted] was interviewed telephonically. After being advised of the identity of the interviewing agent and the nature of the interview, [redacted] provided the following information:

b6
b7C

The Citibank call recordings provided via compact disc start once the call was transferred to the handling customer service representative. There is no recording of an early call in which the caller attempted to gain the account number and it is unknown if it was provided. There is no information on how the account address was changed. In the third recording, the call was routed through a call center in India, which resulted in the audio becoming out of synchronization. The result is a delay in the which the caller answers before the representative asks the question. The caller was able to provide the correct account number during this call.

Investigation on 2/2/2012 at Pittsburgh, Pennsylvania (telephonically)

File # 288A-PG-79713 Date dictated N/A

by [redacted]

b6
b7C

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288A-PG-79713-12

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 02/02/2012

On February 2, 2012 at approximately 07:15, two individuals were seen leaving [redacted] and got into a silver vehicle bearing Pennsylvania license plate [redacted] The first individual appeared to be an african american female, approximately 60 years of age. The second individual appeared to be an elementary school aged girl.

b6
b7C

Investigation on 2/2/2012 at Pittsburgh, Pennsylvania

File # 288A-PG-79713 Date dictated N/A

by [redacted]

b6
b7C

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288A-PG-79713 — 13

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 02/09/2012

[redacted] Fraud Investigator, Citi Security and Investigative Services, 710 Riverpoint Court, West Sacramento, California, having a phone number of [redacted] and an email address of [redacted] provided the following information through email: b6 b7C

The debit card issued in the last name Allen was shipped to Pittsburgh, Pennsylvania on January 12, 2012. The package was shipped by UPS with tracking number 1Z50E1991375232962 to [redacted] The package was delivered on January 13, 2012 at 1:08 PM EST and signed by a person providing the last name [redacted] b6 b7C

A printout of the email message has been retained in the file and a copy attached hereto.

Investigation on 2/8/2012 at Pittsburgh, Pennsylvania (via email)

File # 288A-PG-79713 Date dictated N/A

by [redacted] b6 b7C

This document contains neither recommendations nor conclusions of the FBI. It is the property of the FBI and is loaned to your agency; it and its contents are not to be distributed outside your agency.

b6
b7C

From:
Sent: Wednesday, February 08, 2012 12:40 PM
To:
Subject: FW: Urgent Request for the FBI

Importance: High

Here is the delivery information for the card.

From [GCG-NAOT]
Sent: Wednesday, February 08, 2012 9:31 AM
To: [CSIS]
Cc: [GCG-NAOT]
Subject: FW: Urgent Request for the FBI
Importance: High

b6
b7C

Below is the tracking number for the order that was sent via UPS. I am still awaiting a response from our IVR technology group on identifying a phone number for you.

As for the calls I will send you a separate email referencing the call details.

1Z50E1991375232962	01/12/2012	ALLEN			PITTSBURGH	

Tracking Detail

1Z50E1991375232962 Add Description

Updated

Delivered

Delivered On:
Friday, 01/13/2012 at 1:08 P.M.

Left At:
Residential

Signed By:

Proof of Delivery

Request Status Updates

Report a Claim

b6
b7C

Additional Information

Reference Number(s):	0000184644600020000 1872995 120112PM014000002 000380000073056
Shipped/Billed On:	01/12/2012
Type:	Package

Shipment Progress

What's This?

Location	Date	Local Time	Activity
Pittsburgh, PA, United States	01/13/2012	1:08 P.M.	Delivered

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 02/09/2012

Physical surveillance was conducted in the vicinity of [redacted] During the surveillance activity, the following observations were noted: b6 b7C

note: all times are approximate and in eastern standard time (EST)

Time	Activity
15:20	Surveillance initiated in the vicinity of [redacted]
15:35	African American male exits residence at [redacted] wearing a gray Army wind breaker style jacket, gray knit cap, dark colored backpack, baggy blue jeans and tan work boots. Individual walks west on [redacted]
15:44	
16:13	Still utilizing telephone
16:27	Still utilizing telephone
16:36	Still utilizing telephone
16:50	Still utilizing telephone
17:01	Still utilizing telephone
17:18	Surveillance discontinued

b6 b7C b7E

A photo of the individual was taken while at the phone phone and had been retained in the file.

Investigation on 2/9/2012 at Pittsburgh, Pennsylvania

File # 288A-PG-79713 Date dictated N/A

by [redacted] b6 b7C

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288A-PG-79713 - 15

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 02/10/2012

The phone number of the public payphone near the intersection of Beatty and Eva streets in the East Liberty Section of Pittsburgh, Pennsylvania was (412)361-9640.

Investigation on 2/10/2012 at Pittsburgh, Pennsylvania

File # 288A-PG-79713 Date dictated N/A

by [redacted]

b6
b7C

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288A-PG-79713 - 16

(Rev. 05-01-2008)

UNCLASSIFIED

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE Date: 02/15/2012

To: Cyber Attn: SSA [redacted]
SSA [redacted]
CCU [redacted]

Pittsburgh Attn: SSA [redacted]
SA [redacted]

From: Cyber
Cyber Criminal Section/Cyber Initiative and Resource Fusion Unit
Contact: SSA [redacted]

b6
b7C
b7E

Approved By: [redacted]

Drafted By: [redacted]

Case ID #: [redacted]
288A-PG-79713 (Pending) - 17

Title: FINANCIAL THREAT FOCUS CELL

Synopsis: To report Citi Bank fraud matter targeting the accounts of Microsoft co-founders for Pittsburgh Division case initiation.

Reference: 288A-PG-79713 Serial 1

Details: On 01/26/2012, writer received a voice mail from [redacted] Fraud Investigator, Citi Security and Investigative Services, telephone [redacted] Sacramento, California (CA), in regards to a fraud matter that Citi Bank (Citi) had identified.

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b7C

On 01/27/2012, writer called [redacted] back and was advised that Citi had identified fraud involving the bank account of Microsoft's co-founder, Paul Allen. The matter involved the fraudulent mailing of an ATM card for Allen's Citi account. The ATM card was sent via FedEx to [redacted] where and individual named, [redacted] signed for the delivery. [redacted] further advised that Citi began investigating the matter and learned that several transactions were attempted on Allen's ATM card after it was sent to Pittsburgh, PA. One (1) successful transaction involving an

b6
b7C

UNCLASSIFIED

288A-PG-79713 - 17

To: Cyber From: Cyber
Re: [redacted] 02/15/2012 b7E

online payment, for approximately $658.00, was made with the Armed Forces Bank (AFB), Leavenworth, Kansas. [redacted] learned that the AFB account that the payment was made on was for [redacted] b6 b7C

On 01/27/2012, writer met with Pittsburgh Division SA [redacted] Writer provided the information that Citi had furnished to Cyber Initiative and Resource Fusion Unit (CIRFU), including contact info for [redacted] Writer and SA [redacted] then conducted a query, via a CLEAR public records check, of the address, [redacted] The query produced several names associated with the address of [redacted] b6 b7C

On 01/30/2012, the Pittsburgh Division opened a substantive case (288A-PG-7971), based on the above listed information and further contact with Citi investigator [redacted]

CIRFU will continue to support Pittsburgh Division's substantive investigation of this matter.

To: Cyber From: Cyber
Re: [redacted] 02/15/2012 b7E

LEAD(s):

Set Lead 1: (Info)

CYBER

AT CCU1

Read and Clear.

Set Lead 2: (Info)

PITTSBURGH

AT PITTSBURGH, PA

Read and clear.

♦♦

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 02/21/2012

The following are transcripts made from recordings provided earlier by Citibank on a compact disc entitled, ""ATO - Citibank Paul Allen A.T.O.":

note: C denotes Citibank customer service representative and S denotes subject.

Call1_1_844697771_5_71.wav

note: call on January 9, 2012

C: ...order a new card?

S: Yes

C: Alright...um.. did the old one um did it expire, is it missing, or is it damaged?

S: I misplaced it and I could...I can't...I couldn't find it. I know it's somewhere in my house somewhere. I've been looking for it for like a whole day now, so...

C: Alright, well the good news is um it's still early enough to get you a new card tomorrow, so will that be fine?

S: To get me a new card tomorrow?

C : Yeah. If we send it UPS you can have a new card tomorrow.

S : Would it be, would it be mailed to my address?

C : Yeah, that...we would have to mail it to your address on file or to a branch.

S : You can have, you can have it to my address on file the [redacted] [redacted] b6 b7C

C : Alright, uh, finish verifying the address.

S : [redacted]

Investigation on 2/21/2012 at Pittsburgh, Pennsylvania

File # 288A-PG-79713 Date dictated N/A

by [redacted]

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288A-PG-79713 — 19

C : Alright, thank you, just a moment. (Pause) Alright, well due to the fact that the address was just recently updated we have to go through an additional identification process, OK? Can you hold for a minute please? Hello?

S: Yes.

C: Mr. Allen, so… because the address has actually recently updated, what I'm going to have to do is, um, going to have to do, uh, do an additional identification process, can you hold for a minute please?

S: Ok.

C: Alright, thank you.

<hold music>

C: Alright, thank you so much for patiently waiting. Ok, so this identification is multiple choice. I'm going to read to you the um…the questions and selections. You tell me what to select , OK? Uh, please select the year that is closest to your year of birth: 1950, 1953, 1960, 1972, 1981, or none of the above.

S: You're asking me what year I was born?

C: It's, eh, this is what we're asking you. Please select the year that is closest to the year of your birth.

S: I was born 1953.

C: You said 1963 or 53?

S: Fifty. Five Three.

C: Alright, thank you. Just a moment. Which of the following corporations have you ever been associated with? A to Z Consulting Firm LLC, Esometrics Corporation, Loan Star, Swuco and I'll spell that. W… I'm sorry s-w-u-c-o, or I have never been associated with any of the corporations listed.

S: I, I, I never…I don't recognize none of those. Could you

repeat those?

C: Thank you. Which of the following people have you known? [redacted] or I don't know any of the people listed.

b6
b7C

S: Man, I could barely, I could barely hear you, man I can't even hear you.

C: Alright, which of the following people have you known? Again, [redacted] or I don't know any of the people listed.

S: [redacted]

C: Hello. You know [redacted] is that what you're telling me?

S: I know a I know a [redacted] I don't understand why I have to answer. What are these questions all about?

C: These questions are questions that only you should know the answers to, based off of different records, um, so, I mean, that's why there is a none of the above so if you don't recognize any of these names you would select none of the above.

S: I don't rec, I don't recognize none of these names I can't, I just don't remember them.

C: OK, that's all I need, that's…alright, which of the following corporations have you been associated with? Berdins, Colorific Cards, International Food Incorporated, Vulcan?

S: What? Vulcan.

C: Vulc… so you're saying you're familiar with Vulcan?

S: Yes, I'm familiar with Vulcan Capital.

C: Well this one is Vulcan Real Estate.

S: What?

C: Vulcan Real Estate.

S: I know, I'm, I'm not, I recognize Vulcan if you're asking me that.

C: That's Vulcan Real Estate.

S: I don't recognize…

C: Or I have never been associated with any of the corporations listed.

S: I have an association with Vulcan Capital.

C: OK, what about Vulcan real estate?

S: I don't, I don't recognize Vulcan real estate.

C: Ok, thank you. Alright, so, so the verification was unsuccessful , we can't order a card to that address until it's been on file for at least 30 days or unless you can pass this verification. Being that you're private bank… you have one other option, that's to give us a call during private bank hours because they close at 5 pm eastern time, ah, if we can speak with your private banker, um, then we may be able to get it overrided that way. But, we won't, we won't be able to order a card today.

S: Why not?

C: Because, the, you didn't pass the verification.

S: I didn't pass my verification. Are you serious?

C: Yes I am.

S: Wait, wait… would I be able to go to the bank?

C: If you go to the bank then yes, you would be able to have it done that way. The reason why it's like this is because it's over the phone we have to take extra security precautions . But when you're there in person then there's not so much red tape because you take physical ID and then they just send the

card to the new address, but because the address has just recently updated we can't, um, just send a new card out to the new address without addition, without additional verification.

S: Ok, I'll just... as long as I can just go to the bank, I'll just do that.

C: Alright, well I do apologize for the inconvenience do you have any further questions or concerns I may address for you today?

S: No.

C: Alright, Well thank you for calling and you have a good day.

S: Alright.

<u>Call ends.</u>

Call1_2_843864064_5_71.wav

note: call on January 9, 2012

C: OK, it's…

S: Alright, it's already updated?

C: Yeah, he gave me…you would…give me the account on the address to make sure we have it correct?

S: My account number?

C: No, the address.

S: Oh, it's [redacted] b6 b7C

C: Yeah, that is the one that we have, the one that he gave me (unintelligible).

S: OK, I just wanted to make sure everything was right. I also have… I also want to update my number too. Hello?

C: OK, give me one second. I'm here.

S: OK, it's…

C: What's the number?

S: [redacted] b6 b7C

C: OK

S: [redacted]

C: That the only number you have?

S: Yeah, that's, that's my, that's my direct number.

C: Alright, I'll go ahead and update it to that, [redacted] and you should have everything updated, OK?

S: OK, I'll just… alright. I wanted to make sure this… my, my address, this number… so it's [redacted]

C: Correct.

S: [redacted] That's what you have, right?

C: That is what we, what I have, yes.

S: OK, I was just making sure, alright, um I think that's about it.

C: Alright, well, we appreciate it your business, is there any other questions or concerns that I might be able to assist you?

S: No, that's it.

C: Well thank you so much for choosing Citibank for your banking business Mr. Allen. Have yourself a great day.

S: Ok, thank you.

C: You're welcome. Bye.

Call ends.

Call1_3_902807374_1_29.wav

note: call on January 12, 2012

C: Good afternoon and welcome to Citibank. My name is [unintelligible]. How may I help you today?

S: Yes, I'm calling about a replacement card.

C: A replacement card. Alright sir, uh, let me go ahead and get your account number first and assist you on that better.

S: OK. Paul Allen. <pause> Hello?

C: Yes sir, I'm here.

S: OK. Would you be able to tell me how long would a replacement card take? Hello? Ah debit.

C: OK, so a replacement, if you are asking for a replacement debit card or credit card.

S: Uh huh.

C: OK, so, uh…what kind of replacement card are you asking for? I mean if there is a card compromise on your account, then the replacement card will be overnighted to you. I don't know, I mean if you are proactively asking for a replacement card we can send it to you, we can overnight or…

S: Then that replacement card so it would be a fifteen dollar fee if I wanted it overnight?

C: If you want it without any pause then we can (unintelligible).

S: Alright, so that's like, so that's like 24 hours, right?

C: …so when you say replacement cost…

S: And it's like 15 dollars.

C: What else do you want me to help you with?

S: OK, ah… alright, would I be able to do the same thing at the

bank?

C: Yes, 24 hours. Correct sir. So, at the bank you will be getting a temporary card, so what I can do is I can order you a card and I'll send the card to you by regular mail and in the mean while when the card is coming at your mailing address you can go to the branch (unintelligible)…

S: Ok, alright, I'll take the…If I can get my debit card in 24 hours the next day… I'll, I'll do that.

C: (unintelligible) purchases, so while the card is on the way you can very well use the temporary card at an ATM to withdraw cash.

S: Yes, yes. That would be good if you could order another card for me.

C: Alright sir.

S: [redacted] b6 b7C

C: (unintelligible) OK, so I can have the existing card number or your account number?

S: Paul Allen.

C: Thank you, one moment please.

S: No.

S: January 21st, 1953.

C: And may I have your name please? Alright, Mr. Allen, do you share this account with anybody else? And may I have your date of birth please?

S: Yes.

C: Perfect Mr. Allen, you have been completely identified on this account, I really appreciate that. Ok. And you want to order a replacement card. OK.

S: I, I, I misplaced it. Yeah I misplaced it yeah and I'm calling for a replacement card for the one I misplaced.

C: Ok sir. Sir (unintelligible).

S: I had it…I know it's somewhere in my house somewhere.

C: (Unintelligible) you misplaced it. Alright, not a problem.

