Dear Mr. Greenewald:

This is in response to your Freedom of Information Act (FOIA) request. Please see the selected paragraphs below for relevant information specific to your request as well as the enclosed FBI FOIPA Addendum for standard responses applicable to all requests.

Records responsive to your request have been processed. We made these records available in the FBI’s electronic FOIA Library (The Vault) on the FBI’s public website, http://vault.fbi.gov. On the right-hand side of the home page, under the heading “Vault Links” you can search for your subject alphabetically (click on “A-Z Index”), by category (click on “Categories”), or by entering text into our search engine (click on “Search Vault”). For records responsive to this request, please enter Paul Allen as the search term.

The available documents represent a final Vault posting of information responsive to your FOIPA request.

Please see the selected paragraphs below for relevant information specific to your request.

- Additional records potentially responsive to your subject may exist. Please inform us by emailing foipaqquestions@fbi.gov, faxing 540-868-4391, or standard mail if you would like the FBI to conduct a search of the indices to our Central Records System.

- Additional records responsive to your request were processed but are not currently available on The Vault. Please inform us if you would like to receive these records.

Please refer to the enclosed FBI FOIPA Addendum for additional standard responses applicable to your request. “Part 1” of the Addendum includes standard responses that apply to all requests. “Part 2” includes additional standard responses that apply to all requests for records about yourself or any third party individuals. “Part 3” includes general information about FBI records that you may find useful. Also enclosed is our Explanation of Exemptions.

For questions regarding our determinations, visit the www.fbi.gov/foia website under “Contact Us.” The FOI PA Request number listed above has been assigned to your request. Please use this number in all correspondence concerning your request.

Please be advised that if you are seeking a new search for records, you may wish to narrow the scope of your request based on material that you have already received, e.g., timeframe or locality. Additionally, be advised that “unusual circumstances” may apply. See 5 U.S.C. § 552 (a)(6)(B)(iii). These "unusual circumstances" will delay our ability to make a determination on your request within 20 days. See 5 U.S.C. § 552 (a)(6)(B). Additionally, the payment of pertinent fees may apply to your request. See 5 U.S.C. § 552 (a)(4)(A)(viii). The application of "unusual circumstances" is not a determination of how the FBI will respond to your substantive request.

If you are not satisfied with the Federal Bureau of Investigation’s determination in response to this request, you may administratively appeal by writing to the Director, Office of Information Policy (OIP), United States Department of Justice, 441 G Street, NW, 8th Floor, Washington, D.C. 20530, or you may submit an
appeal through OIP’s FOIA STAR portal by creating an account following the instructions on OIP’s website: https://www.justice.gov/oip/submit-and-track-request-or-appeal. Your appeal must be postmarked or electronically transmitted within ninety (90) days of the date of my response to your request. If you submit your appeal by mail, both the letter and the envelope should be clearly marked “Freedom of Information Act Appeal.” Please cite the FOIPA Request Number assigned to your request so it may be easily identified.

You may seek dispute resolution services by contacting the Office of Government Information Services (OGIS). The contact information for OGIS is as follows: Office of Government Information Services, National Archives and Records Administration, 8601 Adelphi Road-OGIS, College Park, Maryland 20740-6001, e-mail at ogis@nara.gov; telephone at 202-741-5770; toll free at 1-877-684-6448; or facsimile at 202-741-5769. Alternatively, you may contact the FBI’s FOIA Public Liaison by emailing foipquests@fbi.gov. If you submit your dispute resolution correspondence by email, the subject heading should clearly state “Dispute Resolution Services.” Please also cite the FOIPA Request Number assigned to your request so it may be easily identified.

Sincerely,

Michael G. Seidel
Section Chief,
Record/Information
Dissemination Section
Information Management Division

Enclosure(s)
FBI FOIPA Addendum

As referenced in our letter responding to your Freedom of Information/Privacy Acts (FOIPA) request, the FBI FOIPA Addendum provides information applicable to your request. Part 1 of the Addendum includes standard responses that apply to all requests. Part 2 includes standard responses that apply to requests for records about individuals to the extent your request seeks the listed information. Part 3 includes general information about FBI records, searches, and programs.

Part 1: The standard responses below apply to all requests:

(i) 5 U.S.C. § 552(c). Congress excluded three categories of law enforcement and national security records from the requirements of the FOIPA [5 U.S.C. § 552(c)]. FBI responses are limited to those records subject to the requirements of the FOIPA. Additional information about the FBI and the FOIPA can be found on the www.fbi.gov/foia website.

(ii) Intelligence Records. To the extent your request seeks records of intelligence sources, methods, or activities, the FBI can neither confirm nor deny the existence of records pursuant to FOIA exemptions (b)(1), (b)(3), and as applicable to requests for records about individuals, PA exemption (j)(2) [5 U.S.C. §§ 552/552a (b)(1), (b)(3), and (j)(2)]. The mere acknowledgment of the existence or nonexistence of such records is itself a classified fact protected by FOIA exemption (b)(1) and/or would reveal intelligence sources, methods, or activities protected by exemption (b)(3) [50 USC § 3024(i)(1)]. This is a standard response and should not be read to indicate that any such records do or do not exist.

Part 2: The standard responses below apply to all requests for records on individuals:

(i) Requests for Records about any Individual—Watch Lists. The FBI can neither confirm nor deny the existence of any individual’s name on a watch list pursuant to FOIA exemption (b)(7)(E) and PA exemption (j)(2) [5 U.S.C. §§ 552/552a (b)(7)(E), (j)(2)]. This is a standard response and should not be read to indicate that watch list records do or do not exist.

(ii) Requests for Records about any Individual—Witness Security Program Records. The FBI can neither confirm nor deny the existence of records which could identify any participant in the Witness Security Program pursuant to FOIA exemption (b)(3) and PA exemption (j)(2) [5 U.S.C. §§ 552/552a (b)(3), 18 U.S.C. 3521, and (j)(2)]. This is a standard response and should not be read to indicate that such records do or do not exist.

(iii) Requests for Records for Incarcerated Individuals. The FBI can neither confirm nor deny the existence of records which could reasonably be expected to endanger the life or physical safety of any incarcerated individual pursuant to FOIA exemptions (b)(7)(E), (b)(7)(F), and PA exemption (j)(2) [5 U.S.C. §§ 552/552a (b)(7)(E), (b)(7)(F), and (j)(2)]. This is a standard response and should not be read to indicate that such records do or do not exist.

