FEDERAL BUREAU OF INVESTIGATION FOI/PA # 1367178-000 DELETED PAGE INFORMATION SHEET Civil Action# 17-cv-01039

Total Withheld Page(s) = 7

Bates Page	Reason for Withholding
Reference	(i.e., exemptions with coded rationale,
	duplicate, sealed by order of court, etc.)
58	b6 -1; b7C -1; b7D -2; b7E -1
60	b6 -1; b7C -1; b7D -2; b7E -1
79	b6 -1, 2; b7A -1; b7C -1, 2; b7D -1; b7E -1
80	b6 -1, 2; b7A -1; b7C -1, 2; b7D -1;
81	b7A -1
82	b6 -1, 2; b7A -1; b7C -1, 2; b7E -1
107	B6 -1; b7C -1; b7D -3; b7E -1, 2

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X Deleted Page(s) X

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recedence: BUCTRE Date: 07/14/2009	
o: Imilav. Lin	
ros: Luisellie Squit : Contact: SA	
pymovėc B _j r.	
rafted By:	
ANGES BEST 1837 / GREK SQUAD	
POSSESTION OF CHILD PORNOGRAPHY	ese ivi
ynopsies To plose case.	
etails: GA April 30, 2009, a CHS contacted SA and dvided that Bret Buy - Geek Squad had received a computer hard rive for repair that contained images of child pornography. SEE Bly - Geek Squad has a computer repair/data recovery cente ocales at 145 international Boulevard, Suite 300, Brooks, entucky 40109, 503-955-3800.	
The CM3 said the hard drive was initially received by be Best buy Store located at 2015 Birch Road, Chula Vista, allifornia 51915-2015, 619-397-4050. Best Buy Chula Vista then hipped the computer hard drive to the facility in Brooks, enturky, for data secovery.	
Writh opened a Louisville case. The hard drive was loced into evidence. BCT-Louisville shipped the hard drive to be San Diego Division.	í
There is no additional investigations that can to ndottaken in the Louisville Division. Writer requests the coassile class be closed due to the fact that all the evidence us been Lieuslofted to the San Diego Division.	c
6 Churson C27	

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EFF-1

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b6 -1, 2 b7C -1, 2 b7E -1

b7C -1

Precedence: ROUTINE	Date:	07/14/2009
ror wonkenlike		
from: Louisyille Squad 3 Contact: SA		
Approved By:		
Traited By: rtb (1)		
Jase ID #:		
Pitle: BEST RUY / GREK SQUAD		
POSSESSION OF CHILD PORNOGRAPHY		
ynopsis: To close case.		
Details: On April 30, 2009, a CHS contacte dvised that Edst Buy - Geek Squad had rece brive for repair that contained images of c	sived a	and computer hard rnography.

The CBS said the hard drive was initially received by the Dast Duy Store located at 2015 Birch Road, Chula Vista, California 91915-2015, 619-397-4050. Best Buy Chula Vista then shipped the computer hard drive to the facility in Brooks, Kentucky, for data recovery.

Best Boy - Meek Squad has a computer repair/data recovery center

located at 345 International Boulevard, Suite 300, Brooks,

Mentucky 40109, 502-955-3800.

Writer opened a Louisville case. The hard drive was placed into evidence. ECT-bouisville shipped the hard drive to the San Diego Division.

There is no additional investigations that can to undertaken in the Louisville Division. Writer requests the Louisville case be closed due to the fact that all the evidence can been transferred to the San Diego Division.