S : What? Ah, ok.

C: Alright sorry about that I'm going to cancel the card (unintelligible).

S: I would like to overnight it. OK.

C: OK, and then, I'm gonna order a new card to you and you want to overnight it or you want to send it by regular mail? Overnighted will be 15 dollar charge I could bill you (unintelligible).

S: Yes.

C: Alright sir, the billing address to which the card will be sent out to you will be [redacted] Correct? b6 b7C

S: It will be.

C: Ok.

S: Alright. I appreciate it.

C: Alright sir (unintelligible).

S: That'll be my debit card right?

C: And it is on the way (unintelligible).

S: Ok, alright. Well, I'll be waiting for it in the mail… I'm uh have to reactivate it at the (unintelligible)?

C: (Unintelligible) to make sure you receive the card, ok? Alright sir.

S: OK

C: Do you have any additional questions?

S: I should be receiving it tomorrow, right?

C: Correct sir.

S: Alright, well, that's it. (unintelligible)

C: Sir you have to call and activate the card, ok?

Call ends.

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 02/15/2012

[redacted] Fraud Investigator, Citi Security and Investigative Services, 710 Riverpoint Court, West Sacramento, California, having a phone number of [redacted] and an email address of [redacted] provided the following information through email: b6 b7C

A signed statement dated February 14, 2012 was received by Citibank from [redacted] attorney in fact for Paul G. Allen. The statement included that, "I was charged for $658.81. Neither I nor anyone authorized by me made this charge." b6 b7C

The statement and email was printed with the original retained in the file and a copy attached hereto.

Investigation on 2/15/2012 at Pittsburgh, Pennsylvania (via email)

File # 288A-PG-79713 Date dictated N/A

by [redacted] b6 b7C

This document contains neither recommendations nor conclusions of the FBI. It is the property of the FBI and is loaned to your agency; it and its contents are not to be distributed outside your agency.

288A-PG-79713 — 20

citibank

Closed Card Number 5362188162719623 Case Number D-526055180112

WRITTEN STATEMENT OF UNAUTHORIZED USE

"I [redacted] the undersigned, do hereby state and declare as follows:

b6
b7C

1. "This statement concerns the above Debit Card account number."

2. "I have indicated on my bank statement(s) those transactions that are fraudulent or have provided the date, dollar amount and merchant name of the transactions in dispute and included it with this Statement of Unauthorized use."

3. "Neither I, nor anyone authorized by me, nor anyone with my knowledge or consent received or expect to receive any benefit or value as a result of this transaction(s)."

4. My card was (circle one): (You may continue on the back of this form if additional space is needed.)
   a) Lost/Stolen. Date:_____Location:_____
      If Stolen, Police Report Filed? ____ Y____ N
   If Yes: City_____ Precinct_____ Case #_____
   b) Never Received.
   c) "All cards were in my possession at the time of fraudulent use".
   d) Other circumstances: unauthorized activity

5. Listed below is the name on any card that was lost/stolen/never received
_____

6. "I have reason to believe the following individual(s) utilized the card(s) described above or had access to my account number without my authorization":
   Name(s)_____
   Address_____Phone #(___)_____
   City_____State_____Zip Code_____
   Reason:_____

7. "The signatures set forth below are the signatures of ALL AUTHORIZED USERS on this account (continue additional authorized user signatures on the back)".

PRINT NAME: _____SIGNATURE _____

PRINT NAME: _____SIGNATURE _____

8. I declare that I am the owner of the above referenced Debit Card account and that the foregoing information is true and correct. I understand that Citibank investigates alleged fraudulent or unauthorized card usage and may refer the same to the appropriate law enforcement agency. I agree to cooperate in any prosecution of individuals charged with fraudulent or unauthorized Debit Card account usage.

[redacted] [redacted] 2/14/12

Attorney in fact for Paul G Allen — Cardholder Signature — Date

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(A FALSE DECLARATION TO A FEDERALLY INSURED FINANCIAL INSTITUTION MAY BE A VIOLATION OF FEDERAL AND/OR STATE LAW.) Mail or fax this document and identification of disputed charges to: Citibank N.A., Security Services P.O. Box 6216, Sioux Falls, SD 57117-6216 Fax Number (605)330-6750.

Citibank, N.A provides client account services for Citibank, N.A. A member of Citigroup.

citibank

Citibank, N.A.
P.O. Box 6216
Sioux Falls, SD 57117-6216

January 24, 2012

00000008 BB CCC 024 BDPANDEN PBC

PAUL G. ALLEN
C/O VULCAN INC. ATT FINANCE
SEATTLE WA
98104-3821

ACCOUNT NUMBER
5362188162719623

Dear PAUL G. ALLEN:

This is our second request regarding your inquiry about the transaction dated 01/13/2012 in the amount of $658.81 made at ARMED FORCES BANK #1 09136822206 KS with account number 5362188162719623.

To date your letter and supporting documentation have not been received. Please respond with all of the requested documents.

"I was charged for $658.81. Neither I nor anyone authorized by me made this charge."

Cardmember Signature [redacted] Attorney in fact for Paul G Allen Date 2/14/12

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We previously contacted you requesting the details of your dispute. In order for you to receive a provisional credit for the disputed amount, please respond with the requested information and documentation within 5 business days to: P.O. Box 6216, Sioux Falls, SD 57117-6216, or you may fax us. Our fax number is 605-330-6750. If this billing from the merchant is correct and you are accepting responsibility, please contact our Customer Service Center at 1-800-647-5344.

Sincerely,

Your Customer Service Team

Enc.
/ADVMMP2/LO/SD/ER/2001/sdcp227/D-526055180112//00100

Citibank, N.A provides client account services for Citibank, N.A. A member of Citigroup.

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 02/10/2012

[redacted] Fraud Investigator, Citi Security and Investigative Services, 710 Riverpoint Court, West Sacramento, California, having a phone number of [redacted] and an email address of [redacted] was interviewed telephonically. After being advised of the identity of the interviewing agent and the nature of the interview, [redacted] provided the following information: b6 b7C

note: the following information was provided through telephone calls on February 9 & 10, 2012 and an email dated February 9, 2012.

time note: all times listed are Eastern Standard Time (EST)

Date	Time	Note
12/28/11	1300	Call not captured
12/29/11	1309	Call not captured
12/29/11	2200	Caller trying to do on-line banking and does not have his card number with him. Caller knows that the card ends in 28. Caller provides checking account number 37257475, name, other signers, last four digits of the social security number. Caller informed that he would need the card, personal identification number (PIN), and account number to get on-line access. Caller stated he would go to branch
12/31/11	0012	Call not captured
12/31/11	0031	Caller trying to do on-line account access, doesn't have his card with him, wants to get card number. Caller provided savings account number 9986394464, name, date of birth, last 4 of social security number. Agent provided customer identification number 62188062719628, which is used for on-line banking.
1/9/12	1435	Caller updated account address from Seattle, Washington to [redacted]

Investigation on 2/9/2012 at Pittsburgh, Pennsylvania (telephonically)

File # 288A-PG-79713 Date dictated N/A

by [redacted] b6 b7C

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288A-PG-79713 - 21

b6
b7C

1/9/12	1438	Call not captured
1/9/12	1500	Caller attempting to order new card. Failed multiple choice security questions
1/12/12	1529	Caller wanted to order replacement debit card. Caller provided account number, date of birth, name and others on account. Agent had new card issued and sent via UPS.

The card was embossed with the name Paul G. Allen. The original mailing address for the account (used on statements) included a reference to Vulcan Capital.

A Citibank debit card can be utilized as a credit card which does not require the use of a PIN code.

A printout of the email message has been retained in the file and a copy attached hereto.

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 02/22/2012

On February 21, 2012, a UPS envelope was received from [redacted] Fraud Investigator, Citi Security and Investigative Services, 710 Riverpoint Court, West Sacramento, California. The envelope beared UPS tracking number 1Z7148X70195001304 and contained a compact disc entitled, "Paul Allen Citibank #2." b6 b7C

The original has been retained in the file. A duplicate was made of the original, labeled duplicate original, and retained in the file.

Investigation on 2/21/2012 at Pittsburgh, Pennsylvania

File # 288A-PG-79713 Date dictated N/A

by [redacted] b6 b7C

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288A-PG-79713-22

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 02/17/2012

[redacted] Vulcan Incorporated / Paul G. Allen, having a telephone number of [redacted] and fax number of [redacted] was interviewed telephonically. Also present on the call was [redacted] of Citibank. After being advised of the identity of the interviewing agent and the nature of the interview, [redacted] provided the following information: b6 b7C

Three seperate incidents were noted regarding the bank accounts of Paul G. ALLEN:

Well Fargo - in early December 2011 a wire transfer was attempted but was not successful. Requestor knew ALLEN's social security number and year of birth.

JP Morgan Chase - January 5, 2012. The requestor knew ALLEN's social security number.

Bank of America - on January 13, 2012, a caller attempted to change the address on an ALLEN account to [redacted] The requestor knew ALLEN's name, social security number, and date of birth. The change failed when a confirmation attempt was made by the bank. b6 b7C

Investigation on 2/16/2012 at Pittsburgh, Pensylvania (telephonically)

File # 288A-PG-79713 Date dictated N/A

by [redacted] b6 b7C

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FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 02/21/2012

[redacted] b6 b7C
Armed Forces Bank (AFB), 320 Kansas Avenue, Fort Leavenworth, Kansas, having a phone number of [redacted] and an email address of [redacted] provided the following information through email:

[redacted] applied online to open a checking account at Armed Forces Bank. [redacted] provided the following information:

[redacted]

A printout of the account information has been retained in the file and a copy attached hereto.

Investigation on 2/17/2012 at Pittsburgh, Pennsylvania (email)

File # 288A-PG-79713 Date dictated N/A

by [redacted] b6 b7C

This document contains neither recommendations nor conclusions of the FBI. It is the property of the FBI and is loaned to your agency; it and its contents are not to be distributed outside your agency.

288A-PG-79713-24

FD-65 (Rev. 01-31-2003)

FEDERAL BUREAU OF INVESTIGATION

Precedence: IMMEDIATE Date: 2/29/2012

To: Pittsburgh Attn: NCIC Operator
FBIHQ CID

From: Pittsburgh
Squad 16 / Cyber
Contact: SA [redacted] b6 b7C b7E

Approved By: [redacted] 2/29/12

Drafted By: [redacted]

Case ID #: 288A-PG-79713(Pending)

Title: [redacted]
CITIBANK - VICTIM;
COMPUTER INTRUSION - CRIMINAL

Synopsis: Initial Submission.

Details: Bank fraud / computer intrusion.

Caution: None

Name: [redacted] b6 b7C

Sex: [redacted] Race: [redacted]

POB:

DOB: DOE: Height: [redacted]

Weight: Eyes: Hair: [redacted]

FBI #: Skin:

Scars, Marks, Tattoos, and Other Characteristics: None.

NCIC Fingerprint Classification:

Passport Number:

VISA:

Social Security Number: [redacted]

NCIC [redacted]
ENTER
MENTI
CLEA
CLEAR
MODIFY
DATE 3/1/12 SIC: W9845 41817

288A-PG-79713 — 25

To: Pittsburgh From: Pittsburgh
Re: 288A-PG-79713(Pending), 2/29/2012

Operator's License Number: [redacted]

Operator's License State: [redacted] Expires: [redacted]

b6
b7C

Offense Charge: Bank Fraud

U.S. Code, Title and Section: 18, 1353/1354

[redacted]

F.O. File #: 288A-PG-79713 OTHER Sealed Pursuant to Court Order

Bond Recommended: None

Miscellaneous:

License Plate Information

LIC: State:
Expires: Type:

Vehicle Information

VIN: Year:
Make: Model:
Style: Color:

Aliases:

Additional Identifiers:
LEAD (s):

Set Lead 1: (Info)

FBIHQ

AT WASHINGTON D.C.

For your information.

♦♦

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 02/27/2012

The following are transcripts made from recordings provided earlier by Citibank on a compact disc entitled, "Paul Allen Citibank #2.":

note: C and C2 denotes Citibank customer service representatives and S denotes subject.

834532646.wav

note: call on December 29, 2011

C: Welcome to Citibank this is [redacted] How may I help you today? b6 b7C

S: Yes, I'm trying to um, um, do my online banking, and this, and um, it's telling me that I, I, need to have my debit card but I don't have my debit card in front of me and I don't memorize my numbers, but, and I was hoping that, would you be able to retrieve my, my debit card number for me? <unintelligible> I know that the last two numbers are [redacted] I just can't remember the rest.

C: OK, let me check what best I can do for you. So may I have your, may I have your checking account number please?

S: [redacted]

C: Thank you. Just give me a moment, let me retrieve your account information. May I have your complete name as it appears on the account?

S: Paul Allen.

C: Mr. Allen, do you share this account with anyone?

S: No.

C: May I have the last four digit number of your social security?

S: [redacted]

Investigation on 2/27/2012 at Pittsburgh, Pennsylvania

File # 288A-PG-79713 Date dictated N/A

by [redacted] b6 b7C

This document contains neither recommendations nor conclusions of the FBI. It is the property of the FBI and is loaned to your agency; it and its contents are not to be distributed outside your agency.

288A-PG-79713-26

C: Thank you for the verification provided Mr. Allen. As I have noted that this is a private bank account I have to get you connected to a citi gold department. OK? Before I connect your call, would you like to write down the telephone number?

S: Who are you connecting me with?

C: I'm sorry.

S: Who, who are you connecting me with?

C: Ah, you have a private bank account, it's a Citi gold account <unintelligible>, so I have to get you connected with the Citi gold department and they can definitely help you.

S: OK.

C: OK, so, ah, may I just place your call on hold for a minute or two while I go ahead and connect your call there. <pause> Sir?

S: Yes.

C: I'll just place your call on hold. Thank you.

S: OK.

<pause>

C: Thank you for holding. I appreciate your patience Mr. Allen. I have the other associate who will assist you further on your account. Thank you for choosing Citibank we appreciate your business. Good bye.

S: Thank you.

C2: Yes, hello Mr. Allen. My name is [redacted] I will be further assisting you today. And How can I help you sir? b6 b7C

S: Look, I'm having trouble logging on, and I'm trying to, uh, do my online banking and I'm trying to put my card in, and it keeps, it keeps telling me that, it keeps knocking me back to the home, home, uh, page. <pause> Hello?

C2: Ah, you won't be able to actually use the online access because it doesn't look like you have an active PIN right now.

S: OK, so, how, what am I doing wrong? Do I have to sign up or anything or?

C2: Basically you, you need an active card PIN and account number to be able to create a user ID and password. Um, I don't show that you have an active PIN right now. So you would basically have to, I can mail you a PIN or if you can visit a branch, you can pick your own PIN.

S: I'll, I'll just come into the branch.

C2: OK. What I recommend is while you're there, ah, not that they're trained specifically in the on-line access, but they can help you to set it up while you are there also.

S: Yeah, I'll get it, I'll get it set up and everything.

C2: OK sir, do you have any other questions <unintelligible> or concerns?

S: No, that's, that's it.

C2: Alright sir, well <unintelligible> Citibank Mr. Allen. I hope you have a great day sir.

S: OK, thank you.

C: You're welcome.

Call ends.

893553206.wav

note: call on December 31, 2011

C: Welcome to Citibank my name is <unintelligible>. How may I help you?

S: Yes, I'm on, eh, Citibank banking on-line and they're asking me for my, uh, debit card number and I have I have a debit card number but I don't memorize it and I was wondering if you would be able to, uh, look it up for me, would you be able to retrieve it?

C: May I please have your, uh, account number?

S: OK. I, I just want to know would you be able to retrieve it or not because I don't, I don't want to do all this and you won't be able to retrieve it?

C: I need your information sir <unintelligible> I can be able to help you.

S: OK, um, what information do you need?

C: Do you have your, uh, valid card number?

S: No, I have, I have my, uh, I don't memorize my card number. I have, I have my account number and all that.

C: OK, go ahead.

