

This is Diana Jackson English (“DE”)

<https://www.facebook.com/diana.jacksonenglish>

She is the wirefraud victim. Here is a timeline (in my audios the dates are off. It had been a while since I got the details)

1st. May 22nd, 2020 DE receives a call from “Wells Fargo Fraud”. The person tells her that she can verify the call is legit, because the number on her called Id matches Wells Fargo’s Fraud Dept number from Wells Fargo’s website.

2nd. The caller says that he will be sending her some codes that will be used to verify that the caller is speaking with is DE.

3rd. A series of codes is sent. One is for the purposes of unlocking DE’s account. A subsequent code is sent to add Breanna Shinault as a wire transfer recipient and authorize a wire transfer (photos on a subsequent page of this document)

4th. DE does not realize what is happening and reads all codes to the person on the phone.

5th. Almost immediately afterwards, DE senses something may not be right and tries to log into her online Wells Fargo account. Her password doesn’t work. She has to reset her password

6. She learns that 5 wire transfers of \$1,000 each have been initiated on her account.

7. DE calls the fraud department. A woman at the fraud department looks in DE’s account. According to DE, the woman at the fraud department drops the call, without prompting. DE says she was given the impression that the woman at the fraud dept had seen something that disturbed her, and that this was the reason that the call was dropped

8. DE finds who she believes to be the perpetrator on Facebook (Breanna Shinault, image on last pages).

9. On June 1st, 2020, there is a fraudulent charge on DE's Visa card. A charge for ~\$452 is made at a H.E.B. store in Texas. The best evidence is that this was a manual entry. DE files a claim with the WFB fraud dept.

10. On this same day, DE gets a Facebook friend request from a man named Russ Mills. DE says that she has never seen or spoken to Russ Mills in her life. Russ Mills is a former employee of Wells Fargo (image provided on subsequent pages).

So here we have wire fraud where the perpetrator knows the following:

1. DE's name
2. That DE banks with Wells Fargo
3. DE's email address
4. DE's phone number
5. Wells Fargo's daily wire transfer limit of \$5,000 (this is publicly available online)
6. Wells Fargo's per wire transfer limit of \$1,000 (assuming that is the case. The perpetrator had some reason for taking the wire transfers in \$1,000 increments. The most likely reason is to avoid some internal flag. This number is not public)
7. The CVV code on the back of DE's Visa card (assuming the H.E.B. was a manual entry)

The only parties who have knowledge of all of these details are DE and Wells Fargo. This has the appearance of a scam ran by Wells Fargo employees. That is why they knew the transfer limits. That is why they knew the CVV number. That is why the call was dropped, and that is why Russ Mills stalks the crime scene on June 1st, after the fraud claim goes through.

DE says that she has no reason to believe that any of her other online accounts have been compromised. 2 of the 5 \$1,000 transfers were successfully completed, and Wells Fargo refused to refund them.

The next pages have all of the photos that DE has supplied me.

4:19

LTE

< **Russ Mills**



Russ Mills (Reneo Santoss)

Humble and God fearing. 🌹❤️

Exodus 14:14 🕊️

Sent you a friend request

Respond



Self-Employed



Former Data Processing Officer at
Wells Fargo Center



Former PR & Marketing Assistant at
AT&T Careers



Studied at **New York Philharmonic**



Lives in **Saratoga Springs, New**



Description

Account Transferred From 000002118860929

Wire Trans Svc Charge - Sequence: 200522077572 Srf#

Ow00000797060401 Trn#200522077572 Rfb#

Ow00000797060401

Wire Trans Svc Charge - Sequence: 200522077680 Srf#

Ow00000797061145 Trn#200522077680 Rfb#

Ow00000797061145

Purchase authorized on 05/20 Jack IN The Box 37 Plano TX
S300141412624460 Card 1222

Purchase authorized on 05/20 Amzn Mktp US*M70Jd
Amzn.Com/Bill WA S300141734703209 Card 1222