100

b6 -1, 2 b7C -1, 2 b7E -1

> b6 -1 b7C -1

				Population	
Precedence: BOLTINE		Date	: 05/06/2009		
To: San Diego	Attn:	Innocent	Images Coordin	ator	
Fron Louisville Squai 3 Contact: SA					
Approved By:				rici personale di Ciri	
Drafted By:	rtb			b6 -1 b7C -1	10
Case ID #:				b7E -1	10.50
Title: BEST HUY / GEEK SQUAD					
POSSUSSION OF CHILD PORN	IOGRAPHY			***************************************	
Synopsis: To set lead to San Di	ego Div	ision.			
Enclosure(s): Enclosed for San 1) A 1A envelope conta by Justin Meads, Supervisor for 2) a 1A envelope conta service agreement between 3) A 1A envelope conta pornography marked "explicit mat 4) sent under separate A sent under separate Reagsts hard drive serial number Details: On April 30, and advised that Best Buy - Geek hard drive for repair that conta Best Buy - Geek Squad has a comp located at 345 International Bou Kentucky 43189, S02-955-3800. A stores nationwide are sent to th The CHS said the hard the Best Buy Store located at 2 California 91915-2015, 619-397-4 shipped the computer hard drive	Diego Daining the Best Burining a ining a erial, " Cover 1 2009, a Squad 1 ined imputer replayer 1 computer facil drive was 6050. Besto the feather in the feather facil drive was 615 Bird 650. Besto the feather in the feather facil drive was 615 Bird 650. Besto the feather facil drive was 615 Bird 650. Besto the feather facil drive was 615 Bird 650. Besto the feather facil drive was 615 Bird 650. Besto the feather facil drive was 615 Bird 650. Besto the feather facil drive was 615 Bird 650.	ivision and the original of the coriginal of the control of the control of the coriginal of	al FD-597 signed and FD-597 signed and and and and and and and and and an	d b6 - ge b7c 1) b b b	
Kentucky, for daca recovery. The cepair work is:		Tagas Wito	redmishen me	1	o6 - o7C
9				Ð	57E

-1, 2 -1

b6 -1 b7C -1

Re:05/06/2009	
On May 05, 2009, SA personally visited the Best Buy - Geek Squad facility and spoke to the CHS. SA observed the images in question. After viewing images of child permography, SA seized the computer hard drive as contraband and transported the hard drive back to the Louisville office of the Federal Bureau of Investigation, and placed the hard drive into evidence.	b6 -1, 2 b7C -1, 2 b7E -1
The CNS detailed to SA	b6 -1, 2 b7C -1, 2 b7D -1
It should be noted that SA	b6 -1 b7C -1
completed the verk as requested by	b6 −2 b7c −2

To: San Diego From: Louisville Re: 05/06/2009

b7E -1

b6 -2

b7C -2

LEAD(s):

Set Lead 1: (Discretionary)

SAN DIEGO

AT SAN DIEGO, CA

Review images and determine if investigation and prosecution is appropriate. If prosecution is not pursued by SAN DIEGO, it is requested that the computer hard drive be returned to Best Buy - Geek Squad has not completed the work as requested by

64

Precedence: ROUTINE Date: 05/06/2009	
To: Louisville	ı
	-1,
	-1, -1
Orafted By: rtb	
Case ID #:	
Title: BEST BUY / GEEK SQUAD	
POSSESSION OF CHILD PORNOGRAPHY	
Synopsis: To open case and assign to writer.	
Details: On April 30, 2009, a CHS contacted SA and advised that Eest Buy - Geek Squad had received a computer hard drive for repair that contained images of child pornography. Best Buy - Geek Squad has a computer repair/data recovery center located at 345 International Boulevard, Suite 300, Brocks, Kentucky 40105, 502-955-3800. All computers received at Best Buy stores nationwide are sent to this facility for repair.	b6 – b7C
Source said the hard drive was initially received by the Best Buy located at 2015 Birch Road, Chula Vista, California 91915-2015, 619-397-4050. Best Buy Chula Vista then shipped the computer to the facility in Brooks, Kentucky, for data recovery. The individual who requested the repair work is:	
	b6 - b7С
bereatter Argreen Cite 1962	b6 - b7С
2	b6 - b7С
<u> </u>	1, 3