S: [redacted]

C: Thank you and may I please have your first and last name to be verified?

S: Paul Allen

C: Thank you, well Mr. Allen a couple of security questions to identify yourself on the account. May I please have your day of birth to be verified?

S: January 21st, 1953.

C: Thank you and may I please have the last four digit of your social?

S: [redacted]. b6 b7C

C: Thank you so much. Do you share this account with anyone?

S: No.

C: Thank you so much Mr. Allen you've been completely identified on the account. So now you'd like to have the card number, correct?

S: Yes, I, I remember the last two digits, I know it's [redacted] but I can't remember the rest. b6 b7C

C: OK, what happened to your card? Do you, or did you lost the card?

S: It's not, it's not lost , I don't want, I don't want to report it stolen or anything I, I, it's in my wallet and I'm in front of my computer, and I didn't and I don't have, and I don't my wallet with me.

C: Alright, um, not a problem. Let me keep on <unintelligible> time. So may I place you on hold while I retrieve your account information.

S: oh, are you transferring me because I don't want to be transferred, because I don't want…

C: No, I'm not going to transfer your call, OK?

S: OK.

C: Thank you.

<pause>

C: Thank you so much for holding Mr. Allen I can able to help you with the card number…

S: OK.

C: …your card number, what, there some security questions need to be asked so that we can able to help you with that. Would that be fine?

S: OK.

C: Thank you. Just give me one moment. <pause> Ah, could you please tell me that when did you make, uh, a reason, uh, the last deposit on your account. And was the amount?

S: The last deposit?

C: Yes, and the amount.

S: It was, it was <unintelligible>.

<pause>

C: I'm sorry sir, go ahead.

S: Yes, it was, yes, it was around, it was around this month.

C: OK, what's the amount did you made, ah, the deposit sir, amount?

S: In my checking?

C: On your checking or on your savings, any one <unintelligible>.

S: The, the amount in my savings is, ah, a hundred seventy…

C: No, how much you made of last deposit was the amount of the deposit?

S: Oh, in my, in my checking?

C: When did you make a last deposit on your account, sir, the deposit, you make ATM deposit?

S: Yes, I make, I make deposit?

C: OK, could you tell me the las… the recent deposit that you made on your account and what's the amount?

S: It was, it was, ah, I know, oh, oh, er, it was well over, uh, 500, 500 dollars, well over. I can't remember exact.

C: OK. I'll place you on hold while I review your information.

S: OK.

C: Thank you.

<pause>

C: Thank you so much for patiently waiting on the line sir.

S: OK.

C: Oh, I apology for the too long hold, OK, but I just wanted to identify you so we that because it's for the security reason we will not be able to disclo, disclose the card number just like that, so we have some certain rules and regulations that we need to follow, so the, the question that which I would like to get from, uh, the answer is do you receive, uh, electronic statement in regards to your account or the statement is mailed to your mailing address?

S: Sometimes, sometimes I get both. <pause> But, mainly…

C: Do you receive the statements to your mailing address and electronically as well?

S: Wait, could you repeat the question? I'm having a hard time hearing.

C: OK. Do you receive a statement to your mailing address or electronically do you get the statements to online?

S: To um, um, my mailing, my mailing address.

C: Your mailing address. Alright. Could you please tell me which branch that you had opened this account?

S: I <unintelligible> Could you repeat that again?

C: The branch. Where did you open your account? Which branch.

S: It's it's, it's Citibank. That's my, that's my, that's who I bank with.

C: Yes, Citibank. I understand, sure. Which branch, where is it located? The address of the branch that you had opened? Which…

S: The, the, you need the address?

C: Yes, where it's located. Which branch is that. I know it's a Citibank branch, where it's located?

S: You need the state?

C: Yeah, the address of the branch.

S: See, I don't, I don't have that address, of that, of that branch.

C: OK, which state that you have opened them?

S: Wha, what?

C: Which, which state that you had opened this?

S: Seattle, Washington.

C: Washington, OK <unintelligible>. <pause> Have you enrolled yourself in the thank you rewards program. Do you know that your, uh, account is enrolled in thank you rewards points, you get points. Do you know that you have, uh, enrolled in that or not?

S: I have what?

C: The thank you rewards program, you get rewards on your account. Do you know that? Have you enrolled yourself into the thank you rewards program or not?

S: Do I, do I have rewards program?

C: Thank you. Thank you rewards program. Thank you points. Do you get points?

<unintelligible>

S: I should have them. I'm not sure, I haven't been checking up on them.

C: OK. Alright sir, thank you so much for all the information, I appreciate that and could you tell me your mailing address? Your mailing address?

S: My mailing address?

C: Yes.

S: 6-4-5-1 West Mercer Way, Mercer <unintelligible>, Seattle, Washington 9-8-0-4-0.

C: Thank you so much. You can make a note of your card number.

S: OK. I'm ready for it.

C: [redacted] b6 b7C

S:

C:

S:

C:

S:

C:

S:

C:

S:

C:

S:

C: Correct.

S: OK. Could you, I want a, I, I hope, could you, could you repeat that one more time, the whole card number?

C: Sure [redacted] b6 b7C

S: [redacted]

C: Yeah.

S: [redacted]

C: [redacted]

S: You're going too fast.

C: OK, I'm going to start again.

S: OK. [redacted]

C: [redacted] uh hum.

S: [redacted]

C: Uh hum.

S: So what's the next?

C: [redacted]

S: What's, what's the next?

C: [redacted]

S: [redacted]

C: No, [redacted]

S: Oh, [redacted] <pause> What's the next?

C: [redacted]

S: [redacted]

C: [redacted]

b6
b7C

S: OK, so it's [redacted]

C: [redacted] uh-huh.

S: [redacted]

C: No, [redacted]

S: oh, [redacted]

C: Correct.

S: [redacted] Alright, so it's, uh [redacted]

C: Correct.

S: OK.

<pause>

C: Alright Mr. Allen, have I completely resolved your inquiry today?

S: Yes, that's all I wanted to know. Thanks for your help.

C: You're welcome. Thank you so much for calling Citibank. I appreciate your business. If you need any assistance <unintelligible> feel free to call us. We are available 24 by 7. And I would like to wish you a happy New Year.

S: OK, you too.

C: Thank you, good bye.

S: OK, thank you.

C: Thank you, bye.

<u>Call ends.</u>

(Rev. 05-01-2008)

UNCLASSIFIED

FEDERAL BUREAU OF INVESTIGATION

Precedence: IMMEDIATE Date: 03/02/2012

To: Pittsburgh Attn: NCIC Operator

From: Pittsburgh
Squad 16/Cyber
Contact: SA [redacted]

b6
b7C
b7E

Approved By: [redacted] 3/2/12

Drafted By: [redacted] 3/2/12

Case ID #: 288A-PG-79713 (Pending)

Title: [redacted]
CITIBANK - VICTIM;
COMPUTER INTRUSION - CRIMINAL

Synopsis: REQUEST REMOVAL OF [redacted] FROM NCIC.

Details: [redacted]

OTHER Sealed Pursuant to Court Order

UNCLASSIFIED

NCIC CRIM. CIV. ADM.
ENTER ☐
MODIFY ☐
CLEAR ☑
CANCEL ☐
LOCATE ☐
[redacted]
DATE 3/2/12 NCIC W984541817

b6
b7C

[redacted] 062 01, Es

288A-PG-79713 - 27

To: Pittsburgh From: Pittsburgh
Re: 288A-PG-79713, 03/02/2012

LEAD(s):

Set Lead 1: (Action)

PITTSBURGH

AT PITTSBURGH, PA

Please remove [redacted] from NCIC.

OTHER Sealed Pursuant to Court Order

♦♦

FD-515 (Rev. 8-30-2010)

Squad supervisor approval (please initial)

Accomplishment Report

(Accomplishment must be reported and loaded into ISRAA within 30 days from date of accomplishment)

Date Prepared 03/07/2012
Date Loaded 3/8/12
Date Loader's Initials

b6
b7C
b7E

Accomplishment involves: (check all that apply)	
Drugs	☐
A Fugitive	☑
Bankruptcy Fraud	☐
Computer Fraud/Abuse	☑
Corruption of Public Official	☐
Money Laundering	☐
Sub Invest Asst by FO(s)	☐

Asst. FO(s) A. B. C. D.

Task Force: HTCTF

File Number
288A-PG-79713

Stat Agent Soc. Sec. No.

Stat Agent Name

RA	Squad
	16

Assisting Agents Soc. Sec. No. x

Investigative Assistance or Technique Used

1. Used, but did not help
2. Helped, minimally
3. Helped, substantially
4. Absolutely essential

For Sub. Invest. Assist. by other FO(s) indicate A, B, C, D for corresponding FO

Rate FO	IAT	Rate FO	IAT	Rate FO	IAT	Rate FO	IAT
	Fin. Analyst		Lab. Field Sup		UCO - Nat.Back		Vict-Witn Coor
	Aircraft Asst.		Pen Registers		NCAVC/ Vi-CAF		IO Wanted Flyer
	Computer		Photo Cover		Crim/NS Intel Ass		SARs
	Consen Mon.		Polygraph		Crisis Neg.- Fe		CART
	ELSUR / FISC		Search Warrar		Crisis Neg.- Local		Asset Forf Prog
	ELSUR / T. III		Show Money		ERT Asst.		Forf Support Proj
	Eng. Field Spt.		SOG Asst.		Butte - OSC		TFOS/CTD
	Eng. Tape Ex.		Swat Team		Sav - OSC		CXS/CTD
	Legats Asst.		Tech. Ag/Equip		Poc - SC		InfraGard/CyD
	Evid. Purchase		Phone Toll Rec		Tech Resp Uni		OFC/CID
	Inf/CW Info		UCO - Group I		For. Lang Asst.		PPP
	Lab. Div. Exam		UCO - Group I		Non FBI Lab E		Fusion Centers

A. Complaint / Information/ Indictment

☑ Federal ☐ Local ☐ International

Complaint Date: 02/29/2012

Check if Civil Rico Complaint ☐

Information Date:

Indictment Date:

B. Locate / Arrest

☑ Federal ☐ Local ☐ International

Subject Priority: ☐ A ☐ B ☒ C

Locate Date:

Arrest Date: 3/2/12

☐ Subject Resisted Arrest

☐ Subject Arrested was Armed

C. Summons Date:

☐ Federal ☐ Local

D. Recovery / Restitution / PELP X

☑ Federal ☐ Local ☐ International

Recovery Date:

Code • ✓ Amount $

Code • ✓ Amount $

Restitution Date:

☐ Court Ordered ☐ Pretrial Diversion

Code • ✓ Amount $

PELP Date: 02/29/2012

Code • 24 ✓ Amount $ 130,000,000

E. Hostages(s) Released Date:

Released by: ☐ Terrorist ☐ Other

Number of Hostages:

F. Conviction

☐ Federal ☐ Local ☐ International

Conviction Date:

Subject Description Code •

For 6F, G, H-Include Agency Code

☐ Felony or ☐ Misdemeanor

☐ Plea or ☐ Trial

State: Judicial District:

G. U.S. Code Violation

Required for sections A, B, F and J (Federal Only)

Title	Section	# Counts
18	1343	1
18	1344	1

H. Sentence Date:

Sentence Type: •

In Jail: Years Months

Suspended: Years Months

Probation: Years Months

Fines: $

I. Disruption/Dismantlement: ✓

Disruption Date:

Dismantlement Date:

Completion of FD-515a Side 2 Mandatory

J. Civil Rico Matters Date:

Also complete "Section G"

Other Civil Matters Date:

Judgment •

Judicial Outcome •x

Amount $

Suspension: Years Months

K. Administrative Sanction Date:

Subject Description Code •

Type: ☐ Suspension ☐ Debarment ☐ Injunction

Length: ☐ Permanent or Year Months

L. Asset Seizure Date:

Asset Forfeiture Date:

CATS # Mandatory

Circle below one of the three asset forfeiture:

Admin, Civil Judicial, or Criminal

Do not indicate $ value in Section D

M. Acquittal/ Dismissal/ Pretrial Diversion

(Circle one) Date:

N. Drug Seizures ✓ Date:

Drug Code •

Weight Code •

FDIN

Do not indicate $ in Section D

O. Child Victim Information

Child located / identified Date:

☐ Living ☐ Deceased

P. Subject Information - Required for all blocks excluding block D (Recovery/PELP), blocks E, I, L and N

Name	Race•	Sex	Date of Birth	Social Security No. (if available)

b6
b7C

For Indictments/Convictions only:

☐ Subject related to an LCN, Asian Organized Crime (AOC), Italian Organized Crime (IOC), Russian/Eastern European, Caribbean, or Nigerian Organized Crime Group - Complete FD-515a, Side 1 Blocks A-E mandatory, F-H as appropriate.

☐ Subject related to an OC/Drug organization, a VCMO Program National Gang Strategy target group, or a VCMO Program National Priority Initiative target group - Complete FD-515a, Side 1 Blocks A-C only.

x Additional information may be added by attaching another form or a plain sheet of paper for additional entries.

• See codes on reverse side.

✓ Requires that an explanation be attached and loaded into ISRAA for recovery over $1 m and PELP over $5 m, disruption, dismantlement, and drug seizures.

Serial No. of FD-515: 30

288A-PG-79713 — 30

03/08/2012

********** COMPLAINT **********

~~SENSITIVE~~ / UNCLASSIFIED

Case Number: 288A-PG-79713
Serial No.: 30

Stat Agent Name: [redacted]
Stat Agent SOC.: [redacted]

Report Date: 03/08/2012
Accom Date.: 02/29/2012

b6
b7C
b7E

Does Accomplishment Involve

Drugs . . . . . : N
A Fugitive. . . . . : Y
Bankruptcy Fraud. . . . . : N
Computer Fraud/Abuse. . . . . : Y
Corruption of Public Officials: N
Money Laundering. . . . . : N

[redacted]

Assisting Agents SOC

[redacted]

Subject Name

[redacted]

RA	Squad	Task Force
HQ	16	HTCTF

Sub. Invest. Asst by Other FOs:

1 = Used, but did not help
2 = Helped, Minimally
3 = Helped, Substantially
4 = Absolutely Essential

Investigative Assistance or Technique Used

[redacted]	FINAN ANALYST	LAB FIELD SUP	UCO - NAT BACK
	AIRCRAFT ASST	PEN REGISTERS	NCAVC/VI-CAP
	COMPUTER ASST	PHOTO COVERGE	CRIM/NS INTEL
	CONSEN MONITR	POLYGRAPH	CRIS NEG-FED
	ELSUR/FISC	SRCH WAR EXEC	CRIS NEG-LOC
	ELSUR/III	SHOW MONEY	ERT ASST
	ENG FIELD SUP	SOG ASST	BUTTE OSC
	ENG TAPE EXAM	SWAT TEAM	SAV OSC
	LEGATS ASST.	TECH AG/EQUIP	POC SC
	EVIDNCE PURCH	TEL TOLL RECS	FT. MON-NRCSC
	INFORMANT/CW	UCO-GROUP I	FOR LANG ASST
	LAB DIV EXAMS	UCO-GROUP II	NON FBI LAB EX

[redacted]	VICT-WITN COOR
	IO WANTED FLYR
	SARS
	CART
	ASSET FORF PRO
	FORF SUPPORT P
	TFOS/CTD
	CXS/CTD
	INFRAGARD/CYD
	DFC/CID
	PPP
	FUSION CENTERS

Complaint is for Federal/Local/International (F/L/I)... : F
Civil Rico Complaint (Y/N).....: N

United States Code Violation

Title	Section	Counts
18	1343	1
18	1344	1

Accomplishment Narrative

~~SENSITIVE~~ / UNCLASSIFIED

03/08/2012

********** ARREST **********

~~SENSITIVE~~ / UNCLASSIFIED

Case Number: 288A-PG-79713
Serial No.: 30

Stat Agent Name: [redacted]
Stat Agent SOC.: [redacted]