Part 3: General Information:

(i) Record Searches. The Record/Information Dissemination Section (RIDS) searches for reasonably described records by searching systems or locations where responsive records would reasonably be found. A standard search normally consists of a search for main files in the Central Records System (CRS), an extensive system of records consisting of applicant, investigative, intelligence, personnel, administrative, and general files compiled by the FBI per its law enforcement, intelligence, and administrative functions. The CRS spans the entire FBI organization, comprising records of FBI Headquarters, FBI Field Offices, and FBI Legal Attaché Offices (Legats) worldwide; Electronic Surveillance (ELSUR) records are included in the CRS. Unless specifically requested, a standard search does not include references, administrative records of previous FOIPA requests, or civil litigation files. For additional information about our record searches, visit www.fbi.gov/services/information-management/foipa/requesting-fbi-records.

(ii) FBI Records. Founded in 1908, the FBI carries out a dual law enforcement and national security mission. As part of this dual mission, the FBI creates and maintains records on various subjects; however, the FBI does not maintain records on every person, subject, or entity.

(iii) Requests for Criminal History Records or Rap Sheets. The Criminal Justice Information Services (CJIS) Division provides Identity History Summary Checks—often referred to as a criminal history record or rap sheet. These criminal history records are not the same as material in an investigative "FBI file." An Identity History Summary Check is a listing of information taken from fingerprint cards and documents submitted to the FBI in connection with arrests, federal employment, naturalization, or military service. For a fee, individuals can request a copy of their Identity History Summary Check. Forms and directions can be accessed at www.fbi.gov/about-us/cjis/identity-history-summary-checks. Additionally, requests can be submitted electronically at www.edo.cjis.gov. For additional information, please contact CJIS directly at (304) 625-5590.

(iv) National Name Check Program (NNCP). The mission of NNCP is to analyze and report information in response to name check requests received from federal agencies, for the purpose of protecting the United States from foreign and domestic threats to national security. Please be advised that this is a service provided to other federal agencies. Private Citizens cannot request a name check.
EXPLANATION OF EXEMPTIONS

SUBSECTIONS OF TITLE 5, UNITED STATES CODE, SECTION 552

(b)(1) (A) specifically authorized under criteria established by an Executive order to be kept secret in the interest of national defense or foreign policy and (B) are in fact properly classified to such Executive order;

(b)(2) related solely to the internal personnel rules and practices of an agency;

(b)(3) specifically exempted from disclosure by statute (other than section 552b of this title), provided that such statute (A) requires that the matters be withheld from the public in such a manner as to leave no discretion on issue, or (B) establishes particular criteria for withholding or refers to particular types of matters to be withheld;

(b)(4) trade secrets and commercial or financial information obtained from a person and privileged or confidential;

(b)(5) inter-agency or intra-agency memorandums or letters which would not be available by law to a party other than an agency in litigation with the agency;

(b)(6) personnel and medical files and similar files the disclosure of which would constitute a clearly unwarranted invasion of personal privacy;

(b)(7) records or information compiled for law enforcement purposes, but only to the extent that the production of such law enforcement records or information (A) could reasonably be expected to interfere with enforcement proceedings, (B) would deprive a person of a right to a fair trial or an impartial adjudication, (C) could reasonably be expected to constitute an unwarranted invasion of personal privacy, (D) could reasonably be expected to disclose the identity of confidential source, including a State, local, or foreign agency or authority or any private institution which furnished information on a confidential basis, and, in the case of record or information compiled by a criminal law enforcement authority in the course of a criminal investigation, or by an agency conducting a lawful national security intelligence investigation, information furnished by a confidential source, (E) would disclose techniques and procedures for law enforcement investigations or prosecutions, or would disclose guidelines for law enforcement investigations or prosecutions if such disclosure could reasonably be expected to risk circumvention of the law, or (F) could reasonably be expected to endanger the life or physical safety of any individual;

(b)(8) contained in or related to examination, operating, or condition reports prepared by, on behalf of, or for the use of an agency responsible for the regulation or supervision of financial institutions; or

(b)(9) geological and geophysical information and data, including maps, concerning wells.

SUBSECTIONS OF TITLE 5, UNITED STATES CODE, SECTION 552a

(d)(5) information compiled in reasonable anticipation of a civil action proceeding;

(j)(2) material reporting investigative efforts pertaining to the enforcement of criminal law including efforts to prevent, control, or reduce crime or apprehend criminals;

(k)(1) information which is currently and properly classified pursuant to an Executive order in the interest of the national defense or foreign policy, for example, information involving intelligence sources or methods;

(k)(2) investigatory material compiled for law enforcement purposes, other than criminal, which did not result in loss of a right, benefit or privilege under Federal programs, or which would identify a source who furnished information pursuant to a promise that his/her identity would be held in confidence;

(k)(3) material maintained in connection with providing protective services to the President of the United States or any other individual pursuant to the authority of Title 18, United States Code, Section 3056;

(k)(4) required by statute to be maintained and used solely as statistical records;

(k)(5) investigatory material compiled solely for the purpose of determining suitability, eligibility, or qualifications for Federal civilian employment or for access to classified information, the disclosure of which would reveal the identity of the person who furnished information pursuant to a promise that his/her identity would be held in confidence;

(k)(6) testing or examination material used to determine individual qualifications for appointment or promotion in Federal Government service the release of which would compromise the testing or examination process;

(k)(7) material used to determine potential for promotion in the armed services, the disclosure of which would reveal the identity of the person who furnished the material pursuant to a promise that his/her identity would be held in confidence.

FBI/DOJ
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Page 7 ~ b6; b7C; b7E;
Page 8 ~ b6; b7C; b7E;
Page 9 ~ b6; b7C; b7E;
Page 10 ~ b6; b7C; b7E;
Page 11 ~ b6; b7C; b7E;
Page 12 ~ b6; b7C; b7E;
Page 13 ~ b6; b7C; b7E;
Page 14 ~ Duplicate;
Page 15 ~ Duplicate;
Page 17 ~ Duplicate;
Page 18 ~ Duplicate;
Page 19 ~ Duplicate;
Page 21 ~ Duplicate;
Page 24 ~ Duplicate;
Page 29 ~ b6; b7C;
Page 30 ~ b6; b7C;
Page 31 ~ b6; b7C;
Page 36 ~ b6; b7C; b7E;
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Page 74 ~ Duplicate;
Page 75 ~ Duplicate;
Page 76 ~ Duplicate;
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<th>Date</th>
<th>Activity</th>
<th>Serial</th>
<th>Name or Description</th>
<th>NCIC Number</th>
<th>OCA Number</th>
<th>Date Retention</th>
<th>Miscellaneous Information</th>
</tr>
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<tbody>
<tr>
<td>3/1/12</td>
<td>25</td>
<td></td>
<td></td>
<td>984187</td>
<td>4236</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3/5/12</td>
<td>27</td>
<td></td>
<td>NICK</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Validation: (Dak/Initial)

| 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 stamp 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 five 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 VNs 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 will 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.
Precedence: ROUTINE                  Date: 01/30/2012

To: Pittsburgh     Attn: Victim Specialist
   Cyber

From: Pittsburgh
   Squad 16/Cyber
   Contact: SA

Approved By: [Signature]

Drafted By: [Signature]

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 Pittsburgh, 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 transaction appeared to be a credit card payment
          for an account with the same address where the debit card was
          delivered.