EFF-6

Precedence: ROUTINE	Date:	05/06/2009
To: Louisville		
From: Louisville Squad 3 Contact: SA		
Approved By:		
Drafted By: rtb \wp		
Case ID #:		
Title: BEST BUY / GEEK SQUAD		
POSSESSION OF CHILD PORNOGRAPHY		
Synopsis: To open case and assign to writer	•	
Details: On April 30, 2009, a CHS contacted advised that East Buy - Geek Squad had recedive for repair that contained images of clest Buy - Geek Squad has a computer repair located at 345 International Boulevard, Suiz Rentucky 40109, 502-955-3800. All computers stores nationwide are sent to this facility Source said the hard drive was in the Best Buy located at 2015 Birch Road, Che 91915-2015, 619-397-4050. Best Buy Chula Vicomputer to the facility in Brooks, Kentucky The individual who requested the repair work	ived a conild por /data rece 300, s receive for republically ula Vista the	rnography. covery center Brooks, ved at Best Buy pair. received by
On May 05, 2009, SA person Buy - Geek Squad facility and spoke to the Cobserved the images in question. After view pornography, SA seized the computer contraband and transported the hard drive bacifice of the Federal Bureau of Investigation hard drive into syidence.	HS. SA ving ima hard dr	ges of child ive as
♦ ♦		

EFF-7

b6 -1, 2 b7C -1, 2 b7E -1

> b6 -1 b7C -1

b6 -2 b7C -2

b6 -1

b7C -1

7

Precedence: ROUTINE Date: 10/31/2011	
To tou swillin Attn: SA Squad 6	b6 -1 b7C -:
Fixes: Bew York Squad CY-3/UTRA Contast: SA	
Approved By:	
Draited by:dmm	
Case TO F (Pending) (Pending)	b7E -
Title: Wesob(S): CCP-IIMI	
Sympsim: To report results of investigative lead.	
Be director	b7E -
Enclosures: One (1) copy of FD-302 of	b6 −2 b7C −
Details. As per referenced electronic communication, the Louisville Division was contacted by a CHS and advised that Best Buy/Geek Squad had received a computer for data recovery repair that contained images of child pornography. The individual requesting the repair work was identified as: The Louisville Division transferred the selved hard drive New York for investigative action as deemed appropriate.	b6 -2 b7С -
On 04/13/13 SAinterviewedand obtained consent to search his hard driveadvised that the reason for the repair was that the hard drive "had crashed."never observed any child pornography stored on the computes foes not view child pornographyexplained that his 35 year old son has used the Limewire P2P file sharing service to cownload music.	b6 -1, 2 b7C -1,
On 19/26/13, a review of the hard drive was negative for child porsography.	
om 15/27/11. SA returned the hard drive to	b6 -1 b7C -
Case ID	b7E -
	e de la companya de l

b7C −2

2

No further lovestigation remains in the New York Office at LIRA Lead 1 and Lead 2 are considered covered.

LEAD(s)

Sen LexG 1: (Infc)

BELIVATION

AT LOUISVILLE

Read and clear Lead 1 and Lead 2.

Presedence: EDUTINE	Date:	02/07/2011
To: New York Louisville	Attn: SSA Cyber Attn: ECC	/ lini
Srce: Lovisvi (Is Squad 6 Contack: SA]
Approved by	A .	
District By: jak		
Case ID #:	_	
Title: UNSTER(S): CCC+LIST		
Synopeis: On open case and prov	ide information/e	vidence.
Seclosures: Nor New York, 1-A c (FD-597) and copies of the GEEK Service.	ontaining the Reco Squad Service Ordo	eipt of Property er and Terms of
Debails: 58 requests open of information and evidence to N		le for transfer
A CHS contacted SA Suy/Geek Squad had received a co that contained images of child p has a computer repair/data recovernational Scolevard, Suite 3 955-3600. All computers receive are sent to this facility for da	mputer for data re ornography. Best ery center located 00, Brooks, Kentud d at Best Buy sto	Buy/Geek Squad f at 345 cky 40109, 502-
The individual who req	uested the repair	work is
on 05/04/2011, the CHS	advised SA	

b7E -1

b6 -1 b7C -1 b7E -1

b6 -1 b7C -1

b6 -1 b7C -1

b6 -2 b7C -2

b6 -1 b7C -1 b7D -1

Division requests that the equipment be returned so that it can be provided back to CHS to complete the processes as requested by

she customes.

2

b7E -1

b6 -1 b7C -1 b7D -1

b6 -1

b7C -1

b6 -4 b7C -4

b6 -1

b7C -1

TO New YORK Nom Louisville
Re 02/07/2011

b7E -1

b6 -2

b7C -2

Set Lead 3: (Settion)

8194<u>....203</u>K

AT NEW YORK

Investigate information and evidence as desired appropriate by your division. The Louisville Division request that the equipment be promptly returned if no investigative action is taken.