Report Date: 03/08/2012
Accom Date.: 03/02/2012

b6
b7C
b7E

Does Accomplishment Involve

Drugs . . . . . : N
A Fugitive. . . . . : Y
Bankruptcy Fraud. . . . . : N
Computer Fraud/Abuse. . . . . : Y
Corruption of Public Officials: N
Money Laundering. . . . . : N

[redacted]

Assisting Agents SOC

[redacted]

Subject Name

[redacted]

RA	Squad	Task Force
HQ	16	HTCTF

Sub. Invest. Asst by Other FOs:

1 = Used, but did not help
2 = Helped, Minimally
3 = Helped, Substantially
4 = Absolutely Essential

Investigative Assistance or Technique Used

[redacted]	FINAN ANALYST	LAB FIELD SUP	UCO - NAT BACK
	AIRCRAFT ASST	PEN REGISTERS	NCAVC/VI-CAP
	COMPUTER ASST	PHOTO COVERGE	CRIM/NS INTEL
	CONSEN MONITR	POLYGRAPH	CRIS NEG-FED
	ELSUR/FISC	SRCH WAR EXEC	CRIS NEG-LOC
	ELSUR/III	SHOW MONEY	ERT ASST
	ENG FIELD SUP	SOG ASST	BUTTE OSC
	ENG TAPE EXAM	SWAT TEAM	SAV OSC
	LEGATS ASST.	TECH AG/EQUIP	POC SC
	EVIDNCE PURCH	TEL TOLL RECS	FT. MON-NRCSC
	INFORMANT/CW	UCO-GROUP I	FOR LANG ASST
	LAB DIV EXAMS	UCO-GROUP II	NON FBI LAB EX

[redacted]	VICT-WITN COOR
	IO WANTED FLYR
	SARS
	CART
	ASSET FORF PRO
	FORF SUPPORT P
	TFOS/CTD
	CXS/CTD
	INFRAGARD/CYD
	OFC/CID
	PPP
	FUSION CENTERS

Arrest is for Federal, Local, or International (F/L/I).. : F
Arrest Subject Priority (A/B/C)..... : C
Did Subject Resist (Y/N)..... : N
Was Subject Armed (Y/N).....: N

United States Code Violation

Title	Section	Count
18	1343	1
18	1344	1

Accomplishment Narrative

03/08/2012 ********** PELP **********

~~SENSITIVE~~ / UNCLASSIFIED

Case Number: 288A-PG-79713
Serial No.: 30

Stat Agent Name: [redacted]
Stat Agent SOC.: [redacted]

Report Date: 03/08/2012
Accom Date.: 02/29/2012

b6
b7C
b7E

Does Accomplishment Involve	
Drugs	N
A Fugitive.	Y
Bankruptcy Fraud.	N
Computer Fraud/Abuse.	Y
Corruption of Public Officials:	N
Money Laundering.	N

[redacted]

Assisting Agents SOC: [redacted]

Subject Name:

RA	Squad	Task Force
HQ	16	HTCTF

Sub. Invest. Asst by Other FOs:

1 = Used, but did not help
2 = Helped, Minimally
3 = Helped, Substantially
4 = Absolutely Essential

Investigative Assistance or Technique Used

[redacted] FINAN ANALYST	[redacted] LAB FIELD SUP	[redacted] UCO - NAT BACK	[redacted] VICT-WITN COOR
AIRCRAFT ASST	PEN REGISTERS	NCAVC/VI-CAP	IO WANTED FLYR
COMPUTER ASST	PHOTO COVERGE	CRIM/NS INTEL	SARS
CONSEN MONITR	POLYGRAPH	CRIS NEG-FED	CART
ELSUR/FISC	SRCH WAR EXEC	CRIS NEG-LOC	ASSET FORF PRO
ELSUR/III	SHOW MONEY	ERT ASST	FORF SUPPORT P
ENG FIELD SUP	SOG ASST	BUTTE OSC	TFOS/CTD
ENG TAPE EXAM	SWAT TEAM	SAV OSC	CXS/CTD
LEGATS ASST.	TECH AG/EQUIP	POC SC	INFRAGARD/CYD
EVIDNCE PURCH	TEL TOLL RECS	FT. MON-NRCSC	OFC/CID
INFORMANT/CW	UCO-GROUP I	FOR LANG ASST	PPP
LAB DIV EXAMS	UCO-GROUP II	NON FBI LAB EX	FUSION CENTERS

Potential Economic Loss Prevented

PELP is for Federal, Local, or International (F/L/I).....: F

CODE	AMOUNT	CODE	AMOUNT
24	$ 130000000		$

Accomplishment Narrative

FEDERAL PELP- $130,000,000

(Rev. 05-01-2008)

UNCLASSIFIED

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE Date: 03/08/2012

To: Pittsburgh

From: Pittsburgh
Squad 16/Cyber
Contact: SA [redacted]

b6
b7C
b7E

Approved By: [redacted] 3/9/12

Drafted By: [redacted] 3/8/12

Case ID #: 288A-PG-79713 (Pending)

Title: [redacted]
CITIBANK - VICTIM;
COMPUTER INTRUSION - CRIMINAL

Synopsis: [redacted] OTHER Sealed Pursuant to Court Order

Details: [redacted]

♦♦

UNCLASSIFIED

[redacted] 06802.EC

288A-PG-79713 — 31

b6
b7C

FD-542 (Rev. 03-23-2009)

UNCLASSIFIED

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE Date: 03/13/2012

To: Pittsburgh

From: Pittsburgh
Squad 16/Cyber
Contact: SA [redacted]

Approved By: [redacted] 3/13/12

Drafted By: [redacted] 3/12/12

Case ID #: 288A-PG-79713 (Pending)
[redacted]

Title: [redacted]
CITIBANK - VICTIM;
COMPUTER INTRUSION - CRIMINAL

b6
b7C
b7E

Synopsis: TO DOCUMENT STATS TO DATE.

Details: Several statistics have been realized to date for the above captioned matter.

UNCLASSIFIED

b6
b7C

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 03/07/2012

A physical surveillance was conducted in the vicinity of [redacted] During the surveillance activity, the following observations were made at the approximate time noted: b6 b7C

The following personnel participated in the surveillance:

[redacted] SA [redacted]
SA
SA
SA
SA

Note: All activity occurred on March 2, 2012.

Time	Event
05:15	Surveillance initiated
07:06	No activity
07:10	African American male exits rear of [redacted] walks to a silver Suzuki bearing Pennsylvania license plate number [redacted] appeared to retrieve an item from the vehicle, and returned to the residence. Individual wore a light colored hooded sweat shirt with the hood covering his head. b6 b7C
07:15	African American female and elementary aged girl exit the front door of [redacted] The individuals walk across Collins Street and wait at the corner of Collins and Penn Circle North.
07:25	School bus stops at the corner of Collins and Penn Circle North and picks up the school aged girl. Female walks back across Collins towards Station Street.
07:35	Surveillance discontinued

Investigation on 3/2/2012 at Pittsburgh, Pennsylvania

File # 288A-PG-79713 Date dictated N/A

by [redacted] b6 b7C

This document contains neither recommendations nor conclusions of the FBI. It is the property of the FBI and is loaned to your agency; it and its contents are not to be distributed outside your agency.

288A-PG-79713 - 34

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 03/06/2012

On March 2, 2012, described as: Item #8 [redacted] Items, further described as 1B 5, barcode E03980509, was opened at 15:34 because it was determined this item contained both financial documents and valuable evidence. The valuable evidence was removed from this evidentiary item. This item was resealed at 15:38. The valuable evidence consisted of three ATM/credit cards identified as: b6 b7C

Bank of America [redacted]
Fifth Third Bank
Scottrade Bank

On March 9, 2012, SA [redacted] and ETC [redacted] [redacted] repackaged the valuable evidence into new packaging for submission to the Evidence Control Room.

Investigation on 03/09/2012 at Pittsburgh, PA

File # 288A-PG-79713 Date dictated N/A

by SA [redacted] b6 b7C

This document contains neither recommendations nor conclusions of the FBI. It is the property of the FBI and is loaned to your agency; it and its contents are not to be distributed outside your agency.

S:\DRAFTS\1G\[redacted]\068[redacted]01.302

288A-PG-79713 — 35

(Rev. 05-01-2008)

UNCLASSIFIED

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 03/09/2012

To: Pittsburgh

From: Pittsburgh
Squad 16/Cyber
Contact: SA [redacted] b6 b7C

Approved By: [redacted] 3/12/12 b7E

Drafted By: [redacted]

Case ID #: 288A-PG-79713 (Pending)

Title: [redacted]
CITIBANK - VICTIM;
COMPUTER INTRUSION - CRIMINAL

Synopsis: Document submission of valuable evidence.

Details: SA [redacted] submitted three ATM/credit cards into valuable evidence on 3/9/2012. The three items are identified as: b6 b7C

Bank of America [redacted]
Fifth Third Bank
Scottrade Bank

[redacted]

[redacted] The valuable evidence was turned over to ECT [redacted] after she witnessed SA [redacted] seal evidence.

♦♦

UNCLASSIFIED S:\DRAFTS\16\[redacted]\068[redacted]03.ec

288A-PG-79713 — 36

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 03/09/2012

On March 6, 2012, a UPS envelope was received from [redacted] Fraud Investigator, Citi Security and Investigative Services, 710 Riverpoint Court, West Sacramento, California. The envelope beared UPS tracking number 1Z7148X70195366402 and contained an untitled Maxell compact disc. b6 b7C

The original has been retained in the file. A duplicate was made of the original, labeled duplicate original, and retained in the file.

Investigation on 3/6/2012 at Pittsburgh, Pennsylvania

File # 288A-PG-79713 Date dictated N/A

by [redacted] b6 b7C

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288A-PG-79713 - 38

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 03/09/2012

[redacted] Vulcan Incorporated / Paul G. Allen, provided via email dated February 27, 2012, signed consent to search forms for accounts belonging to Paul Allen. Forms were provided to include activity between December 2011 and January 2012 for the following banks: b6 b7C

Bank of America
Citibank
JP Morgan Chase
Wells Fargo

The consent forms were burned to a compact disc and retained in the file. The originating email was printed and retained in the file.

Investigation on 2/27/2012 at Pittsburgh, Pennsylvania (email)

File # 288A-PG-79713 Date dictated N/A

by [redacted] b6 b7C

This document contains neither recommendations nor conclusions of the FBI. It is the property of the FBI and is loaned to your agency; it and its contents are not to be distributed outside your agency.

288A-PG-79713-39

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 03/09/2012

[redacted] Vulcan Incorporated / Paul G. Allen, provided via email dated March 5, 2012, signed consent to search forms for accounts belonging to Paul Allen. Forms were provided to include activity in February 2012 for the following banks: b6 b7C

Bank of America
Citibank
JP Morgan Chase
Wells Fargo

The consent forms were burned to a compact disc and retained in the file. The originating email was printed and retained in the file.

Investigation on 3/05/2012 at Pittsburgh, Pennsylvania (email)

File # 288A-PG-79713 Date dictated N/A

by [redacted] b6 b7C

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288A-PG-79713-40

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 03/09/2012

On March 1, 2012 at approximately 18:37, a silver Suzuki bearing Pennsylvania license plate [redacted] was parked in the lot behind [redacted] b6 b7C

Investigation on 3/1/2012 at Pittsburgh, Pennsylvania

File # 288A-PG-79713 Date dictated N/A

by [redacted] b6 b7C

This document contains neither recommendations nor conclusions of the FBI. It is the property of the FBI and is loaned to your agency; it and its contents are not to be distributed outside your agency.

288A-PG-79713-41

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 03/09/2012

On February 7, 2012, Detective [redacted] Directorate of Emergency Services, Civil Liaison, AWOL Apprehension Division, Fort Polk Louisiana provided by fax DD Form 553. The form provided documentation of [redacted] AWOL/Deserter status. b6 b7C

The fax has been retained in the file.

Investigation on 2/7/2012 at Pittsburgh, Pennsylvania (via facsimile)

File # 288A-PG-79713 Date dictated N/A

by [redacted] b6 b7C

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288A-PG-79713 — 44

(Rev. 05-01-2008)

UNCLASSIFIED

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 03/09/2012

To: Pittsburgh

From: Pittsburgh
Squad 16/Cyber
Contact: SA [redacted] b6 b7C

Approved By: [redacted] 3/12/12 b7E

Drafted By: [redacted] 3/9/12

Case ID #: 288A-PG-79713 (Pending)

Title: [redacted]
CITIBANK - VICTIM;
COMPUTER INTRUSION - CRIMINAL

Synopsis: To document FBI and USMS processing of [redacted]

Enclosure(s): booking sheets, fingerprint cards

Details: On 3/2/2012, [redacted] was arrested and processed at the FBI building in Pittsburgh and by the US Marshals Service in Pittsburgh. The related booking information generated has been retained in the file. b6 b7C

♦♦

UNCLASSIFIED

[redacted] 06909, EC

288A-PG-79713 — 45 b6 b7C

b6
b7C

The following investigation was conducted by SA [redacted] in Pittsburgh, Pennsylvania on March 12, 2012:

[redacted] telephone number [redacted] advised that he did not know or recall having met [redacted] was shown and did not recognize a photo of [redacted] checked his sales records going back to October of 2011, but did not have any sales attributed to [redacted] noted that he interacts with numerous customers daily and often does not get more than a first name from them.

(Rev. 05-01-2008)

UNCLASSIFIED

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE Date: 03/13/2012

To: Pittsburgh

From: Pittsburgh
Squad 16/Cyber
Contact: SA [redacted]

b6
b7C
b7E

Approved By: [redacted] 3/13/12

Drafted By: [redacted]

Case ID #: 288A-PG-79713 (Pending)

Title: [redacted]
CITIBANK - VICTIM;
COMPUTER INTRUSION - CRIMINAL

Synopsis: To document legal process [redacted]

Enclosure(s): [redacted]

Details: [redacted]

OTHER Sealed Pursuant to Court Order

♦♦

UNCLASSIFIED

b6
b7C

3/13/12

073 02-EC

288A-PG-79713 - 47

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 03/12/2012

A search was conducted utilizing the Justice Network (JNET), a database containing Pennsylvania Department of Transportation driver's license records, for [redacted] b6 b7C The following information was obtained:

Name:
Address:
City:
State:
Zip Code:
Date of Birth:
Photo Date:
Driver License Number:
Eye Color:
Height:

A printout of the JNET results will be maintained in a 1-A envelope.

Investigation on 03/12/2012 at Pittsburgh, PA

File # 288A-PG-79713 Date dictated 03/12/2012

by IOA [redacted] b6 b7C

This document contains neither recommendations nor conclusions of the FBI. It is the property of the FBI and is loaned to your agency; it and its contents are not to be distributed outside your agency.

288A-PG-79713 — 49

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 03/12/2012

A search was conducted utilizing the Justice Network (JNET), a database containing Pennsylvania Department of Transportation driver's license records, for [redacted] The following information was obtained:

Name:
Address:
City:
State:
Zip Code:
Date of Birth:
Photo Date:
Driver License Number:
Eye Color:
Height:

[redacted]

b6
b7C

A printout of the JNET results will be maintained in a 1-A envelope.

S:\Drafts\16\[redacted]\072V507.302

Investigation on 03/12/2012 at Pittsburgh, PA

File # 288A-PG-79713 Date dictated 03/12/2012

by IOA [redacted]

b6
b7C

This document contains neither recommendations nor conclusions of the FBI. It is the property of the FBI and is loaned to your agency; it and its contents are not to be distributed outside your agency.

288A-PG-79713-503

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 03/12/2012

A search was conducted utilizing the Justice Network (JNET), a database containing Pennsylvania Department of Transportation driver's license records, for [redacted] The following information was obtained: b6 b7C

Name:
Address:
City:
State:
Zip Code:
Date of Birth:
Photo Date:
Driver License Number:
Eye Color:
Height:

A printout of the JNET results will be maintained in a 1-A envelope.

Investigation on 03/12/2012 at Pittsburgh, PA

File # 288A-PG-79713 Date dictated 03/12/2012

by IOA [redacted] b6 b7C

This document contains neither recommendations nor conclusions of the FBI. It is the property of the FBI and is loaned to your agency; it and its contents are not to be distributed outside your agency.