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

          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.
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.

***
After being advised of the identity of the interviewing agents and the nature of the interview, 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 on register one. The payment card, 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.
016 13:23

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

020060 Microsoft Xbox
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) XXXXXXXXXXXX
**RCV 5/3 ANS: TRANS DENIED (2)
**SEND 5/3 REQ: (CC) XXXXXXXXXXXX
**RCV 5/3 ANS: TRANS DENIED (2)
VOID VOID VOID VOID VOID VOID VOID
End Trans: Void 13:29 017

**SEND 5/3 REQ: (CC) XXXXXXXXXXXX
**RCV 5/3 ANS: TRANS DENIED (2)
VOID VOID VOID VOID VOID VOID VOID
End Trans: Void 13:29 017
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 occurred near that time in the video.

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

The original has been retained in the file. A duplicate was made of the original, labeled duplicate original, and retained in the file.
In Reply, Please Refer to File No.  

Armed Forces Bank  
Ft. Leavenworth, KS  

via fax  

In follow-up to a phone call on 2/1/2012 by SA 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 fraudulent transaction are:

originating payment card number:  
date: 1/13/2012  
time: 13:26:57 CST  
amount: $658.81

Please provide your response to

Sincerely,

Michael A. Rodriguez  
Special Agent in Charge

By:  
Supervisory Special Agent

Pittsburgh, PA 15203  
February 1, 2012
After being advised of the identity of the interviewing agents and the nature of the interview, 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. 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. proceeded to label the hub of each disc.

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

Investigation on 2/1/2012 at Pittsburgh, Pennsylvania

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

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

The aforementioned transaction paid off loan number with a past due balance of $658.81.

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

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

The AFB Recruit Account signature card indicated the following information:

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

File # 288A-PG-79713

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.
A document labeled "Note" indicated an additional phone number of.

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

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

An additional contact was listed as:

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

Also provided address of:

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 (Please see attached)

____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,
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.
Per our conversation, below is the transaction in question.

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Amount</th>
<th>Bank</th>
</tr>
</thead>
<tbody>
<tr>
<td>13-Jan-12</td>
<td>13:26:57</td>
<td>$658.81</td>
<td>ARMED FORCES BANK #1</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>FT. LEAVENWRTH KS</td>
</tr>
</tbody>
</table>

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.
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.

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

Thanks,

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

Also provided address of:
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)

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,
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.

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.
RECEIVED
SEP 13 2019

Armed Forces Bank

Submitted on: 2010-09-13 13:10:12.523
Amount Requested: $  
Include Savings Component? No

WORKOUT LOAN APPLICATION  
for existing customer

Open an account? No  
Reg E Overdraft Option? Yes

7-13-10

PRIMARY APPLICANT
CO-APPLICANT

Last Name:  
First Name:  
Mi:  
Social Security Numbers:

Street Address:

City:  
State:  
Zip Code:  
County:

PHONE:  
Home:  
Business:  
Cell:

E-mail Address:

U.S. Citizen:  
Marital Status:

Branch of Service:  
ETS Date (Military):

Rank/Position:

Monthly or Annual Salary:  
Drivers License Number:  
State:  
Issue Date:  
Exp. Date:

EMPLOYER

Name:  
Street Address:

City:  
State:  
ZIP:

PHONE No.:

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: Aimed Finance Bank, N.A., P.O. Box 3400, Fort Leavenworth, KS 66027. Notice to any one of us is notice to all of us.

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

Workout Loan Form 2010/03/04
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:

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].

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].

The following transactions were made or attempted:

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

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

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

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

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.
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.

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

The emails received from have been printed and retained in the file with a copy attached here to.
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:

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

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On February 2, 2012 at approximately 07:15, two individuals were seen leaving and got into a silver vehicle bearing Pennsylvania license plate. 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.
Fraud Investigator, Citi Security and Investigative Services, 710 Riverpoint Court, West Sacramento, California, having a phone number of _______ and an email address of _______ provided the following information through email:

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 1Z5OF1991375232962 to _______ The package was delivered on January 13, 2012 at 1:08 PM EST and signed by a person providing the last name _______.

A printout of the email message has been retained in the file and a copy attached hereto.
Here is the delivery information for the card.

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.
Delivered on:
Friday, 01/13/2012 at 1:08 P.M.
Left At:
Residential
Signed By:

Proof of Delivery

Additional Information
Reference Number(s):
0000186446002000
1672955
129112PM0140000002
000360000073056

Shipped/Billed On:
01/12/2012
Type:
Package

Shipment Progress

<table>
<thead>
<tr>
<th>Location</th>
<th>Date</th>
<th>Local Time</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pittsburgh, PA, United States</td>
<td>01/13/2012</td>
<td>1:08 P.M.</td>
<td>Delivered</td>
</tr>
</tbody>
</table>
Physical surveillance was conducted in the vicinity of [redacted]. During the surveillance activity, the following observations were noted:

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

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

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

Investigation on 2/9/2012 at Pittsburgh, Pennsylvania

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

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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.
Precedence: ROUTINE  Date: 02/15/2012
To: Cyber  Attn: SSA
Pittsburgh  SSA
From: Cyber  Attention: SSA
Cyber Criminal Section/Cyber Initiative and Resource Fusion Unit
Contact: SSA
Approved By: _______________________________
Drafted By: _______________________________
Case ID #: 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 Fraud Investigator, Citi Security and Investigative Services, telephone [redacted], Sacramento, California (CA), in regards to a fraud matter that Citi Bank (Citi) had identified.