Bet Lead 1: (40'Lon)

SALIVATUO:

AT EVIDENCE CONTROL CENTER

Transfer HP Computer Serial # to

Sew York ESC.

94

PERSONAL BUREAU OF INVESTIGATION

Pressianc : ICETNE	Date:	08/22/2011
På: toutovilja		
Frest In taville Squad 10 Gestaer SA		
instead B smgx (Pending)		
Sign (redaing)		•
Symmetris: To niem case.		
Deballs: O Manub 23, 2011, a CHS contacted that Best Bry/Grok Squad had received a hard recovery repair that contained images of che floy/Gook squad has computer repair/data read 14% informational Boulevard, Suite 300, 100 100 50 100 100 All computers received received to a square to this facility for daily of dual the requested the repair work is	d drive ild porr scovery Brooks, i at Bes	for data nography. Best center located Kentucky
Of Match 24, 2011, SA and SA wisited the Kentecky Best Buy/Geek Squad factbe CBS.	cility a	personally nd spoke to
The CFR advised that		

UNCLASSIFIED

b7E -1

b6 -1, 2 b7C -1, 2 b7E -1

> b6 -1 b7C -1

b6 −2 b7C −2

b6 -1 b7C -1

b6 -2 b7C -2 b7D -1

EFF-13

Tal Be:	Louisville From: Louisville08/22/2011
	The CHS advised that
	and SA only observed the images that buy/Geek Squad technician observed. SA and SA die Some transported the images that and SA die Some transported and SA die Some transported the hard drive in any other manner due to ack of a pearch warrant.
ಕೂರ ಕ	Below are descriptions of the images viewed by SA with the source at Best Buy/Geek Squad.
and S. Luc h Buyes	After viewing the images of child pornography, SA serious fixed the hard drive as contraband and transported for we tack to the Louisville office of the Federal of Fovest gation, and placed the hard drive into evidence.

UNCLASSIFIED

2

b7E -1

b6 -1 b7C -1 b7D -1

b6 -1 b7C -1

b6 -1 b7C -1

b6 -4 b7C -4

b6 -1 b7C -1

Toursville From: Louisville

Ne: 08/22/2011

Noston was requested to review the hard drive and

documents provided to them for case potential. Boston has opened a new case. from the information provided by Louisville. Decefore, it is requested that this case be closed.

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COL

UNCLASSIFIED

b7E -1

Prededenci.	SO ECLNE	Date: 04	704/2011	
të Bealan	A	ttn: Cyber, C-11]	**************************************
	i.e Tole, Second SA			***************************************
Appacyed 15	most/sne	š.		b6 -1, 2 b7C -1, 2
Drafted 8:	smt			b7E -1, 2
Case ID 🛊	(Fending)			
MACLE:				موزموده
TAXIL VI	. W.Y. 2			en e
Symopsis: 'n	provide evidence and c	details re captions	ed subject	u i incitate de la constante de
Andrage Copy. regi drivo, Sz	Toing forwarded under	separate cover i: # 6Y160P0042241.	s one Maxtor	****
Enclosures (No. 1-A containing the	Receipt of Prope Order and Terms	rty (FD-597)(e of Service.	
First Rest May/ Forcerry read Buy/Seek That Buy/Seek That	To the 23, 2011, a CHS of the Associated image of the contained image as computer repair to the computers are to this facility.	ed a hard drive for es of child pornog. Adata recovery cer e 300, Brooks, Ker received at Best I for data recover	raphy. Best iter located itucky Buv stores	b6 -1, 2 b7C -1, 2
		<i>y</i>		

b7E -1

To: Boston Fr.Ma: Louisville Ye: 04/04/2011
On Harde 24, 2011, SA and SA personally visited the Konnicky Best Buy/Geek Squad facility and spoke to the CHS.
1999 Child advised that
(see Service Order)
She Cl3 advised that
observed and SA and SA only observed and SA and SA only observed. SA and SA did not examine the hard drive in any other so wer due to the lack of a search warrant.
After viewing the images of child pornography, SA and SA serized the hard drive as contraband and transported the mard in virtual to the Louisville office of the Federal Burgas of two segation, and placed the hard drive into evidence.
and SA understand that every United starts Attoricy a Office has different prosecution thresholds. It is detailed that these images do not rise to that level, and as investigative action is taken by the Boston Division, the Geak Squal/Sant Buy requests that Boston return the hard drive to them in Boston so they are able to complete their processes.
Flagge note item 8 under the "I agree to/or that" section on the Mervice Order form that states that the customer is "on notice that any product containing child pornography will be turned over to the authorities". Please contact SA if there are any ordinal questions.