288A-PG-79713 - 51

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 03/12/2012

A query of the National Crime Information Center (NCIC) was conducted for [redacted] Social Security Number [redacted] The following results were returned: b6 b7C

Name:
Address:
City:
State:
Postal Code:
Sex:
Date of Birth:
Height:
SSAN:
Eyes:
Criminal History:
Registered Weapons:

Registered Vehicles

Make:
Year:

Make:
Year:
Tag:

Results of the NCIC check will be maintained in a 1-A envelope.

S:\Drafts\lle\[redacted]/072WS09.302 b6 b7C

Investigation on 03/12/2012 at Pittsburgh, PA

File # 288A-PG-79713 Date dictated 03/12/2012

by IOA [redacted]

This document contains neither recommendations nor conclusions of the FBI. It is the property of the FBI and is loaned to your agency; it and its contents are not to be distributed outside your agency.

288A-PG-79713 — 52

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 03/12/2012

A query of the National Crime Information Center (NCIC) was conducted for [redacted] Social Security Number 205-40-0189. The following results were returned:

b6
b7C

Name:
Address:
City:
State:
Postal Code:
Sex:
Date of Birth:
Height:
SSAN:
Eyes:
Criminal History:
Registered Weapons:

Registered Vehicles

Make:
Year:
Tag:

Results of the NCIC check will be maintained in a 1-A envelope.

Investigation on 03/12/2012 at Pittsburgh, PA

File # 288A-PG-79713 Date dictated 03/12/2012

by IOA [redacted]

b6
b7C

This document contains neither recommendations nor conclusions of the FBI. It is the property of the FBI and is loaned to your agency; it and its contents are not to be distributed outside your agency.

288A-PG-79713 - 53

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 03/15/2012

A search was conducted of the Allegheny County Property Assessment database for information on [redacted] b6 b7C

The following information was obtained:

Address:
City:
State:
Zip Code:
Owner:
Municipality:
Use Code:

Address:
City:
State:
Zip Code:
Owner:
Municipality:
Use Code:

Printouts of the Allegheny County property records will be maintained in a 1-A envelope.

Investigation on 03/15/2012 at Pittsburgh, PA

File # 288A-PG-79713 Date dictated 03/15/2012

by IOA [redacted] b6 b7C

This document contains neither recommendations nor conclusions of the FBI. It is the property of the FBI and is loaned to your agency; it and its contents are not to be distributed outside your agency.

288A-PG-79713 — 57

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 03/12/2012

A query of the National Crime Information Center (NCIC) was conducted for [redacted] Social Security Number [redacted] The following results were returned: b6 b7C

Name: [redacted]
Address:
City:
State:
Postal Code:
Sex:
Date of Birth:
Height:
SSAN:
Eyes:
Criminal History:
Registered Weapons:
Gun License Issued:
Gun Permit Number:
Gun Permit Expiration:

Results of the NCIC check will be maintained in a 1-A envelope.

Investigation on 03/12/2012 at Pittsburgh, PA

File # 288A-PG-79713 Date dictated 03/12/2012

by IOA [redacted] b6 b7C

This document contains neither recommendations nor conclusions of the FBI. It is the property of the FBI and is loaned to your agency; it and its contents are not to be distributed outside your agency.

288A-PG-79713 — 58

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 03/19/2012

Voice mail on mobile telephone number [redacted] was accessed and recorded. There were eight voice mail messages in the mailbox which were recorded along with the date time stamp and originating number. The following is a transcript created of the recorded messages: b6 b7C

1) Message from [redacted]
Sent: Thursday, February 23 at 9:12 AM

"This message is for [redacted] This is [redacted] calling from Scottrade. I've got notification that you've got your account opened up online so I just wanted to welcome you to Scottrade and see if you had any questions about our web site, our, uh products or services. Also wanted to invite you into the branch I'd be able to go over the website with you and answer any questions you do have. Feel free to give me a call back in the branch. My number is [redacted] Again this is [redacted] calling from Scottrade. Thanks and have a great day." b6 b7C
<End of Message>

2) Message from [redacted]
Sent: Friday, February 24 at 3:18 PM

"Hi [redacted] This is [redacted] calling from Scottrade here in Pittsburgh. It is Friday, February the 24th at 3:17. I saw that you opened up another bank account, the interest checking today. Ah, wanted, ah to find out if you had any questions regarding that account and if you got the other one, uh situated. Uh, feel free to give me a call back at your earliest convenience at [redacted] Thank you and have a great day." b6 b7C
<End of Message>

3) Message from [redacted]
Sent: Thursday, March 1 at 3:03 PM

"Hello. This message is for [redacted] My name is [redacted] from HSBC Bank and this is regarding the application online. Please return the call at [redacted] and we're open Mondays through Fridays 8Am to 5PM eastern time. Thank you, good bye." b6 b7C
<End of Message>

Investigation on 3/19/2012 at Pittsburgh, Pennsylvania

File # 288A-PG-79713 Date dictated N/A

by [redacted] b6 b7C

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4) Message from [redacted] b6 b7C
Sent: Thursday, March 1 at 3:34 PM

"Hello. This message is for [redacted] My name is [redacted] from HSBC Bank and this is regarding the application online. Please return the call at [redacted] and we're open Mondays through Fridays 8AM to 5PM eastern time. Thank you, good bye."
<End of Message>

5) Message from [redacted] b6 b7C
Sent: Monday, March 5 at 5:31 PM

"Good afternoon. This message is for [redacted] This is [redacted] with Fidelity Investments in the Pittsburgh office. I was following up with a recent conversation you had with one of my colleagues that you were looking to do some business with Fidelity and add some money to the accounts that you opened up and go over some different investment options on those portfolios. If you could please return my call at your earliest convenience. It's [redacted] Again, that's [redacted] with Fidelity [redacted] Thank you so much and I will look forward to speaking with you shortly. Thank you. Bye."
<End of Message>

6) Message from [redacted] b6 b7C
Sent: Tuesday, March 6 at 5:05 PM

"Good afternoon [redacted] My name is [redacted] I'm an investment consultant at TD Ameritrade in downtown Pittsburgh. please give me a call at [redacted] Thank you so much [redacted] I look forward to your call."
<End of Message>

7) Message from [redacted] b6 b7C
Sent: Thursday, March 8 at 5:06 PM

"Hi. This message is for [redacted] This is [redacted] with CIT Bank. If you could please give us a call back at [redacted] Again our number is [redacted] Thank you."
<End of Message>

8) Message from [redacted]
Sent: Thursday, March 8 at 6:59 PM

"Hi. This message is for [redacted] My name is [redacted] I'm calling from the East Side Neighborhood Employment Center just calling you to see if you were, um, interested in the Microsoft basic class that we'll be having coming on Tuesday, March 13. It will be in East Liberty at the Carnegie Library and it will start at 2PM. If you are interested, please give us a call back at [redacted] You can call us back so you can register. Thank you."
<End of Message>

b6
b7C

The recording of messages was burned to a compact disc and retained in the file.

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 03/19/2012

[redacted] b6 b7C

[redacted] b6 b7C

[redacted] obtained a Safelink/Tracphone phone for [redacted] sometime in October or November of 2011. The phone had the number [redacted] often complained to [redacted] that strange numbers were always calling the phone and she refused to answer. The phone was never known to be lost or stolen. [redacted] did not believe her mother had voice mail capability let alone know how to use it. The phone reported eight voice mail messages on it's display. [redacted] attempted and successfully accessed the voice mail with a personal identification number known to her.

A consent to search computers form was executed voluntarily for an LG320G phone, serial number 107CQEA927836, IMEI 012576009278362 with SIM card 89014103254497073852 that was in [redacted] possession. The consent included access to voice mail stored by Tracphone. The consent form was signed by [redacted] b6 b7C

The phone was taken into evidence and a receipt for property was completed and a copy provided to [redacted]

The original consent to search and receipt for property received forms have been retained in the file.

Investigation on 3/16/2012 at Pittsburgh, Pennsylvania

File # 288A-PG-79713 Date dictated 3/19/2012

by [redacted] b6 b7C

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FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 03/22/2012

[redacted] Vulcan Incorporated / Paul G. Allen, provided via email dated March 16, 2012, signed consent to search forms for accounts belonging to Paul Allen. The forms were signed by [redacted] authorized representative for Paul G. Allen. Forms were provided to include activity from December 2011 through February 2012 for the following banks: b6 b7C

BNY Mellon
UBS

The consent forms and the originating email were printed and retained in the file.

[redacted] 3/23/12 b6 b7C

Investigation on 3/16/2012 at Pittsburgh, Pennsylvania (email)

File # 288A-PG-79713 Date dictated N/A

by [redacted]

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288A-PG-79713 - 61

FD-515 (Rev. 8-30-2010)

[redacted] Squad supervisor approval (please initial)

Accomplishment Report

(Accomplishment must be reported and loaded into ISRAA within 30 days from date of accomplishment)

Date Prepared 03/27/2012
Date Loaded 3/29/12
Date Loader's Initials [redacted]

b6
b7C
b7E

Accomplishment involves: (check all that apply)

- Drugs
- A Fugitive
- Bankruptcy Fraud
- Computer Fraud/Abuse
- Corruption of Public Official
- Money Laundering
- Sub Invest Asst by FO(s)

Asst. FO(s) ___ ___ ___ ___
A. B. C. D.

Task Force: HTCTF

File Number: 288A-PG-79713

Stat Agent Soc. Sec. No.: [redacted]

Stat Agent Name: [redacted]

RA	Squad
	16

Assisting Agents Soc. Sec. No. x: [redacted]

Investigative Assistance or Technique Used

1. Used, but did not help
2. Helped, minimally
3. Helped, substantially
4. Absolutely essential

For Sub. Invest. Assist. by other FO(s) indicate A, B, C, D for corresponding FO

Rate FO	IAT	Rate FO	IAT	Rate FO	IAT	Rate FO	IAT
[redacted]	Fin. Analyst	[redacted]	Lab. Field Sup	[redacted]	ICO - Nat.Bac	[redacted]	Tct-Wtn Coor
	Aircraft Asst.		Pen Registers		ICAVC/ Vi-CA		D Wanted Flyer
	Computer		Photo Cover		rim/NS Intel As		ARs
	Consen Mon.		Polygraph		Crisis Neg.- Fe		ART
	ELSUR / FISC		Search Warrant		risis Neg.- Loca		sset Forf Prog
	ELSUR / T. III		Show Money		ERT Asst.		orf Support Proj
	Eng. Field Spt		SOG Asst.		utte - OSC		FOS/CTD
	Eng. Tape Ex.		Swat Team		av - OSC		XS/CTD
	Legats Asst.		Tech. Ag/Equip.		oc - SC		nfraGard/CyD
	Evid. Purchas		Phone Toll Rec		Tech Resp Uni		DFC/CID
	Inf/CW Info		UCO - Group I		For. Lang Asst.		PP
	Lab. Div. Exa		UCO - Group II		Non FBI Lab E		Fusion Centers

A. Complaint / Information/ Indictment

☑ Federal ☐ Local ☐ International

Complaint Date: ____

Check if Civil Rico Complaint ☐

Information Date: ____

Indictment Date: 03/27/2012

B. Locate / Arrest

☐ Federal ☐ Local ☐ International

Subject Priority: ☐ A ☐ B ☐ C

Locate Date: ____

Arrest Date: ____

☐ Subject Resisted Arrest

☐ Subject Arrested was Armed

C. Summons Date: ____

☐ Federal ☐ Local

D. Recovery / Restitution / PELP X

☐ Federal ☐ Local ☐ International

Recovery Date: ____

Code • ____ ✓ Amount $ ____

Code • ____ ✓ Amount $ ____

Restitution Date: ____

☐ Court Ordered ☐ Pretrial Diversion

Code • ____ ✓ Amount $ ____

PELP Date: ____

Code • ____ ✓ Amount $ ____

E. Hostages(s) Released Date: ____

Released by: ☐ Terrorist ☐ Other

Number of Hostages: ____

F. Conviction

☐ Federal ☐ Local ☐ International

Conviction Date: ____

Subject Description Code ____ • (____)•

For 6F, G, H-include Agency Code

☐ Felony or ☐ Misdemeanor

☐ Plea or ☐ Trial

State: ____ Judicial District: ____

G. U.S. Code Violation

Required for sections A, B, F and J (Federal Only)

Title	Section	# Counts
18	1344	4

H. Sentence Date: ____

Sentence Type: ____ , ____ , ____ •

In Jail: Years ____ Months ____

Suspended: Years ____ Months ____

Probation: Years ____ Months ____

Fines: $ ____

I. Disruption/Dismantlement: ✓

Disruption Date: ____

Dismantlement Date: ____

Completion of FD-515a Side 2 Mandatory

J. Civil Rico Matters Date: ____

Also complete "Section G"

Other Civil Matters Date: ____

Judgment ____ ____ ____ ____ •

Judicial Outcome ____ ____ ____ ____ •x

Amount $ ____

Suspension: Years ____ Months ____

K. Administrative Sanction Date: ____

Subject Description Code ____ •

Type: ☐ Suspension ☐ Debarment ☐ Injunction

Length: ☐ Permanent or Year ____ Months ____

L. Asset Seizure Date: ____

Asset Forfeiture Date: ____

CATS # Mandatory ____

Circle below one of the three asset forfeiture:

Admin, Civil Judicial, or Criminal

Do not indicate $ value in Section D

M. Acquittal/ Dismissal/ Pretrial Diversion

(Circle one) Date: ____

N. Drug Seizures ✓ Date: ____

Drug Code • ____

Weight ____ Code • ____

FDIN ____

Do not indicate $ in Section D

O. Child Victim Information

Child located / identified Date: ____

☐ Living ☐ Deceased

P. Subject Information - Required for all blocks excluding block D (Recovery/PELP), blocks E, I, L and N

Name	Race•	Sex	Date of Birth	Social Security No. (if available)
[redacted]				

b6
b7C

For Indictments/Convictions only:

☐ Subject related to an LCN, Asian Organized Crime (AOC), Italian Organized Crime (IOC), Russian/Eastern European, Caribbean, or Nigerian Organized Crime Group - Complete FD-515a, Side 1 Blocks A-E mandatory, F-H as appropriate.

☐ Subject related to an OC/Drug organization, a VCMO Program National Gang Strategy target group, or a VCMO Program National Priority Initiative target group - Complete FD-515a, Side 1 Blocks A-C only.

x Additional information may be added by attaching another form or a plain sheet of paper for additional entries.

• See codes on reverse side.

✓ Requires that an explanation be attached and loaded into ISRAA for recovery over $1 m and PELP over $5 m, disruption, dismantlement, and drug seizures.