On 01/27/2012, writer called 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] and individual named, [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

UNCLASSIFIED
To: Cyber  From: Cyber  02/15/2012

online payment, for approximately $658.00, was made with the Armed Forces Bank (AFB), Leavenworth, Kansas. Learned that the AFB account that the payment was made on was for

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

On 01/30/2012, the Pittsburgh Division opened a substantive case (288A-2G-7971), based on the above listed information and further contact with Citi investigator CIRFU will continue to support Pittsburgh Division's substantive investigation of this matter.

UNCLASSIFIED

2
To: Cyber  From: Cyber
Re: 02/15/2012

LEAD(s):

Set Lead 1:  (Info)

CYBER
   AT CCUI

Read and Clear.

Set Lead 2:  (Info)

PITTSBURGH
   AT PITTSBURGH, PA

Read and clear.

++

UNCLASSIFIED
3
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 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 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
C: Alright, uh, finish verifying the address.
S: 

Investigation on 2/21/2012 at Pittsburgh, Pennsylvania

File # 288A-PG-79713

Date dictated N/A

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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?
or I don't know any of the people listed.

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,
or I don't know any of the people listed.

S: 

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

S: I know a I know a 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?


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.

Call ends.

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

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: 
C: OK
S: 
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, 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 
C: Correct.
S: 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
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: ____________

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.
Continuation of FD-302 of ______________________________________. On 2/21/2012, Page 9

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 __________ Correct?

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

A signed statement dated February 14, 2012 was received by Citibank from _______ 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."

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 ____________________________

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Closed Card Number 5362188162719623 Case Number D-526055160112

WRITTEN STATEMENT OF UNAUTHORIZED USE

"I _____ the undersigned, do hereby state and declare as follows:
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 Yes: City, ___________________ Precinct ____________ Case # ____________
   b) Never Received.
   c) "All cards were in my possession at the time of fraudulent use."
5. Other circumstances: ________________________________

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): __________________________ Phone # (____) __________
   Address: ___________________________ 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.

   Attorney in fact for: Paul F. Allen
   Cardholder Signature ___________________ Date 2/14/17

(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)330-6780.
Citibank, N.A.
P.O. Box 6216
Sioux Falls, SD  57117-6216

January 24, 2012

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

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.

/ADVMP2/LO/SD/ER/2001/sdcp227/0-526055180112//00100
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:

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)

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/28/11</td>
<td>1300</td>
<td>Call not captured</td>
</tr>
<tr>
<td>12/29/11</td>
<td>1309</td>
<td>Call not captured</td>
</tr>
<tr>
<td>12/29/11</td>
<td>2200</td>
<td>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.</td>
</tr>
<tr>
<td>12/31/11</td>
<td>0012</td>
<td>Call not captured</td>
</tr>
<tr>
<td>12/31/11</td>
<td>0031</td>
<td>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.</td>
</tr>
<tr>
<td>1/9/12</td>
<td>1435</td>
<td>Caller updated account address from Seattle, Washington to [redacted]</td>
</tr>
</tbody>
</table>

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

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.
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.

<table>
<thead>
<tr>
<th>Date</th>
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<th>Description</th>
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<tbody>
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<td>1438</td>
<td>Call not captured</td>
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<tr>
<td>1/9/12</td>
<td>1500</td>
<td>Caller attempting to order new card. Failed multiple choice security questions</td>
</tr>
<tr>
<td>1/12/12</td>
<td>1529</td>
<td>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.</td>
</tr>
</tbody>
</table>
On February 21, 2012, a UPS envelope was received from Fraud Investigator, Citi Security and Investigative Services, 710 Riverpoint Court, West Sacramento, California. The envelope bore UPS tracking number 1Z7148X70195001304 and contained a compact disc entitled, "Paul Allen Citibank #2."

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

Three separate 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.


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

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

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-PSG-79713 Date dictated N/A

by [blank]

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.
FEDERAL BUREAU OF INVESTIGATION

Precedence: IMMEDIATE
Date: 2/29/2012

To: Pittsburgh
Attn: NCIC Operator

From: Pittsburgh
Squad 16 / Cyber
Contact: SA

Case ID #: 288A-PG-79713 (Pending)
Title: CITIBANK - VICTIM;
COMPUTER INTRUSION - CRIMINAL

Synopsis: Initial Submission.
Details: Bank fraud / computer intrusion.
Caution: None

Name:
Sex: Race:
POB:
DOB: DOE:
Weight: Eyes:
FBI #:
Skin:

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

NCIC Fingerprint Classification:
Passport Number:
VISA:
Social Security Number:
To: Pittsburgh  From: Pittsburgh
Re: 288A-PG-79713(Pending), 2/29/2012

Operator's License Number:  
Operator's License State:  Expires:  
Offense Charge: Bank Fraud
U.S. Code, Title and Section: 18, 1353/1354

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.
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

Welcome to Citibank this is How may I help you today?

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? I know that the last two numbers are just can't remember the rest.

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

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?

Paul Allen.

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

No.

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

Investigation on 2/27/2012 at Pittsburgh, Pennsylvania

File 288A-PG-79713

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

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.

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 I will be further assisting you today. And How can I help you sir?

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?
288A-PG-79713

Continuation of FD-302 of ________________________ , On 2/27/2012 , Page 3

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]

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 □ □ but I can't remember the rest.

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, 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 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.
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?

My mailing address?

Yes.

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

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

OK, I'm ready for it.

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

S: 

C: Yeah.

S: 

C: 

S: You're going too fast.

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

S: OK.

C: Uh hum.

S: 

C: Uh hum.

S: So what's the next?

C: 

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

C: 

S: 

C: No.

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

C: 

S: 

C: 
S: OK, so it's ____________________________.

C: uh-huh.

S: ____________________________

C: No,

S: oh,

C: Correct.

S: Alright, so it's, uh ____________________________

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.

Call ends.
Precedence: IMMEDIATE
Date: 03/02/2012
To: Pittsburgh
Attn: NCIC Operator
From: Pittsburgh
   Squad 16/Cyber
   Contact: SA
Approved By: 2/21/22
Drafted By: 3/1/22
Case ID #: 288A-PG-79713 (Pending)
Title: CITIBANK - VICTIM;
       COMPUTER INTRUSION - CRIMINAL
Synopsis: REQUEST REMOVAL OF ___ FROM NCIC.
Details: ___

OTHER Sealed Pursuant to Court Order
To: Pittsburgh  From: Pittsburgh
Re: 288A-FG-79713, 03/02/2012

LEAD(s):
Set Lead 1: (Action)

PITTSBURGH

AT PITTSBURGH, PA

Please remove ____________________ from

NCIC.