b7E -1

b6 -1 b7C -1

b6 -2 b7C -2 b7D -1

b6 -1 b7C -1 b7D -1

b6 -1 b7C -1

b6 -1 b7C -1

b6 -1 b7C -1

b6 -1

b7C -1

for Bosten From Louisville Re: 04/04/2011

b7E -1

XX40 (si):

Set Toad (A kion)

[(23, 3)]

AT HIRAM, MAINE

Boston is requested to review the hard drive and uncuments e clased for case potential. Louisville believes footon has a wishe child pornography case with this lead.

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Commence of the following (Pending) Tanta: Location in inaccent Tmages; Control File; Circular Employment: Order and assign case. Employment: Order and assign case. Devalue: Tria incurrent replaces Lot the fert had a new case needs to be opened before evidence and white that Best Buy/Geek Squad had received a hard Circular that Best Buy/Geek Squad had received a hard Circular that Best Buy/Geek Squad had received a hard Circular that Buy/Geek Squad has a computer repair/data according that Ruy/Geek Squad has a computer repair/data according that repair work bft -1, b7E -1	Procedence: Housens		Date: 04/04/2011	
Drawind Eco. Cass D) F (Fending) Charles In inaccent Tmages; Corders File: Circles On the independent containing the Receipt of Property (FD-597) Symmetric Order and assign case. Smelocurer Order and assign case. Smelocurer Order and Terms of Service. Drawinlas: Trin decrement replaces of due to the feet squad Service Order and Terms of Service. Drawinlas: Trin decrement replaces of due to the feet set and and containing the Receipt of Property (FD-597) Let the feet have a new case needs to be opened before evidence to the feet between the feet sets and and have contained and the feet sets and the feet sets and the feet of the sets of the feet of	5-4x-4-5			
Commence of the following (Pending) Tanta: Location in inaccent Tmages; Control File; Circular Employment: Order and assign case. Employment: Order and assign case. Devalue: Tria incurrent replaces Lot the fert had a new case needs to be opened before evidence and white that Best Buy/Geek Squad had received a hard Circular that Best Buy/Geek Squad had received a hard Circular that Best Buy/Geek Squad had received a hard Circular that Buy/Geek Squad has a computer repair/data according that Ruy/Geek Squad has a computer repair/data according that repair work bft -1, b7E -1	Approved to			
Trots: Control to inaccent Tmages; Control File: Contro	Draffied E-1	smt		b6 -1, 2
Expression of the inaccent Images; Control File; Control F	cass of t		4	7
Control File; Control Manufacturent Discounter and assign case. Synoposis: Open and assign case. Semilossurent Manufacturent replaces December of the BEEK Squad Service Order and Terms of Service. December of the Beek Squad Service Order and Terms of Service. December of the Beek Squad Service Order of Service			<i>;</i>	
And copies of the SEEK Squad Service Order and Terms of Service. Descalas: Tris document replaces of due due that a new case needs to be opened before evidence before evidence and class for that a new case needs to be opened before evidence and class of that Best Buy/Geek Squad had received a hard diverse for the showery repair that contained images of child poromately. Broth Buy/Geek Squad has a computer repair/data recovery shaft incated at 345 International Boulevard, Suite 100, brooks, Fintucky 40109, 502-955-3800. All computers censived in Boar Buy stores nationwide are sent to this facility for data recovery. The individual who requested the repair work by the service of the serv	Commun File;	nt Tmages;		
Datalis: Trin Jocument replaces of due before evidence some before evidence some before evidence before evidence some bottom before evidence some bottom bot				
La libe fact how a new case needs to be opened before evidence ban to send as locton. On March 23, 2011, a CHS contacted SA bore 1 and obtained that Best Buy/Geek Squad had received a hard drive for outs ecovery repair that contained images of child polymantapin, that Buy/Geek Squad has a computer repair/data recovery mater ideated at 345 International Boulevard, Suite 100, broom traiturely 40109, 502-955-3800. All computers remaived at Best Buy stores nationwide are sent to this facility located at recovery. The individual who requested the repair work is:	Anchorares: 100% b-A con and coples of the SEK Sq	taining the Receipt wad Service Order a	of Property (FD-597)	
b7E -1	Lo the fact has a new ca har be sent as locton. O man be sent as locton. O drive for fate acovery recovery and the fate a second to store the fate and the fate are fate are fate and the fate are fate and the fate are fate are fate are fate and the fate are fate are fate and the fate are fat	se needs to be open merch 23, 2011, a st Buy/Geek Squad hepair that containe ek Squad has a comp t 345 International 09, 502-955-3800. es nationwide are s	ed before evidence CHS contacted SA ad received a hard d images of child uter repair/data Boulevard, Suite All computers ent to this facility	b6 -1, b7C -1, b7E -1
	· And in the second	and the second s		b7E -1
EEE-10				