Serial No. of FD-515: 62

[redacted] 08)02.515

03/29/2012

********** INDICTMENT **********

~~SENSITIVE~~ / UNCLASSIFIED

Case Number: 288A-PG-79713
Serial No.: 62

Stat Agent Name: [redacted]
Stat Agent SOC.: [redacted]

Report Date: 03/29/2012
Accom Date.: 03/27/2012

b6
b7C
b7E

Does Accomplishment Involve

Drugs . . . . . : N
A Fugitive. . . . . : N
Bankruptcy Fraud. . . . . : N
Computer Fraud/Abuse. . . . . : N
Corruption of Public Officials: N
Money Laundering. . . . . : N

[redacted]

Assisting Agents SOC

[redacted]

Subject Name

[redacted]

RA	Squad	Task Force
HQ	16	HTCTF

Sub. Invest. Asst by Other FOs:

1 = Used, but did not help
2 = Helped, Minimally
3 = Helped, Substantially
4 = Absolutely Essential

Investigative Assistance or Technique Used

[redacted]	FINAN ANALYST	[redacted] LAB FIELD SUP	[redacted] UCO - NAT BAC	[redacted] VICT-WITN COOR
	AIRCRAFT ASST	PEN REGISTERS	NCAVC/VI-CAP	IO WANTED FLYR
	COMPUTER ASST	PHOTO COVERGE	CRIM/NS INTEL	SARS
	CONSEN MONITR	POLYGRAPH	CRIS NEG-FED	CART
	ELSUR/FISC	SRCH WAR EXEC	CRIS NEG-LOC	ASSET FORF PRO
	ELSUR/III	SHOW MONEY	ERT ASST	FORF SUPPORT P
	ENG FIELD SUP	SOG ASST	BUTTE OSC	IFOS/CTD
	ENG TAPE EXAM	SWAT TEAM	SAV OSC	CXS/CTD
	LEGATS ASST.	TECH AG/EQUIP	POC SC	INFRAGARD/CYD
	EVIDNCE PURCH	TEL TOLL RECS	FT. MON-NRCSC	DFC/CID
	INFORMANT/CW	UCO-GROUP I	FOR LANG ASST	PPP
	LAB DIV EXAMS	UCO-GROUP II	NON FBI LAB E	FUSION CENTERS

Indictment is for Federal, Local, or International (F/L/I)...: F

U. S. Code Violation(s)

Form FD-515a Side 2:
Subject's Role =

Title	Section	Counts
18	1344	4

Subject's Criminal Activity :
If Other, Specify. . . . :

If NON-LCN Member or Associate (M/A):
Name of NON-LCN Criminal Group. . . :

If La Cosa Nostra (LCN) Member or Asso (M/A):
Name of LCN Organized Crime Group (OCG) . . . . .:
Position in LCN OCG . . . . . .:

Name of Union:

Union Affiliation:
If Other, Specify:

Business Influenced/Affected:
If Other, Specify. . . . . .:

Name of Company Subject Connected with:

Elected/Appointed Public Official Position:
If Other, Specify. :

Level of Union. . . . :
If Local, Give Number:
Position in Union.:
If Other, Specify:

Accomplishment Narrative

~~SENSITIVE /~~ UNCLASSIFIED

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 03/28/2012

On March 28, 2012, photos of an LG320GB cell phone bearing phone number [redacted] and IMEI number 012576-00-927836-2 were taken, printed, and retained in the file. The phone belonged to [redacted] b6 b7C

Investigation on 3/28/2012 at Pittsburgh, Pennsylvania

File # 288A-PG-79713 Date dictated N/A

by [redacted] b6 b7C

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288A-PG-79713 - 63

On 3/28/2012, voice mail was accessed phone number [redacted] through an outside phone number. Five new messages were retrieved and comprised of the following (in order received): b6 b7C

[redacted]

Three text messages were noted on the phone:

Date/Time	From	Message
3/5/2012 5:36PM		The PIN entered must be 15 digits long. Please try again.
3/9/2012 3:55PM		SAFELINK RULES HAVE CHANGED-Use ur phone to call someone at least once per month & stay active.
3/15/2012 8:22PM		The PIN entered must be 15 digits long. Please try again.

b6 b7C

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 03/29/2012

Entering Internet Protocol (IP) address 50.73.177.145 into a web browser pulled up the web site http://main.pghconnects.org for the organization Pittsburgh CONNECTS. The site states that it:

> "...provides residents of Pittsburgh with free access to computers, high-speed internet, and free training in technology."

The project has several locations including the Bloomfield Garfield Computer Center located in the same building as the Bloomfield-Garfield Corporation and the Eastside Neighborhood Employment Center at 5321 Penn Avenue, Pittsburgh, Pennsylvania. The center also provides computer training including one entitled, "E-mail with Gmail," that teaches the features of Gmail including how to make free phone calls.

Two pages of the web site was printed and retained in the file.

Investigation on 3/22/2012 at Pittsburgh, Pennsylvania

File # 288A-PG-79713 Date dictated N/A

by [redacted]

b6
b7C

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FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 03/28/2012

A public payphone bearing the phone number (412)566-7595 was located in the lobby of 425 Sixth Avenue, Pittsburgh, Pennsylvania.

A photo of the phone has been retained in the file.

Investigation on 3/21/2012 at Pittsburgh, Pennsylvania

File # 288A-PG-79713 Date dictated N/A

by [redacted]

b6
b7C

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288A-PG-79713-67

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 04/03/2012

[redacted] of Family Dollar Stores, [redacted] provided the following information via email: b6 b7C

On March 22, 2012, [redacted] provided an electronic journal listing for a transaction made on January 15, 2012 at 8:46AM.

On April 3, 2012, [redacted] provided a detailed electronic journal listing for a transaction made on January 15, 2012 at 8:46AM.

The items were printed and retained in the file.

Investigation on 4/03/2012 at Pittsburgh, Pennsylvania (via email)

File # 288A-PG-79713 Date dictated N/A

by [redacted] b6 b7C

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288A-PG-79713-68

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 03/30/2012

[redacted] having a mobile telephone number of [redacted] and email address of [redacted] was interviewed telephonically. After being advised of the identity of the interviewing agent and the nature of the interview, [redacted] provided the following information:

b6
b7C

The log files in CSV format previously provided on March 22, 2012 via email were in Eastern Standard time.

Investigation on 3/30/2012 at Pittsburgh, Pennsylvania (telephonically)

File # 288A-PG-79713 Date dictated N/A

by [redacted]

b6
b7C

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FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 03/28/2012

[redacted] having a mobile telephone number of [redacted] was interviewed at his place of employment, the Eastside Neighborhood Employment Center, 5321 Penn Avenue, Pittsburgh, Pennsylvania where he was an instructor. After being advised of the identity of the interviewing agents and the nature of the interview, [redacted] provided the following information:

b6
b7C

[redacted] was shown a surveillance photo taken from the Family Dollar store in East Liberty. [redacted] recognized the individual in the picture as a computer lab user that he saw in the lab approximately three times over a month ago. The user wore a black and gray windbreaker jacket with "Army" on the front and carried a black back pack. The user typically sat in the lab area located behind the reception desk.

Investigation on 3/22/2012 at Pittsburgh, Pennsylvania

File # 288A-PG-79713 Date dictated N/A

by [redacted]

b6
b7C

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288A-PG-79713 — 70

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 03/28/2012

[redacted] having a telephone number of [redacted] was interviewed at McConway and Torley (MT), 109 48th Street, Pittsburgh, Pennsylvania where she was employed as [redacted] Also present during the interview was [redacted] After being advised of the identity of the interviewing agents and the nature of the interview, [redacted] provided the following information: b6 b7C

[redacted] was employed at MT from March 17, 2006 through September 6, 2006. [redacted] was terminated after not showing up for work.

Investigation on 3/22/2012 at Pittsburgh, Pennsylvania

File # 288A-PG-79713 Date dictated N/A

by [redacted] b6 b7C

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FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 03/28/2012

[redacted] Eastside Neighborhood Employment Center, 5321 Penn Avenue, Pittsburgh, Pennsylvania and having a telephone number of [redacted] was interviewed at his place of employment. After being advised of the identity of the interviewing agents and the nature of the interview, [redacted] provided the following information:

b6
b7C

The Eastside Neighborhood Employment Center (ENEC) and the Neighborhood Learning Alliance are all part of the Bloomfield-Garfield Corporation.

The ENEC housed an Internet computer lab that was free for anyone to use. To gain access, an individual must first fill out a paper application which was then entered by ENEC staff into a database. The registrant would then use a lab computer to fill out an online application to gain a computer account. Each user is required to have their own computer account. The computer systems did have a legal disclosure notice. In order register or obtain an account, no identification was required or checked. To access the computer lab, a user would enter the center and sign in at the reception area. The staff was supposed to insure that all visitors signed in, but if a staff member was busy, a person could enter without signing. Computer access required the use a login and password during each session.

The ENEC registration database was a work in progress. At some point, an additional field was created to denote the date that an application was filled out as opposed to when it was entered into the system. The new field was manually entered for records that existed before the field was created.

[redacted] handwritten application included the following information:

b6
b7C

Today's date: 1-12-12

[redacted]

Investigation on 3/22/2012 at Pittsburgh, Pennsylvania

File # 288A-PG-79713 Date dictated N/A

by [redacted]

This document contains neither recommendations nor conclusions of the FBI. It is the property of the FBI and is loaned to your agency; it and its contents are not to be distributed outside your agency.

b6
b7C

[redacted]

The ENEC Registration database noted additional contact information for [redacted]

[redacted]

Handwritten sign-in sheets were pulled by ENEC staff members that contained entries for [redacted]

A copy of a handwritten application for [redacted] sign-in sheets and three screens from the ENEC Registration Database were provided and have been retained in the file.

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 03/28/2012

[redacted] having a mobile telephone number of [redacted] and email address of [redacted] was interviewed at his place of employment, the Neighborhood Learning Alliance (NLA), 5429 Penn Avenue, Pittsburgh, Pennsylvania. Also present during the interview was [redacted] After being advised of the identity of the interviewing agents and the nature of the interview, [redacted] provided the following information:

b6
b7C

There are multiple computer centers operated by the NLA and each one had its own externally facing Internet Protocol (IP) address. The IP address 50.73.177.145 was assigned to the computer center operated at the Eastside Neighborhood Employment Center, 5321 Penn Avenue, Pittsburgh, Pennsylvania. The NLA is part of the Bloomfield-Garfield Corporation. The lab consisted of center owned computers that were on a specific internal subnet with a separate internal subnet for users who brought their own computer to use. An outside computer would require a pass code to access the wireless network.

To receive a computer lab network account and password, a user would complete an on-line application. A user account for [redacted] was located that included the following information:

[redacted]

b6
b7C

A log was maintained by the system of each login with an update entry approximately every five minutes. There were no loggoff entries but it can be assumed that log off occurred within five minutes of the last update entry. The logs were only

Investigation on 3/22/2012 at Pittsburgh, Pennsylvania

File # 288A-PG-79713 Date dictated N/A

by [redacted]

b6
b7C

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288A-PG-79713 - 73

b6
b7C

available going back to February 2, 2012. The time and date on the server was accurate.

The computers in the lab ran Windows 7 Professional. Users had a roaming profile on the network with the Internet history deleted upon logoff. Any files saved to the profile would be retained.

Based upon a review of the logs and the internal IP address used, [redacted] utilized a lab computer at the center.

b6
b7C

The account [redacted] was created in the system on January 10, 2012 at 12:57.

A printout of the user account information screen has been retained in the file.

Log files, a screen capture of the registration information, and the user profile for [redacted] were provided via email by [redacted] The files were burned to a compact disc and retained in the file.

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 04/02/2012

[redacted] provided a consent to search computers form for mobile phone LG 320G serial number 107CQEA927836, IMEI 012557600927836 2, SIM card 89014103254497073852, bearing phone number [redacted] The form provided consent to access voicemail stored on the Tracphone/Safelink servers and any stored text messages on the phone or SIM card. [redacted] signed the form along with [redacted] as a witness. The form was dated March 25, 2012. b6 b7C

The LG 320G phone bearing serial number 107CQEA927836 was returned to [redacted] A receipt for property returned was completed.

The consent to search and receipt for property have been retained in the file.

Investigation on 3/28/2012 at Pittsburgh, Pennsylvania

File # 288A-PG-79713 Date dictated N/A

by [redacted] b6 b7C

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288A-PG-79713-75

(Rev. 05-01-2008)

UNCLASSIFIED

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 02/27/2012

To: Pittsburgh

From: Pittsburgh
Squad 16/Cyber
Contact: [redacted] b6 b7C

Approved By: [redacted] 02/29/2012

Drafted By: [redacted]

Case ID #: 288A-PG-79713 (Pending)

Title: UNSUB(S);
CITIBANK- VICTIM;
COMPUTER INTRUSION - CRIMINAL

Synopsis: To request case funds to pay for parking ticket issued to government vehicle while conducting surveillance.

Reference: 288A-PG-79713 Serial 15

Enclosure(s): FD-794 Requesting $20.00 for parking ticket issued while conducting surveillance. Parking ticket and receipt of payment on 02/16/2012 of $20.00 is enclosed in a 1A.

Details: On 02/08/2012, physical surveillance was conducted in the vicinity of [redacted] b6 b7C
During the surveillance activity, SA [redacted] b7E

Upon termination of the surveillance, SA [redacted] his vehicle and found a parking ticket issued at 5:24 PM. FD-794 requesting $20.00 for the parking ticket which was paid by SA [redacted] on 02/16/2012. Receipt and the parking ticket is enclosed in a 1A. b6 b7C

♦♦

UNCLASSIFIED

288A-PG-79713 — 76

05JJRP02.EC

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 03/30/2012

United States Postal Inspector [redacted] provided copies of documents obtained previously from American Express Global Security. The documents provide details regarding fraudulent credit card applications in 2010 listing an address of [redacted] and email address [redacted] Incoming phone numbers for the attempts included [redacted]

b6
b7C

The report has been retained in the file.

Investigation on 3/30/2012 at Pittsburgh, Pennsylvania

File # 288A-PG-79713 Date dictated N/A

by [redacted]

b6
b7C

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288A-PG-79713-77

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 04/02/2012

[redacted] American Express Global Security, having a telephone number of [redacted] and an email address of [redacted]com provided the following information through email: b6 b7C

On April 2, 2012, [redacted] provided two spreadsheets regarding fraudulent credit card applications associated with [redacted]

Three applications were submitted in the names of [redacted] [redacted] and they were associated with [redacted] The applications were submitted in January of 2011.

Five applications were submitted for [redacted] PAUL ALLEN, and [redacted] and they were associated with [redacted] [redacted] The applications were submitted in December of 2010. b6 b7C

All of the applications listed the email address [redacted] and the phone number [redacted]

The email was printed and the attachments were burned to a compact disc and retained in the file.

Investigation on 4/2/2012 at Pittsburgh, Pennsylvania

File # 288A-PG-79713 Date dictated N/A

by [redacted] b6 b7C

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288A-PG-79713 — 98

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 04/02/2012

[redacted] Fraud Investigator, USAA Bank, having a phone number of [redacted] and an email address of [redacted] provided the following information through phone and email: b6 b7C

[redacted] had called [redacted] on March 28 or 29, 2012 looking to speak with [redacted] regarding his account at USAA Bank. On March 30, 2012, [redacted] received a call back from [redacted] asking what the call was about. [redacted] stated that [redacted] was in Afghanistan and didn't know when he would be back. [redacted] inquired why [redacted] phone called into the account to which he replied that [redacted] would need more proof than that and hung up.

An email was received dated April 2, 2012 containing an attachment. The attachment was burned to a compact disc and retained in the file.

Investigation on 3/29/2012 at Pittsburgh, Pennsylvania

File # 288A-PG-79713 Date dictated N/A

by [redacted] b6 b7C

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288A-PG-79713-79

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 03/30/2012

[redacted] Fraud Investigator, Citi Security and Investigative Services, 710 Riverpoint Court, West Sacramento, California, having a phone number of [redacted] and an email address of [redacted] com provided the following information through email: b6 b7C

An email was received dated March 28, 2012 containing an attachment. The attachment was printed and attached hereto.

The attachment included the following information regarding incoming number details for calls to Citibank on accounts of PAUL ALLEN:

note: all times listed are in central standard time.

Date	Time	Number
12/29/2011	20:56-21:01	[redacted]
12/30/2011	23:30-23:45	
1/9/2012	16:00-16:12	
1/12/2012	14:29-14:35	
2/20/2012	21:03	
2/24/2012	09:57	
2/27/2012	14:57	

b6 b7C

Investigation on 3/28/2012 at Pittsburgh, Pennsylvania (email)

File # 288A-PG-79713 Date dictated N/A

by [redacted] b6 b7C

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288A-PG-79713-80

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 03/30/2012

[redacted] Fraud Investigator, Citi Security and Investigative Services, 710 Riverpoint Court, West Sacramento, California, having a phone number of [redacted] and an email address of [redacted] provided the following information through email: b6 b7C

An email was received dated March 29, 2012 containing an attachment.