OTHER Sealed Pursuant to Court Order

**
### Investigative Assistance or Technique Used

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<tr>
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<th>FO</th>
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### Accomplishment Report

Accomplishment must be reported and loaded into ISRAA within 30 days from the date of accomplishment.

**Accomplishment Involved:**
- Drugs
- A Fugitive
- Bankruptcy Fraud
- Computer Fraud/Abuse
- Corruption of Public Official
- Money Laundering
- Sub Invest Ass't by FO(s)

**Asst. FO(s):**
- A
- B
- C
- D

**Task Force:** HTCTTF

**File Number:** 288A-PG-79713

**Stat. Agent Sec. No.:**

**Stat. Asset Name:**

**RA Squad:** 16

**Assisting Agents Sec. No.:**

**Investigative Assistance or Technique Used:**

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**J. Civil Rico Matters Date:**

**Other Civil Matters Date:**

**Judgment Outcome:**

**Amount:**

**Suspension:**

**L. Asset Seizure Date:**

**M. Acquittal/Dismissal/Pretrial Diversion**

**H. Sentence Date:**

**Sentence Type:**

**In Jail:**

**Suspended:**

**Probation:**

**Fines:**

**J. Disruption/Dismantlement:**

**Disruption Date:**

**Dismantlement Date:**

**Completion of FD-515a Slide 2 Mandatory**

**O. Child Victim Information**

**Child located/Identified Date:**

**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):**

**For Indictments/Convictions only:**

**Subject violation of LCM, AOC, AOC Organized Crime Group (OCG), Russian/Abkhazian, Armenian, or Middle Eastern Organized Crime Group - Complete FD-515a, Sub. 3 Block A-C only.**

**Subject arrested for OC Drug enforcement, a VHCDO Program National Drug Strategy target group, or a VHCDO Program National Priority Initiative large group - Complete FD-515a, Sub. 1 Block 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.**
*******COMPLAINT***********

SENSITIVE/UNCLASSIFIED

Case Number: 286A-PG-79713
Stat Agent Name:
Stat Agent SOC:
Serial No.: 30

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

Does Accomplishment Involve

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

Does Accomplishment Involve

Subject Name

Sub. Invest. Asst by Other FOs:

Does Accomplishment Involve

Investigative Assistance or Technique Used

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

Investigative Assistance or Technique Used

Title Section Counts

18 1343 1
18 1344 1

ACCOIr. pl ish. - nent Na rr a t i ve

UNITED STATES CODE VI ol at i on

Title Section Counts

18 1343 1
18 1344 1

United States Code Violation

Civil Rico Complaint (Y/N) N

United States Code Violation

Accomplishment Narrative

UNITED STATES CODE VI ol at i on

Title Section Counts

18 1343 1
18 1344 1

United States Code Violation

Accomplishment Narrative
*************** ARREST ***************

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

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

Sub. Invest. Asst by Other FOs:

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

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<td>18</td>
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Accomplishment Narrative
Case Number: 288A-PG-79713
Serial No.: 30

Does Accomplishment Involve

<table>
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<td>Y</td>
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<td>Corruption of Public Officials</td>
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<td>Money Laundering</td>
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Sub. Invest. Asst by Other FOs:

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<th>Investigative Assistance or Technique Used</th>
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<td>INFORMANT/CW</td>
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<tr>
<td>LAB DIV EXAMS</td>
</tr>
</tbody>
</table>

Potential Economic Loss Prevented

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

<table>
<thead>
<tr>
<th>CODE</th>
<th>AMOUNT</th>
<th>CODE</th>
<th>AMOUNT</th>
</tr>
</thead>
<tbody>
<tr>
<td>24</td>
<td>$130000000</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Accomplishment Narrative

FEDERAL PELP- $130,000,000
Precedence: ROUTINE

To: Pittsburgh

From: Pittsburgh
   Squad 16/Cyber
   Contact: SA

Approved By: 2/9/12

Drafted By: 3/8/12

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

Title: CITIBANK - VICTIM; COMPUTER INTRUSION - CRIMINAL

Synopsis: OTHER Sealed Pursuant to Court Order

Details: 

UNCLASSIFIED
PRECEDECE: ROUTINE  Date: 03/13/2012

To: Pittsburgh

From: Pittsburgh
   Squad 16/Cyber
   Contact: SA

Approved By:  2/13/12

Drafted By:  3/13/12

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

Title: CITIBANK - VICTIM;
      COMPUTER INTRUSION - CRIMINAL

Synopsis: TO DOCUMENT STATS TO DATE.

Details: Several statistics have been realized to date for the
above captioned matter.
A physical surveillance was conducted in the vicinity of During the surveillance activity, the following observations were made at the approximate time noted:

The following personnel participated in the surveillance:

Note: All activity occurred on March 2, 2012.

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

Investigation on 3/2/2012 at Pittsburgh, Pennsylvania

File # 288A-PG-79713

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.
On March 2, 2012, described as: Item #8
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:

Bank of America
Fifth Third Bank
Scottrade Bank

On March 9, 2012, SA__ and ETC__ repackaged the valuable evidence into new packaging for submission to the Evidence Control Room.
Precedence: ROUTINE

Date: 03/09/2012

To: Pittsburgh

From: Pittsburgh Squad 16/Cyber

Contact: SA

Approved By: [Signature]

Drafted By: [Signature]

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

Title: CITIBANK - VICTIM;
COMPUTER INTRUSION - CRIMINAL

Synopsis: Document submission of valuable evidence.

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

Bank of America
Fifth Third Bank
Scottrade Bank

The valuable evidence was turned over to ECT after she witnessed SA seal evidence.
On March 6, 2012, a UPS envelope was received from Fraud Investigator, Citi Security and Investigative Services, 710 Riverpoint Court, West Sacramento, California. The envelope bored UPS tracking number 1Z7148X70195366402 and contained an untitled Maxell compact disc.

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

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.
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:

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.
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:

- 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

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.
On March 1, 2012 at approximately 18:37, a silver Suzuki bearing Pennsylvania license plate [redacted] was parked in the lot behind [redacted].
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 AWOL/Deserter status.

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]
Precedence: ROUTINE
Date: 03/09/2012

To: Pittsburgh
From: Pittsburgh

Squad 16/Cyber
Contact: SA

Approved By: 3/12/12
Drafted By: 3/11/12

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

Title: CITIBANK - VICTIM; COMPUTER INTRUSION - CRIMINAL

Synopsis: To document FBI and USMS processing of

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.