To: Louisville rom: Louisville
and SA personally
Visited the New Bucky Best Buy/Geek Squad facility and spoke to the GMS.
The NAME advised that
(see Service Order)
The CHS advised that
only observed that SA and SA only observed that the Best Buy/Geek Squad technician observed. SA and SA did not examine the hard drive to the lack of a search warrant.
and SA solved the hard drive as contraband and transported the field if we lack to the Louisville office of the Federal Social of laguar igation, and placed the hard drive into evidence.
Opin ace assign case to SA

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b7E -1

b6 -1 b7C -1

b6 -2 b7C -2 b7D -1

b6 -1 b7C -1 b7D -1

b6 -1 b7C -1

b6 -1 b7C -1

WINDERSON BUREAU OF INVESTIGATION

39 - 4 - 34 JKL

Troiniem - Butting	Dat	e: 11/01/2011	
Der Cotacida	Attn: SSA		
Pareces Logo Stoy & Control of State			
Approximation (22****	, e	b6 -1, 2
Inerad 37	JZ	2 · 1 }	b7C -1, 2 b7E -1
Sect D #			
		And the second	
Sympletis: To browlde evidence and	d details re c	aptioned subject	
Package Crive Desing forwarded un- Fije en Rille, McGel #MHT2060BH, Se [RAID=Redundant Filtris with providers combined	erial # Array of Inex	and Serial pensive Disks,	***************************************
Smoothures from LA containing and copies of the GEBK Squad Serv			b6 -1, 2 b7C -1, 2
Describe to the New 28, 2011, a sadvined in the Per Muy/Geek Squad to the recovery transit that contain the Boy/ keek Dayad has a compute located at the Talemational Bould Kenustky of the S02-955-3800. All stores assistants are sent to this The Tale. We have able requested the	had received a ed images of c r repair/data evard, Suite 3 l computers re s facility for	hard drive for shild pernography. recovery center 00, Brooks, ceived at Best Buy data recovery.	D / C
	8		

b7E -

Co. Colonida From: Louisville Res 11/01/2011	b7E -1
Ca Cotober 31, 2011, SA personally visited the Rentwiky Wat Boy/Ceek Squad facility and spoke to the CHS. The Chi advised that (see Service Order)	b6 -1, 2 b7C -1, 2 b7D -1 b6 -1 b7C -1 b7D -1
insces the fire dest Buy/Geek Squad technician observed. SA did for anymine the hard drive in any other manner due to the tack of a search warrant. After viewing images of child pornography, SA seizes the mard drive as contraband and transported the hard	b6 -1 b7C -1 b6 -1 b7C -1
Trive back to the Touisville office of the Federal Bureau of Annaligation, and placed the hard drive into evidence.	b6 -1, 4 b7C -1, 4

To: Columbia Trom Louisville 11/01/2011

b6 -1 b7C -1

b7E -1

Allocatey': Office has different prosecution thresholds. If it is decermined that these images do not rise to that level, and no investiga ive action is taken by the Columbia Division, the Geek Squad/Bes. Buy requests that Columbia return the hard drive to them in Kantucky so they are able to complete their processes.

b6 -1 b7C -1

Flease note item 8 under the "I agree to/or that"
section on the Service Order form states that the customer is "on
notice that any product containing child pornography will be
turned over to the authorities". Please contact SA _______ if
there are any additional questions.