The attachment provided details regarding ACH requests from USAA FSB processed by Citibank on February 13 & 14, 2012. On February 13, 2012, a transfer of $130,000.00 was processed from Citibank account 9987693917 for [redacted] On February 14, 2012, two additional transfers were processed for $800,000.00 and $94,000.00. The total of the three transfers totaled $1,024,000.00. The transfers were rejected because the Citibank account was closed.

The email and attachment were printed and retained in the file.

Investigation on 3/29/2012 at Pittsburgh, Pennsylvania

File # 288A-PG-79713 Date dictated N/A

by [redacted] b6 b7C

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288A-PG-79713-81

FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 04/03/2012

[redacted] b6 b7C

[redacted] mobile phone was [redacted]

[redacted] does not recall his whereabouts or if he was working on February 9, 2012. [redacted] did not make phone calls to any banks from his phone on that day.

[redacted] did receive phone calls from USAA Bank in January or February of 2012, but did not recall when they started. The bank called asking for BP. b6 b7C

[redacted] has used [redacted] mobile phone on occasion while [redacted] was visiting his mother's house. [redacted] was staying at his mother's house. [redacted] thought [redacted] was still in the military and did not know [redacted] was in Pittsburgh until the beginning of 2012.

[redacted] has never been to [redacted] home. [redacted] doesn't even like [redacted] b6 b7C

[redacted]

Investigation on 4/3/2012 at Pittsburgh, Pennsylvania

File # 288A-PG-79713 Date dictated N/A

by [redacted] b6 b7C

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288A-PG-79713-8

(Rev. 05-01-2008)

UNCLASSIFIED

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE Date: 04/17/2012

To: Pittsburgh

From: Pittsburgh
Squad 16/Cyber
Contact: SA [redacted]

b6
b7C
b7E

Approved By: [redacted] 4/18/12

Drafted By: [redacted] 4/17/12

Case ID #: 288A-PG-79713 (Pending)

Title: [redacted]
CITIBANK - VICTIM;
COMPUTER INTRUSION - CRIMINAL

Synopsis: PELP Information

Details: Based on information obtained [redacted] and information available from Citibank, UBS, and BNY Mellon, [redacted] had gained access to accounts valued at over $262,000,000 belonging to Paul Allen. This includes account numbers and phone and/or Internet access to the accounts.

OTHER Sealed Pursuant to Court Order
b6
b7C

♦♦

UNCLASSIFIED

[redacted] 0801.EC

288A-PG-79713 — 83 b6 b7C

FD-919 (Rev. 06-05-2003)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 05/01/2012

To: Pittsburgh

From: Pittsburgh
Squad 6
Contact: VS [redacted]

b6
b7C
b7E

Approved By: [redacted]

Drafted By:

Case ID #: [redacted] (Pending)
288A-PG-79713 (Pending)

Title: VICTIM NOTIFICATION FORM

Synopsis: Citibank - Victim.

Reference: 288A-PG-79713 Serial 1

Details:

VnsCase#: 288A-PG-79713
CAgtName: [redacted]
PContact: Business
BusName : Citibank
BusEIN : 000000000
BusAcct :
VicFirN : [redacted]
VicMidN :
VicLastN:
SSAN :
VicDate : 20120130
VicDOD :
VicMinor:
DOB :
Race :
Sex :
Addr :
Addr2 :
City :
State :
Country :
Zip :
Email :
HPhone :
Fax :

b6
b7C

288A-PG-79713-84

To: Pittsburgh From: Pittsburgh
Re: [redacted] 05/01/2012 b7E

VWrkAddr: Citi Security & Investigative Services
VWrkadd2: 710 Riverpoint Court
VWrkCity: West Sacramento
VWrkSt : CA
VWrkCtry: US
VWrkZip : 95691
WEmail :
WPhone : [redacted] b6 b7C
WFax :
VicPager:
NOKFirN :
NOKMidN :
NOKLastN:
NOKRel :
NOKAddr :
NOKAddr2:
NOKCity :
NOKState:
NOKCtry :
NOKZip :
NOKHEmal:
NOKWEmal:
NOKHPho :
NOKWPho :
NOKHFax :
NOKWFax :
NOKPager:
GrdFirN :
GrdMidN :
GrdLastN:
GrdRel :
GrdAddr :
GrdAddr2:
GrdCity :
GrdState:
GrdCtry :
GrdZip :
GrdHEmal:
GrdWEmal:
GrdHPho :
GrdWPho :
GrdHFax :
GrdWFax :
GrdPager:
PropRet : Y
TotLoss : 000000000
Lang. :
Disable :
♦♦

FD-919 (Rev. 06-05-2003)

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 05/01/2012

To: Pittsburgh

From: Pittsburgh
Squad 6
Contact: VS [redacted]

b6
b7C
b7E

Approved By: [redacted]

Drafted By: [redacted]

Case ID #: [redacted] (Pending)
288A-PG-79713 (Pending)

Title: VICTIM NOTIFICATION FORM

Synopsis: Paul G. Allen - Victim.

Reference: 288A-PG-79713 Serial 1

Details:

VnsCase#: 288A-PG-79713
CAgtName: [redacted]
PContact: Person
BusName :
BusEIN :
BusAcct :
VicFirN : Paul
VicMidN : G.
VicLastN: Allen
SSAN :
VicDate : 20120130
VicDOD :
VicMinor: N
DOB :
Race : U
Sex : M
Addr :
Addr2 :
City :
State :
Country :
Zip :
Email :
HPhone :
Fax :

b6
b7C

288A-PG-79713-85

To: Pittsburgh [redacted] Pittsburgh
Re: [redacted] 05/01/2012 b7E

VWrkAddr: c/o [redacted] b6 b7C
VWrkadd2: Vulcan, Inc., 505 Fifth Avenue S, Suite 900
VWrkCity: Seattle
VWrkSt : WA
VWrkCtry: US
VWrkZip : 98104
WEmail :
WPhone : [redacted]
WFax :
VicPager:
NOKFirN :
NOKMidN :
NOKLastN:
NOKRel :
NOKAddr :
NOKAddr2:
NOKCity :
NOKState:
NOKCtry :
NOKZip :
NOKHEmal:
NOKWEmal:
NOKHPho :
NOKWPho :
NOKHFax :
NOKWFax :
NOKPager:
GrdFirN :
GrdMidN :
GrdLastN:
GrdRel :
GrdAddr :
GrdAddr2:
GrdCity :
GrdState:
GrdCtry :
GrdZip :
GrdHEmal:
GrdWEmal:
GrdHPho :
GrdWPho :
GrdHFax :
GrdWFax :
GrdPager:
PropRet : Y
TotLoss : 000000000
Lang. :
Disable :
♦♦

(Rev. 05-01-2008)

UNCLASSIFIED

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 05/01/2012

To: Pittsburgh

From: Pittsburgh
Squad 16/Cyber
Contact: SA [redacted]

b6
b7C
b7E

Approved By: [redacted] 5/2/12

Drafted By: [redacted] 5/1/12

Case ID #: 288A-PG-79713 (Pending)

Title: [redacted]
CITIBANK - VICTIM;
COMPUTER INTRUSION - CRIMINAL

Synopsis: Communication with Army Judge Advocate.

Enclosure(s): Fax from Capt. [redacted]

Details: On 4/24/2012, writer received a fax from Capt. [redacted] [redacted] Office of the Staff Judge Advocate, Fort Polk, LA requesting additional information on [redacted] Writer contacted Capt. [redacted] to answer questions including when [redacted] was arrested, where he was held, and when I was notified that [redacted] was wanted by the Army.

b6
b7C

Writer contacted A/CDC [redacted] prior to the discussion with Capt. [redacted] to insure there were no issues discussing the aforementioned information.

♦♦

UNCLASSIFIED

[redacted] 1 288-01.EC

288A-PG-79713 - [redacted]

b6
b7C

OFFICE OF THE STAFF JUDGE ADVOCATE

7090 Alabama Avenue
Bldg 1454
Fort Polk, LA 71459

FROM: CPT [redacted] **TELEPHONE #** [redacted] **FAX:** [redacted]

b6
b7C

TO: PBI-Pittsburg **TELEPHONE #:** — **FAX:** [redacted]

DATE: 24 APR 2012 **# OF PAGES:** 2 (Including Cover Sheet)

REMARKS:

Attn: SA [redacted]

Request for Information

Re: [redacted]

ATTENTION: Do not process, store or transmit classified information on non-secure telecommunications systems. Official DoD telecommunications systems, including facsimile machines, are subject to monitoring for telecommunications security purposes at all times. Use of DoD telecommunications systems constitutes consent to telecommunications monitoring.

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FD-302 (Rev. 10-6-95)

[redacted] b6 b7C

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 05/01/2012

The following are transcripts made from recordings provided earlier by Citibank on an untitled Maxell compact disc:

note: C and C2 denotes Citibank customer service representatives and S denotes subject. U/I denotes Unintelligible. Ph denotes Phonetic

895747801.wav

note: call on February 20, 2012 21:01:03

C: Welcome to Citibank, my name is (U/I), and how may I help you?

S: Hello?

C: Yes sir?

S: Yes, I want to check my account balance.

C: Sure I'll be more than happy to check the balance for you, sir may I please have your account number or your debit card number?

S: 9959260460

C: Excellent, thank you very much. Could you please verify your first and last name?

S: Paul Allen.

C: Thank you. Ok, and Mr. Allen, do you share this account with anyone else?

S: No.

C: Ok, and may I also have the last four digits of your Social Security Number please?

S: [redacted]

Investigation on 2/27/2012 at Pittsburgh, Pennsylvania

File # 288A-PG-79713 Date dictated N/A

by [redacted] [redacted] b6 b7C

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[redacted] 123002.302

C: Fantastic, thank you very much for that information. Ok, Mr. Allen, the total available balance in your checking account ending with [redacted] is $87,150.96.

b6
b7C

S: Ok, I need, I need, I want my savings account balance.

C: Savings account balance?

S: Yeah.

C: Ok, just give me a minute. Ok, well, Mr. Allen I do see that you have two savings accounts one is ending with [redacted] the other is ending with [redacted]

S: [redacted] and I also have another one ending with [redacted]

C: [redacted] so you want to know the balance on [redacted] right?

S: You can give me all three cause I'm tryin to keep track of my, uh, expenses.

C: Ok. Please make a note of all three account information, ok?

S: Yeah, I know. Could you, could you, uh, alright, just, uh, my account balance on, uh, account, uh, [redacted]

C: Yeah sure, just give me a minute. Let me, let me see that information. Ok, so Mr. Allen I will just read the numbers please make a note of it.

S: Ok.

C: The total and available balance in your savings account ending with [redacted] is $50012406.26.

S: Ok.

C: Ok.

S: Uh could you give me the, uh...

C: And...

S: Uh, could you give me the whole account number too? Cause I'm trying to keep track.

C: Ok, you require the entire full account number?

S: Yes, cause I'm tryin to keep track of all my expenses.

C: Ok, ok, please make a note of your savings account number. [redacted] b6 b7C

S: [redacted]

C: Yeah that is [redacted]

S: Oh [redacted]

C: Let me repeat that.

S: Ok, go ahead.

C: [redacted]

S: Mmm hmm...

C: [redacted]

S:

C:

S: Ok.

C: That's correct.

S: Thank you, if you give me the next balance please?

C: Yes, now the total and available balance in your savings account ending with [redacted] is 50025088.22.

S: Ok, and what's that account number?

C: [redacted]

S: Uh huh...

b6
b7C

C: [redacted]

S: Uh huh

C: [redacted]

S: So it's [redacted]

C: That's correct sir.

S: Ok. And what…you give me the next one.

C: Ok. And the total available balance in your savings account ending with [redacted] is $69587423 and 19 cents. [redacted]

S: Ok, what's that…

C: And the account number is [redacted]

S: [redacted]

C:

S:

C:

S:

C: That is correct.

S: Ok, so its [redacted]

C: That is correct sir.

S: Ok. Alright.

C: (U/I)

S: Ok, I'm just making (U/I)…yeah that's it, cause this way I can keep better of all…I can keep better track of all my expenses.

C: Yeah, that is correct.

S: I'll be making another deposit soon, so…

C: Ok, (U/I).

S: Alright. (U/I)

C: (U/I) did I answer all your questions today Mr. Allen?

S: Yes, yes you did. You've been a very good help. That's, that's all I needed.

C: Well thank you very much for calling Citibank, we appreciate your (U/I) business. (U/I)

S: Ok, alright thank you.

C: Thank you very much.

Call ends.

903336494.wav
note: call on February 24, 2012 09:57:37

C: Welcome to Citibank, my name is (U/I), may I have your name please?

S: Paul Allen.

C: Hello, hi, how are you today?

S: Ok.

C: Let's make your day better. How may I help you?

S: Yes, I wanna check my uh account balance.

C: Well sure I will definitely assist you with that. May I have the account number or the card number please?

S: [redacted] b6 b7C

C: Thank you. Let's go ahead and access your account. May I have your name as it appears on the account?

S: P l Allen.

C: Thank you and do you share this account with anyone else?

S: No.

C: Thank you. May I know the security word which could be your mother's maiden name?

S: My what?

C: The security word which could be your mother's maiden name.

S: My my mother's maiden name?

C: Uh huh.

S: Hello (U/I) hello?

C: Yes sir, that's the question. That's right.

S: Oh, Fay (ph), Fay (ph).

C: Thank you. May I have your date of birth please?

S: January 21st, 1953.

C: Perfect, thank you so much for the verification. Your checking account that ends with 60 currently has total and available balance in the amount of (U/I)(pause). Oh, pardon me while I see, Mr. Allen, this particular account is a private bank account so I need to transfer you to the private bank team.

S: No, I wanted to…I wanted to uh my uh balance on my uh savings account ending with [redacted] that's it. b6 b7C

C: Right, sure. But this is a private bank account so, for a private bank, I do not have much access. I can only identify you for the account, so what I will do is I'll quickly transfer you to the private bank team and they will be able to provide you all the information. Ok?

S: What, what's the number to the uh direct?

C: Sure, the direct number for private bank would be 888-

S: Uh huh.

C: 248

S: 248

C: 4465

S: 446…4465?

C: Yes, that's right.

S: Let me write this down…4465. Ok. Um, ok, would, would I be able to call them back?

C: Yes, definitely if you want I can just transfer you over to them right away.

S: I could, no, it's better…I could just call them so…I'll just call them tomorrow sometime so that's no problem.

C: Ok, sure I'll repeat the number in that case 888-248-4465.

S: Ok. Alright, thank you.

C: You're welcome, sir. Any other questions or concern that you may have?

S: Um, no.

C: Sure, thank you for calling Citibank, your business is appreciated, have a wonderful day.

S: Ok, thank you.

C: Goodbye.

Call ends

905279183.wav

note: call on February 27, 2012 14:57:32

C: Welcome to Citibank, my name is [redacted] (ph), how may I help you today? b6 b7C

S: Yes, I have a question. I had made, uh, two small um trial deposits in my savings account and it was less than a dollar and I wanted to know what is that amount and I wanted to know would I, would I be able to uh get the uh the amount of how much was deposited into my account?

C: Certainly I'll help you with that information. Now obviously I need to retrieve your account so if you can help me with the account number or the card number.

S: My card number?

C: Either one.

S: Let me get my, uh, alright. Um, I don't, ok [redacted] b6 b7C

C: Thank you very much sir, let me pull up the account and help you with this, ok? (Pause) Alright, may I have your name as it appears on your account?

S: Paul Allen.

C: Thank you very much and do you share this account with anyone else?

S: No.

C: And your date of birth?

S: January 21, 1953.

C: Thank you very much, you have been fully identified on this account, and uh, let me take a look at the account and uh you're talking about…

S: It was my account ending with uh [redacted]

C: Yes, uh, I can pull up that account. I'll pull up that

account, ok?

S: Ok.

C: Alright I just pulled up the account ending with [redacted] and uh, how may I help you on this account? You said that you wanted to know certain deposit sum into your account right? b6 b7C

S: Yeah, yeah. I had made two uh trial deposits less than a dollar.

C: Mmm hmm. So you want to know the details of the two trial deposits right?

S: Yes.