**
The following investigation was conducted by SA __________ in Pittsburgh, Pennsylvania on March 12, 2012:

Advised that he did not know or recall having met __________, was shown a photo of __________, and did not recognize a photo of __________. Check sales records going back to October of 2011, but did not have any sales attributed to __________. Noted that he interacts with numerous customers daily and often does not get more than a first name from them.
Precedence: ROUTINE                      Date: 03/13/2012

To: Pittsburgh

From: Pittsburgh
      Squad 16/Cyber
      Contact: SA

Approved By:  3/13/12

Drafted By: 

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

Title:  CITIBANK - VICTIM;
        COMPUTER INTRUSION - CRIMINAL

Synopsis: To document legal process

Enclosure(s):  

Details: 

OTHER Sealed Pursuant to Court Order

UNCLASSIFIED
A search was conducted utilizing the Justice Network (JNET), a database containing Pennsylvania Department of Transportation driver's license records, for {name redacted}. 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.
A search was conducted utilizing the Justice Network (JNET), a database containing Pennsylvania Department of Transportation driver's license records, for

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

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.
A search was conducted utilizing the Justice Network (JNET), a database containing Pennsylvania Department of Transportation driver's license records, for 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

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.
A query of the National Crime Information Center (NCIC) was conducted for Social Security Number. The following results were returned:

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.

Investigation on 03/12/2012 at Pittsburgh, PA

File # 288A-FG-79713 Date dictated 03/12/2012
by IOA

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

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

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

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

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.
A query of the National Crime Information Center (NCIC) was conducted for Social Security Number. The following results were returned:

Name:
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

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.
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:

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 calling from Scottrade. Thanks and have a great day."

_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."

_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."

_End of Message_

Investigation on 3/19/2012 at Pittsburgh, Pennsylvania

File #: 288A-FG-79713 Date dictated: N/A

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.
4) Message from
Sent: Thursday, March 1 at 3:34 PM

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

<End of Message>

5) Message from
Sent: Monday, March 5 at 5:31 PM

"Good afternoon. This message is for This is 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 Again, that's with Fidelity Thank you so much and I will look forward to speaking with you shortly. Thank you. Bye."

<End of Message>

6) Message from
Sent: Tuesday, March 6 at 5:05 PM

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

<End of Message>

7) Message from
Sent: Thursday, March 8 at 5:06 PM

"Hi. This message is for This is with CIT Bank. If you could please give us a call back at Again our number is Thank you."

<End of Message>

8) Message from
Sent: Thursday, March 8 at 6:59 PM
"Hi. This message is for [name]. My name is [name]. 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 [phone number]. You can call us back so you can register. Thank you."

<End of Message>
I obtained a Safelink/Tracphone phone for sometime in October or November of 2011. The phone had the number often complained to that strange numbers were always calling the phone and she refused to answer. The phone was never known to be lost or stolen. did not believe her mother had voice mail capability let alone know how to use it. The phone reported eight voice mail messages on its display. 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 01257608278362 with SIM card 8901410329497073582 that was in possession. The consent included access to voice mail stored by Tracphone. The consent form was signed by

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

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

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.
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 an authorized representative for Paul G. Allen. Forms were provided to include activity from December 2011 through February 2012 for the following banks:

- BNY Mellon
- UBS

The consent forms and the originating email were printed and retained in the file.
<table>
<thead>
<tr>
<th>Accomplishment Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Accomplishment must be reported and loaded into ISRAA within 30 days from date of accomplishment)</td>
</tr>
</tbody>
</table>

**Investigative Assistance or Technique Used**

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

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

| Base FO | INT | Date FO | Lab. Field Exp | FO - Racketeer | Other Federal | Worldwide
<table>
<thead>
<tr>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Fin. Anal.</td>
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<tr>
<td>Accrua Asst.</td>
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<tr>
<td>Photo Cover</td>
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<tr>
<td>Computer</td>
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<tr>
<td>Consent Man.</td>
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<td>Polygraph</td>
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<td>ELSUR/HSIS</td>
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<td>Show Money</td>
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<td>Trapping Date</td>
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<td>FO(s) -</td>
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<td>Admin, Tech. Analyst</td>
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<td>FTA Asst.</td>
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<td>State, Tech. Analyst</td>
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<td>Task Force</td>
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<td>Task Force</td>
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</tbody>
</table>

**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**

- Federal
- Local
- International

**Recovery Date:**

**Code:**

- Amount $___

**Restitution Date:**

- Court Ordered
- Preliminary

**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-incited Agency Code

**F. F.**

**Plea or Misrepresentation:**

**Plea:**

**Misrepresentation:**

**State:**

**Judicial District:**

**G. U.S. Code Violation**

Required for sections A, B, F and J

**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 Section 2 Mandatory**

**J. Civil Rico Matters Date:**

Also complete "Section G".

**Other Civil Matters Date:**

**Judgment:**

**Fines:**

- Amount $___

**Suspension:**

- Years
- Months

**K. Administrative Sanction Date:**

**Subject Description Code:**

**Type:**

- Permanent
- Debarment
- Injunction

**Length:**

- Years
- Months

**L. Asset Seizure Date:**

**Asset Forfeiture Date:**

**CAGS # Mandatory:**

Circle below one of the three asset forfeitures: Admin., Civil Judicial, or Criminal

**Do not indicate $ value in Section D**

**M. Acquittal/Dismissal/Prelim Diversion**

(Circle one) Date:

**N. Drug Seizures Date:**

**Drug Code:**

- Code

**Weight:**

**Code:**

- Code

**POC:**

- Code

**Do not indicate $ value in Section D**

**O. Child Victim Information**

**Child located / Identified Date:**

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

**Name:**

**Race* Sex**

- Name

- Date of Birth

- Social Security No. (if available)

**For Indictments/Convictions Only:**

- Subject related to an LSO, Asian Organized Crime (AOC), Latin Organized Crime (LOC), Russian-Eastern European, Colombian, or Eastern European Organized Crime Group - Complete FD-515a, date 1 block only if P. V it is appropriate.

- Subject related to an OCG/Organization, a VCM/Program, and/or a National Policy Inbound Target Group - Complete FD-515a, date 1 block only if P. V it is appropriate.