Purchase authorized on 05/22 Tom Thumb #1788 Plano TX
P00380143408160181 Card 1222

WT Fed#00407 Td Bank, NA /Ftr/Bnf=Breanna Shinault Srf#
Ow00000797060401 Trn#200522077572 Rfb#
Ow00000797060401

WT Fed#00835 Td Bank, NA /Ftr/Bnf=Breanna Shinault Srf#
Ow00000797061145 Trn#200522077680 Rfb#
Ow00000797061145

Purchase authorized on 05/22 Wendy's #9332 Frisco TX
S380143680375617 Card 8126

Purchase authorized on 05/23 Sprouts Farmers Plano TX
P00000000783763372 Card 8126

Purchase authorized on 05/23 Taco Bell 029913 Plano TX
S460144860343947 Card 8126

Purchase authorized on 05/24 Dirt Chea 113 N Greenv Allen TX
P00000000272969278 Card 8126

concerns, we thoroughly review the circumstances and take appropriate action. We are committed to fixing any issues that we identify and making things right. We understand our customers' time is important and we try to provide complete, prompt and accurate service. Please know that we appreciate your feedback as we are always looking for ways to improve our customer service.

Credit Card

On June 1, 2020, your claim was accepted by our Fraud Department. We have confirmed the adjustment on the transaction dated June 1, 2020, in the amount of \$452.06 from H.E.B., has been made to your account. The adjustment will appear as an "Other Credit" on your next billing statement. As of the date of this letter, *your account balance is \$0.00*. If any additional information is needed from you our Claims Assistance Center will contact you directly.

If you have any further questions regarding this claim, please contact our Claims Assistance Center at 1-800-423-7618, Monday through Friday from 6:00 a.m. to 11:00 p.m. Central Time.



3:11

LTE

< Breanna Shinault



Breanna Shinault

+ Add Friend



Works at **Northeast Florida State Hospital**



Studied at **Edward Waters College**



Went to **Robert E. Lee High School**



Lives in **Jacksonville, Florida**



From **Houston, Texas**



8:01



< 29



935-57 >

COM for a full list of commands.

ALL

Invalid command. Try
BAL ALL, BAL, ACT,
LAS, DUE, TRA, HELP,
or STOP. For menu
selection, enter item
number (ex: 2). Text
COM for a full list of
commands.

STOP

You have canceled all
text messages and text
services from [93557](tel:93557).
For help, go to
wellsfargo.com/text



Text Message



8:01



< 29



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Invalid command. Try
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Text Message



8:01



< 29



935-57 >

Use Wells Fargo
Advanced Access code
529376 to add recipient
Breanna shinault. We
will not call or text you
for this code.

Fri, May 22, 2:37 PM

To verify your identity,
use Wells Fargo
Advanced Access code
993810 online only. We
will not call or text you
for this code.

Fri, May 22, 3:57 PM

You have been busted



Text Message



7:59



935-57 >

Sat, Mar 7, 10:33 PM

To verify your identity,
use Wells Fargo
Advanced Access code
734865 online only. We
will not call or text you
for this code.

Fri, May 22, 10:00 AM

Reply YES ENROLL
within 24 hours to finish
enrolling for Wells Fargo
texts. Msg & data rates
may apply. View terms
at wellsfargo.com/text

Reply YES ENROLL
within 24 hours to finish
enrolling for Wells Fargo



Text Message



7:59



935-57 >

at wellsfargo.com/text

To verify your identity,
use Wells Fargo
Advanced Access code
337014 online only. We
will not call or text you
for this code.

Yes enroll

Welcome to Wells Fargo
text messages!

Reply HELP for info,
STOP ENROLL to
cancel. Msg & data
rates may apply.

To verify your identity,
use Wells Fargo
Advanced Access code
407000



Text Message



8:01



935-57 >

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Text Message

