

## INCIDENT REPORT "BRENT"

On Thursday 8-APR-2010 a client by the name of Brent Docker called our offices around 6:30 or 7PM. The call was transferred to me by Diana. He asked me if we carried some items and began giving me a list. He told me he could email me a list of items, so I gave him our email address. He sent the email and I replied that we would check our availability.

The next morning we checked our inventory and gathered items that we needed to complete the order. Later that day I called the client and informed him that we had everything available. I told him he needed to send us some documents such as the new customer form and insurance certificate. I did not speak to the client again until he came to the office to pickup the equipment.

The client got to our office around 6 or 7 pm on Friday 9-APR-2010. Once he introduced himself I went to the prep room and got his folder with his paperwork. I noticed he had sent everything but the insurance. I asked him if he had sent it and he said yes. I checked the email and did not see the email. He said he could resend it through his IPAD that he was holding. When I received the email I saw that his insurance company had forwarded it to him but it was not attached. I told him that there wasn't an attachment. He said he probably had another copy on his IPAD. I saw him scrambling around with it for awhile. He said he was having trouble getting a hold of it. He then remembered he had a copy on his thumb drive. I let me him download it to my desk on my computer. I opened the file and I printed the insurance. Everything on the certificate was perfect. I let him sign for equipment and go.

On Monday 12-APR-2010 Mariana came to me and told me she had tried calling the client because they had not returned the equipment. I also tried calling the client but it would go straight to voicemail. On Tuesday 13-APR-2010 we tried calling the client again several times and we also emailed him letting him know the equipment was overdue. No response. On Wednesday 14-APR-2010 I called the insurance company and I was told that they did not have a client by that name. I forwarded them the certificate and the insurance agent told me that in fact it was their certificate but it was a fake.

On Thursday 15-APR-2010 we called the police and had the officer run the Driver License and it came back as invalid. We then learned the License was fake. I tried running the credit card on file but it came out declined. I called the credit card company American Express to verify the clients information. They then told me it was not really a credit card that it was only a gift card.

Madeline Maldonado  
Wednesday 21-Apr-2010 3:12PM