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

**x** 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.
**INDICTMENT**

**SENSITIVE / UNCLASSIFIED**

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

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

**Subject's Role:**

**Investigative Assistance or Technique Used:**

- FINAN ANALYST
- LAB FIELD SUP
- UNO - NAT BAC
- VICT-WITH COOK
- AIRCRAFT ASST
- PEN REGISTERS
- NCAVC/VI-CAP
- WANTED FLYR
- COMPUTER ASST
- PHOTO COVERAGE
- CRIM/NS INTEL SAR
- CONSEN MONIT
- POLYGRAPH
- CRIS NEG-FED CART
- ELSUR/FISC
- SERCH WR EXE
- 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
- SNAT TEAM
- SAV OSC
- CXS/CTD
- LEGATS ASST.
- TECH AS/EQUIP
- POC SC
- ENFRAGARD/CYD
- EVIDENCE PURCH
- TEL TOLL REC ST, NON-NRSC
- DFC/CID
- INFORMANT/CW
- UCO-GROUP I
- FOR LANG ASST
- PPP
- LAB DIV EXAMS
- UCO-GROUP II
- NON FRI LAB E
- FUSION CENTERS

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

**U.S. Code Violation(s):**

<table>
<thead>
<tr>
<th>Title</th>
<th>Section</th>
<th>Counts</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>18</td>
<td>1344</td>
</tr>
</tbody>
</table>

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

Three text messages were noted on the phone:

<table>
<thead>
<tr>
<th>Date/Time</th>
<th>From</th>
<th>Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/5/2012 5:36PM</td>
<td></td>
<td>The PIN entered must be 15 digits long. Please try again.</td>
</tr>
<tr>
<td>3/9/2012 3:55PM</td>
<td></td>
<td>SAFELINK RULES HAVE CHANGED-Use ur phone to call someone at least once per month &amp; stay active.</td>
</tr>
<tr>
<td>3/15/2012 8:22PM</td>
<td></td>
<td>The PIN entered must be 15 digits long. Please try again.</td>
</tr>
</tbody>
</table>
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.
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.
of Family Dollar Stores, provided the following information via email:


The items were printed and retained in the file.
having a mobile telephone number of _______ and email address of _______ was interviewed telephonically. After being advised of the identity of the interviewing agent and the nature of the interview, _______ provided the following information:

The log files in CSV format previously provided on March 22, 2012 via email were in Eastern Standard time.
having a mobile telephone number of
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, provided the following information:

was shown a surveillance photo taken from the
Family Dollar store in East Liberty. 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

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was interviewed at McConway and Torley (MT), 109 48th Street, Pittsburgh, Pennsylvania where she was employed as _____

Also present during the interview was _____

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

_____ was employed at MT from March 17, 2006 through September 6, 2006. _____ was terminated after not showing up for work.
Eastside Neighborhood Employment Center, 5321 Penn Avenue, Pittsburgh, Pennsylvania and having a telephone number of was interviewed at his place of employment. After being advised of the identity of the interviewing agents and the nature of the interview, provided the following information:

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 ensure 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.

Handwritten application included the following information:

Today's date: 1-12-12

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The ENEC Registration database noted additional contact information for

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

A copy of a handwritten application for sign-in sheets and three screens from the ENEC Registration Database were provided and have been retained in the file.
having a mobile telephone number of _______ and email address of _______ was interviewed at his place of employment, the Neighborhood Learning Alliance (NLA), 5429 Penn Avenue, Pittsburgh, Pennsylvania. Also present during the interview was _______. After being advised of the identity of the interviewing agents and the nature of the interview, _______ provided the following information:

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 _______ was located that included the following information:

A log was maintained by the system of each login with an update entry approximately every five minutes. There were no logoff 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

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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, [ ] utilized a lab computer at the center.

The account [ ] 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 [ ] were provided via email by [ ]. The files were burned to a compact disc and retained in the file.
provided a consent to search computers

form for mobile phone LG 320G serial number 107CQEA927836, IMEI 0125576909278362, 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.

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.
Precedence: ROUTINE  Date: 02/27/2012

To: Pittsburgh

From: Pittsburgh
  Squad 16/Cyber
  Contact: ______________

Approved By: [Signature]
Drafted By: [Signature] 02/29/2012

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 [Located Here]. During the surveillance activity, SA [Located Here]...

Upon termination of the surveillance, SA [Located Here] 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 [Located Here] on 02/16/2012. Receipt and the parking ticket is enclosed in a 1A.
United States Postal Inspector 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 and email address included. Incoming phone numbers for the attempts.

The report has been retained in the file.
Global Security, having a telephone number of ________ and an email address of ________ com provided the following information through email:

On April 2, 2012, ________ provided two spreadsheets regarding fraudulent credit card applications associated with ________

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

Five applications were submitted for ________ PAUL ALLEN and ________ and they were associated with ________ The applications were submitted in December of 2010.

All of the applications listed the email address ________ and the phone number ________

The email was printed and the attachments were burned to a compact disc and retained in the file.
having a phone number of [redacted] and an email address of [redacted] provided the following information through phone and email:

[redacted] had called 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 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

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Date of transcription: 03/30/2012

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:

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.

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>12/29/2011</td>
<td>20:56-21:01</td>
<td></td>
</tr>
<tr>
<td>12/30/2011</td>
<td>23:30-23:45</td>
<td></td>
</tr>
<tr>
<td>1/9/2012</td>
<td>16:00-16:12</td>
<td></td>
</tr>
<tr>
<td>1/12/2012</td>
<td>14:29-14:35</td>
<td></td>
</tr>
<tr>
<td>2/20/2012</td>
<td>21:03</td>
<td></td>
</tr>
<tr>
<td>2/24/2012</td>
<td>09:57</td>
<td></td>
</tr>
<tr>
<td>2/27/2012</td>
<td>14:57</td>
<td></td>
</tr>
</tbody>
</table>

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

File # 288A-PG-79713

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

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 [blank]. 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

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

[ ] 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.

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

[ ] has never been to [ ] home. [ ] doesn't even like [ ]
Precedence: ROUTINE               Date: 04/17/2012

To: Pittsburgh

From: Pittsburgh
       Squad 16/Cyber
       Contact: SA

Approved By: [Signature]

Drafted By: [Signature]

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

Title: CITIBANK - VICTIM;
       COMPUTER INTRUSION - CRIMINAL

Synopsis: PELP Information

Details: Based on information obtained and information available from Citibank, UBS, and BNY Mellon, 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

UNCLASSIFIED
FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 05/01/2012

To: Pittsburgh

From: Pittsburgh
Squad 6

Contact: VS

Approved By:

Drafted By:

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

Title: VICTIM NOTIFICATION FORM

Synopsis: Citibank - Victim.