C: Certainly, I'll be more than glad to assist you with that and uh, since I pulled up your account I see that you have a private bank account right?

S: Yes.

C: So let me just get you connected to the private bank unit (U/I)…

S: I been, I been, see, I been transferred like four or five times. I been waitin on the line all day.

C: Oh I'm really…I do apologize about this inconvenience but at this point in time let me assure you that I'll get you connected to the right department and I'll stay connected on the other line (U/I) ok?

S: What's, what's, what's the uh, what's the direct number so I can next time I call I can just call straight there.

C: Oh definitely, I'll give you that information. Do you have a pen and a paper?

S: Yes, yes, I have a pen and paper I'm ready.

C: Ok, the number is 1-888-

S: 1-888-

C: 248

S: 248

C: 4465

S: Uh, 44…you said 4465?

C: That's correct.

S: Ok, alright. I just, I just hate, you know, I, I been waitin on the phone all day and I just want two simple, you know?

C: I do apologize for this inconvenience….

S: And I been transferred like four times that's, that's not fair, you know? Especially that I want something like that simple, you know? I shouldn't have to be getting transferred like three four times, you know? Then I waited on line for like for like, like, like ten fifteen minutes…

C: (U/I) I'll get you connected and I'll make sure that you get this information at this point in time ok?

S: Ok.

C: Please stay connected and once again I do apologize for this inconvenience. But next time you can just dial that direct number (U/I).

S: Yeah, I'll just dial that direct number next time. It's just…I, I that's just not fair. I just don't understand that, you know? Especially when you want something so small.

C: (U/I) people pull up the account (U/I) this is a private uh bank account that's the reason.

S: Yeah, yeah, I know that, but it shouldn't be a hassle, you know? It should, it should be like, you should have one person that would be able to give you all that information instead of just doin… you know I didn't want to go all the way to the bank just to get something that simple you know?

C: Yes I understand but sir, let me explain it to you…this is for

your security. You are a privileged private bank customer and (U/I).

S: Yeah I understand all that but I mean geez.

C: Yeah that's the reason. OK, please stay connected, and don't worry, it'll be quick enough. Ok? Please be on hold.

(Pause - Call placed on hold)

C: Thank you very much for your patience.

S: Hello.

C: Yes sir, I have a representative from the private depart…private bank department so please go ahead and speak with her she will be more than glad to assist you forward with this, ok? Please speak with her.

(Call is transferred to representative from the Private Bank Department)

C: Hi, good afternoon. Welcome to Citibank. My name is [redacted] (ph). For security purposes, I will need to re-verify you on the account here. May I have your bank card number or the account number please? b6 b7C

S: Um, [redacted]

C: Thank you. (U/I) here. And may I have your complete name please as it appears on the account.

S: Paul Allen.

C: Thank you. And Mr. Allen can you confirm for me please your date of birth?

S: January 21, 1953.

C: Thank you. And I just need you to confirm your complete date of birth please?

S: January 21, 19…

C: Oh, I'm sorry, not your…sorry, I already got that. Your

Social Security Number, if you have your complete Social Security Number.

S: [redacted] b6 b7C

C: Ok, thank you Mr. Allen. I appreciate you verifying that for me. Ok, and how may I help you today with the account?

S: Yes, I had made two uh small trial deposits less than a dollar and I needed, I needed the amounts.

C: And who where they coming from?

S: It was my E-tr…I also have a E-trade account.

C: I'm not showing that those have come through yet.

S: You sure?

C: Yeah, you said they were for about a dollar?

S: Yeah, it was…they told me it would be for less, less than a dollar.

C: Hmm, I'm not showing that those have come through yet.

S: It, it…they told me that they would be sending trial deposits. They told me that they'd be sending these like four or five days ago, so…

C: Yeah, well…

S: They told me to come check with my bank to see if they were there.

C: No, I'm not showing those at all.

S: You don't see anything?

C: Umm mmm, bear with me for one second.

S: Well…

C: And from whom are they coming again for from?

S: It was for my E-tra…my E-Trade account, do you, do you see, do

you see any deposits?

C: Ok, just bear with me here for one second ok?

S: Ok.

C: Thank you. <pause> Let me take a look here for you if you don't mind. You mind just giving me a minute or two please?

S: Ok.

C: Thank you.

(Message plays) You have reached [redacted] (ph) with the Citi private bank. I'm sorry I'm not available to answer your call at this time, but if you leave me a detailed message I will return your call as soon as possible. b6 b7C

(Another Citi representative is contacted)

C2: Thank you for calling Citi Gold Help Desk, my name is [redacted] how are you today?

C: I'm doing fine [redacted] how are you today?

C2: Good, thank you for asking. How may I help you today?

C: Uh yes, my name is [redacted] with Citi Gold in Florida. Um, just a quick thing here. Um I have a private bank account with a substantial amount of money in there, I'm talking about almost about 70 million dollars. Um I have a gentleman on the phone and I'm reading some notes here that he was transferred from Citi phones. I already ID'd the gentleman on the account since he's private bank um…

C2: Ok.

C: Uh, the gentleman on the phone is wanting to find out if two different deposits have come in from E-trade, like trial deposits. Now I'm a little uncomfortable because whenever I look at the trial deposits, they say Scott Trade, not E-trade, and since previous accounts were closed because of fraud, um I'm kind of like really uncomfortable with you know…

C2: So, did you, so he…

C: Should I give him…cause I haven't told him. Because I told him, cause like well he's buying this from E-trade I was like I'm sorry…

C2: Why don't you ask him what, what the amounts were, what the amounts were.

C: Well he can't even give me the amounts because he says that uh they said that they should have been like under a dollar so I mean and his numb…the, whenever I look at the phone numbers that we have on file, there's only one and that phone number is not even matching with the phone number that he's calling in from and I just tried calling the private bank uh the private bank his private, or whoever's the private banker that handles this account and they're not, they're not picking up their phone. So…

C2: Uh huh. So the person that's on the line, you ID'd him completely?

C: Yeah, he passed verification but the only thing is I'm not comfortable you know giving him that information because the trial deposits say Scott Trade, Scott's trade, not E-trade and he told me they're for E-trade, so…

C2: Ok, so just…I mean, if it, ok let's just take the 70 million out of the picture, if it was another customer that had ten thousand in it…

C: I wouldn't…I wouldn't give him that information just because he's so…cause I asked him two times I'm like and what was the name of the whoever supposed… he's like E-trade. I'm like are you sure it's E-trade? He's like yeah yeah yeah it's E-trade, so…

C2: Ok so then tell him there is none there for E-trade.

C: Ok…

C2: Cause that's what he was wanting to know right?

C: Yeah. That's true.

C2: If you're uncomfortable with giv….something I mean don't let him know there's some Scott trade ones, just don't even bring those up. Just say no sir, I don't see any, I don't see any transactions for E-trade.

C: Ok, alright. And I'm just going to try and contact somebody at the private bank.

C2: Sure.

C: I'm going to try contacting somebody else at the private bank office to take a look at that.

C2: Uh, if you feel comfortable, sure. I mean if that makes you more comfortable absolutely.

C: Ok ok, I'll just (U/I)…

C2: But as far as those two transactions are…yeah, just tell him sir I apologize, I looked over the account there are no transactions for E-trade and nothing's come through at this point.

C: Ok. Alright. Sounds awesome, thank you. Have a good day.

C2: You're welcome.

(Call resumes with subject)

C: Um, Mr. Allen, thank you so much for patiently holding I appreciate that. Ok, I could not find anything from E-trade at all.

S: You don't…you didn't find anything less than a dollar that was deposited into my account?

C: No sir, I'm not showing anything at all.

S: Well when was my last deposit? Cause it should of, they told me it would be in my…

C: (U/I), what I would do is I would call them.

S: Yeah, um I yeah, I'm just gonna have to….

C: Cause I'm not showing anything here for most recent deposit for like anything at all (U/I).

S: Yeah cause they told me three bus…they told me three business days so…

C: Yeah, I would just call them and double check with them.

S: Yeah unless it probably hasn't been three business days. I'll probably just call them. I'll call them. I'll call my other bank and see what's goin on.

C: Ok.

S: So I'll probably just go inside Citibank so…

C: Alright did you have any other questions or concerns I may address for you today?

S: Uh let me see what else. I always have a question when I hang up…uh, not at this moment. If I have any, if I have any other questions, I'll just call back or go inside the bank.

C: Alright, well thank you for banking at Citibank. We appreciate your business. Have a great day.

S: You too. Thank you.

C: Thank you.

<u>Call ends</u>

U.S. Department of Justice
Federal Bureau of Investigation
FBI - Pittsburgh
3311 East Carson Street
Pittsburgh, PA 15203
Phone: [redacted]

b6
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b7E

May 3, 2012

[redacted]

Mr. Paul Allen
c/o Alison G. Ivey, Senior Corp Counsel
Vulcan Inc.
505 Fifth Avenue S, Suite 900
Seattle, WA 98104

Re: Case Number: 288A-PG-79713

Dear Mr. Allen:

As a Victim Specialist with FBI - Pittsburgh, I'm contacting you because we have identified you as a possible victim of a crime.

This case is currently under investigation. A criminal investigation can be a lengthy undertaking, and, for several reasons, we cannot tell you about its progress at this time. But we can do this: We have enclosed a brochure about the FBI's victim assistance program. The brochure will introduce you to this program and to available FBI assistance for victims. A victim of a federal crime is entitled to receive certain services, such as information regarding available emergency medical and social services; available public and private programs for counseling, treatment, and other support; and notice of certain events in the progress of the case. The enclosed brochure will discuss those services and others (for further details, please refer to Title 42 United States Code Section 10607 and/or the brochure posted on www.notify.usdoj.gov).

The Victim Notification System (VNS) is designed to provide you with direct information regarding the case as it proceeds through the criminal justice system. You may obtain current information about this matter on the Internet at www.notify.usdoj.gov or from the VNS Call Center at 1-866-DOJ-4YOU [redacted] (TDD/TTY: [redacted] International [redacted] In addition, you may use the Call Center or Internet to update your contact information and/or change your decision about participation in the notification program. If you update your information to include a current email address, VNS will send information to that address. You will use your Victim Identification Number (VIN) [redacted] and Personal Identification Number (PIN) [redacted] anytime you contact the Call Center and anytime you log on to the VNS web site. If you are receiving notifications with multiple victim ID/PIN codes please contact the VNS Call Center. In addition, the first time you access the VNS Internet site, you will be prompted to enter your last name (or business name) as currently contained in VNS. The name you should enter is Allen.

b7E

You can also use the Call Center and the Internet to correct/update your contact information and/or change your decision regarding participation in the notification system. Please remember however, that the first time you access the VNS Internet site, you will be prompted to enter your last name (or business name) and need to enter it as currently contained in VNS and spelled within this letter. Your participation in this notification system is totally voluntary. You can choose not to participate or reactivate your access at any time.

If you have any concern regarding the validity of this letter or would like to speak with me regarding any questions you may have, please feel free to call me at the number listed above. When you call, so that I can assist you as promptly as possible, please provide me the file number listed at the top of the letter.

b6
b7C

Sincerely,

[redacted]

[redacted]

288A-PG-79713-90

(Rev. 05-01-2008)

UNCLASSIFIED

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE **Date:** 05/10/2012

To: Pittsburgh

From: Pittsburgh
Squad 16/Cyber
Contact: SA [redacted]

b6
b7C
b7E

Approved By: [redacted] 5/10/12

Drafted By: [redacted] 5/10/12

Case ID #: 288A-PG-79713 (Pending)

Title: [redacted]
CITIBANK - VICTIM;
COMPUTER INTRUSION - CRIMINAL

Synopsis: Prosecution Update.

Details: AUSA [redacted] notified writer on 5/9/12 that a motion was filed declaring [redacted] legally unavailable to answer his charges. [redacted] is currently under Army control and Federal prosecution will resume once the Army's process is completed.

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♦♦

UNCLASSIFIED

[redacted] 3100.EC

288A-PG-79713 - 91

b6
b7C

FD-542 (Rev. 03-23-2009)

UNCLASSIFIED

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE Date: 06/05/2012

To: Pittsburgh

From: Pittsburgh
Squad 16/Cyber
Contact: SA [redacted]

b6
b7C
b7E

Approved By: [redacted] 6/5/12

Drafted By: [redacted] 6/5/12

Case ID #: [redacted]
288A-PG-79713 (Pending)

Title: CYBER STATS

Synopsis: To claim stats for case 288A-PG-79713.

Details: The following statistical accomplishments are being claimed for case 288A-PG-79713:

UNCLASSIFIED

288A-PG-79713-98

To: Pittsburgh From: Pittsburgh
Re: [redacted] 06/05/2012 b7E

Accomplishment Information:

[redacted] b6 b7C b7E

♦♦

FEDERAL BUREAU OF INVESTIGATION
FOI/PA
DELETED PAGE INFORMATION SHEET
FOI/PA# 1419767-0

Total Deleted Page(s) = 1
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FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 02/11/2003

[redacted] was interviewed at the United States Attorney's Office. Also present were his attorney, and Assistant United States Attorney (AUSA) [redacted] After being advised of the identity of the interviewing Agent and the nature of the interview, [redacted] provided the following information:

b5
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[redacted]

b5
b6
b7C

p.1,2,3

Investigation on 01/30/2003 at St. Louis, Missouri

File # [redacted]

UPLOADED TO ACS/ECS: 2/24/03

Date dictated 02/05/2003

by SA [redacted]

b6
b7C

042[redacted]10.302

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FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 01/23/2003

[redacted] b6 b7C

On September 14, 2001, [redacted] first became aware that Charter had a large scale customer disconnect problem. b6 b7C

In December 2000, [redacted] began to feel competitive pressure from satellite dish networks. This increased pressure was the result of satellite dish networks' ability to provide subscribers with local in local broadcasting.

Paul Allen had problems with Charter's decentralized management structure. [redacted] reasoned that Allen was used to a more centralized management structure and he had difficulty understanding why Charter was slow to enact company-wide marketing strategies.

Investigation on 11/7/2002 at St. Louis, Missouri

File # [redacted] Date dictated n/a 3/12/03

by [redacted] b6 b7C

0482[redacted]01.302

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FOI/PA# 1419767-0

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FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 03/18/2003

[redacted] was interviewed at the United States Attorney's Office. Present were her attorneys, [redacted] Also present was Assistant United States Attorney (AUSA) [redacted] The interview was conducted at [redacted] After being advised of the identity of the interviewing Agent and the nature of the interview, [redacted] provided the following information:

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b7C

[redacted]

b5
b6
b7C

Investigation on 02/24/2003 at St. Louis, Missouri

File # [redacted] Date dictated 03/03/2003

by SA [redacted] 6/12/03

b6
b7C

077[redacted]04.302 received 6/6/03

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FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 03/25/2003

Paul G. Allen (Allen), a white male, born January 21, 1952, was interviewed at the Law Offices of Lewis Rice, 500 North Broadway, St. Louis, Missouri. Present were Allen's attorneys, [redacted] Also present were Assistant United States Attorneys [redacted] and United States Postal Inspector [redacted] After being advised of the identity of the interviewing Agent and the nature of the interview, Allen provided the following information:

b6
b7C

[redacted]

b5
b6
b7C

p. 1,2,3

Investigation on 03/07/2003 at St. Louis, Missouri

File # [redacted] Date dictated 03/12/2003

b6
b7C

by SA [redacted] 6/17/03

084[redacted]02.302

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FD-302 (Rev. 10-6-95)

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 06/10/2003

[redacted] was interviewed at the United States Attorney's Office, St. Louis, Missouri. Present were [redacted] Also present were Assistant United States Attorneys [redacted] was previously aware of the identity of the interviewing agent. [redacted] provided the following information:

b5
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b7C

[redacted]

b5
b6
b7C

p. 1 & 2

Investigation on 8/29/2002 at St. Louis, Missouri

File # [redacted] Date dictated n/a

by [redacted] 6/23/03

b6
b7C

174 [redacted] 1.302 Received 6/23/03 [redacted]

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[redacted]