Reference: 288A-PG-79713 Serial 1

Details:

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

288A-PG-79713-84
To: Pittsburgh
Re: Pittsburgh

VWrkAddr: Citi Security & Investigative Services
VWrkAddr2: 710 Riverpoint Court
VWrkCity: West Sacramento
VWrkSt : CA
VWrkCtry: US
VWrkZip : 95691

WEmail : 
WPhone : 
WFax :

VicPager :
NOKFirN :
NOKMidN :
NOKLastN :
NOKRel :
NOKAddr :
NOKAddr2 :
NOKCity :
NOKState :
NOKCtry :
NOKZip :
NOKHEmal :
NOKWEmail :
NOKHPho :
NOKWPho :
NOKHFax :
NOKWFax :
NOKPager :
GrdFirN :
GrdMidN :
GrdLastN :
GrdRel :
GrdAddr :
GrdAddr2 :
GrdCity :
GrdState :
GrdCtry :
GrdZip :
GrdHEmal :
GrdWEmail :
GrdHPho :
GrdWPho :
GrdHFax :
GrdWFax :
GrdPager :
PropRet : Y

TotLoss : 000000000

Lang. :
Disable : **
FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE  
Date: 05/01/2012

To: Pittsburgh

From: Pittsburgh
   Squad 6
   Contact: VS

Approved By:  
Drafted By:  

Case ID #: 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:  
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:  

288A-PG-79713-85
To: Pittsburgh
From: Pittsburgh
Re: 05/01/2012

VWrkAddr: c/o
VWrkAddr2: Vulcan, Inc., 505 Fifth Avenue S, Suite 900
VWrkCity: Seattle
VWrkSt: WA
VWrkCtry: US
VWrkZip: 98104
WEmail: 
WPhone: 
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: **
Precedence: ROUTINE  Date: 05/01/2012

To: Pittsburgh

From: Pittsburgh
Squad 16/Cyber
Contact: SA

Approved By: $12/12$
Drafted By: $5/1/12$

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

Title: CITIBANK - VICTIM;
COMPUTER INTRUSION - CRIMINAL

Synopsis: Communication with Army Judge Advocate.

Enclosure(s): Fax from Capt.

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

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

UNCLASSIFIED
OFFICE OF THE
STAFF JUDGE ADVOCATE
7090 Alabama Avenue
Bldg 1454
Fort Polk, LA 71459

FROM: |

TELEPHONE # |

FAX: |

TO: |

TELEPHONE # |

FAX: |

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

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

Note: C and C2 denote 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: 

Investigation on 2/27/2012 at Pittsburgh, Pennsylvania

File #: 288A-PG-79713

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

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

Savings account balance?

Yeah.

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

The total and available balance in your savings account ending with □ is $500,124,06.26.

Ok.

Ok.

Uh could you give me the, uh...

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

Ok, you require the entire full account number?

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

Ok, ok, please make a note of your savings account number.

Yeah that is...

Oh...

Let me repeat that.

Ok, go ahead.

Mmm hmm...

That's correct.

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

Yes, now the total and available balance in your savings account ending with is 50025088.22.

Ok, and what's that account number?

Uh huh...
Continuation of FD-302 of ___________________________________________________________________________, On 2/27/2012, Page 4

C: __________
S: Uh huh
C: __________
S: So it's __________
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 is $69587423 and 19 cents.
S: Ok, what's that...
C: And the account number is __________
S: __________
C: __________
S: __________
C: That is correct.
S: Ok, so its __________
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: [Blank]
C: Thank you. Let's go ahead and access your account. May I have your name as it appears on the account?
S: P. I 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 [□] that's it.
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 [ph], how may I help you today?

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

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

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 [blank] and uh, how may I help you on this account? You said that you wanted to know certain deposit sum into your account right?

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 (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?

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]

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 [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.

(Another Citi representative is contacted)

C2: Thank you for calling Citi Gold Help Desk, my name is [____] how are you today?

C: I'm doing fine [____] how are you today?

C2: Good, thank you for asking. How may I help you today?

C: Uh yes, my name is [____] 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 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 giving...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.

Call ends
May 3, 2012

Mr. Paul Allen  
c/o Allison Givens, Senior Corp Counsel  
Vulcan Inc.  
505 Fifth Avenue, Suite 900  
Seattle, WA 98104  

Re: Case Number: 288A-PG-78713

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 these 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 (TDD/TTY: ______________ International ______________) 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)__________and Personal Identification Number (PIN)__________anytime you contact the Call Center and anytime you log on to the VNS website. 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.

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.

Sincerely,

[Signature]
Precedence: ROUTINE

To: Pittsburgh

From: Pittsburgh
Squad 16/Cyber
Contact: SA

Approved By:

5/10/12

Drafted By:

5/9/12

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

Title: CITIBANK - VICTIM;
COMPUTER INTRUSION - CRIMINAL

Synopsis: Prosecution Update.

Details: AUSA notified writer on 5/9/12 that a motion was filed declaring legally unavailable to answer his charges. is currently under Army control and Federal prosecution will resume once the Army's process is completed.

**
Precedence: ROUTINE

To: Pittsburgh

From: Pittsburgh

Squad 16/Cyber

Contact: SA

Approved By: [Signature]

Drafted By: [Signature]

Case ID #: 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:
To: Pittsburgh  From: Pittsburgh
Re: Pittsburgh  06/05/2012

Accomplishment Information:

**
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X  For this Page  X
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I was interviewed at the United States Attorney's Office. Also present were his attorney, and Assistant United States Attorney (AUSA). After being advised of the identity of the interviewing Agent and the nature of the interview, provided the following information:
On September 14, 2001, Charter first became aware that it had a large scale customer disconnect problem.

In December 2000, Charter 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. He 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 # 0482-01302

Date dictated 3/12/03

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was interviewed at the United States Attorney's Office. Present were her attorneys, also present was Assistant United States Attorney (AUSA). The interview was conducted at After being advised of the identity of the interviewing Agent and the nature of the interview, provided the following information:

Investigation on 02/24/2003 at St. Louis, Missouri

File # 077-04.102

Date dictated 03/03/2003

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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.

Also present were Assistant United States Attorneys and United States Postal Inspector. After being advised of the identity of the interviewing Agent and the nature of the interview, Allen provided the following information:

Investigation on 03/07/2003 at St. Louis, Missouri

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interviewed at the United States Attorney's Office, St. Louis, Missouri. Present were Assistant United States Attorneys. Also present was previously United States Attorney aware of the identity of the interviewing agent and provided the following information:

Investigation on 8/29/2002 at St. Louis, Missouri

Date dictated n/a

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