Tomisville believes Columbia has a viable child porcograpy, case with this lead.

To: Columbia Pian: Louisville
Ra: 11/01/2011

1982 (18) 3

Sat Sead A (Arbion)

COLUMBICA

AT FLORENCE, SOUTH CAROLINA

Columbia is requested to review the hard drive and docurents enclosed for case potential. If or when Columbia opens a case, please notify SA of same.

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b7E -1

b6 -1 b7C -1 4 y.,

PROFESIAL BUREAU OF INVESTIGATION

Pre	osienca FOUTINE	Date: 11	/01/2011	
Ψo:	Loginas I) a			
Fro	m; Louiswillo Sąpad S Sonkack; SA			
App	rosed 14:			
Dra	ivad Ber Lir		•	
Cas	e m *		A.	b6 -1, 2 b7C -1, b7E -1
Tit.				
	Louisville Innocent Images; Conquel File; CAP 1131			
9yn	opsis: Open and assign case.			
Enc	losures: (802; L-A containing th copies of the CREK Squad Servic	e Receipt of Prope e Order and Terms	rty (FD-597) of Service.	
adv dat Bes Loc Ken sto	ails: On Corober 28, 2011, a CH ised that find Buy/Geek Squad ha a recovery repair that contained a Suy/Beek Squad has a computer aced at 45 cternational Boulev cocky 40109, 502-955-3800. All res nations the are sent to this individual who requested the re	d received a hard images of child p repair/data recove ard, Suite 300, Br computers received facility for data	ornography. ry center ooks, at Best Buy	b6 - b7С
				b6 -1, b7C -1,
Kea	(n Celeber 31, 2011, SA Licky Book Suy/Geek Squad facili	personally vi ty and spoke to th	sited the e CHS.	

To: Louist (1) e Grom: Louisville Re: 11/01/2011
The CHS advised that (see Service Order)
The CMS advised that
is should be noted that SA only observed the images that the Sest Buy/Geek Squad technician observed. SA did not examine the hard drive in any other manner due to the tack of a search warrant.
After viewing images of child pornography, SA seized the hard drive as contraband and transported the hard drive back so the Louisville office of the Federal Bureau of Investigation and placed the hard drive into evidence.
Open and assign case to SA

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b7E -1

b6 -2 b7C -2 b7D -1

b6 -1 b7C -1 b7D -1

> b6 -1 b7C -1

b6 -1 b7C -1

PEDERAL BUREAU OF INVESTIGATION

Precedence: SOLTINE	Date:	09/09/2008
To: Louisville		
From: Louisville Squad 3 Contact: SA	,	
Approved By:		
Drafted By: blj		
Case ID #: 288A-LS-C71675-LJAISON &		

Title: CYBER WCEKING GROUP; LOUISVILLE DIVISION

Synopsis: To decument Cyber Working Group meeting held on 09/09/2008.

Details: On 09/09/2008, the Louisville Division's Cyber Working Group held a meeting at the Geek Squad's repair facility, 345 International Blvd., Suite 300, Brooks, Kentucky 40109. Cyber Working Group members were provided a tour of the facility by Geek Squad representatives. The facility is the principal repair location for all Best Buy computers east of the Rocky Mountains. Computers taken to local Best Buy retail outlets West of the Rocky Mountains are sent to a repair facility in Chino, California. The Brooks repair facility is Best Buy's largest facility and it handles approximately five times the repair and recovery work than the Chino facility.

The Brooks facility repairs and conducts data recovery on thousands of computers every day. The Louisville Division has maintained close limison with the Geek Squad's management in an effort to gleat case initiations and to support the division's Computer Intrusion and Cyber Crime programs.

40

UNCLASSIFIED

b6 -1 b7C -1

Sent: Tuesday, September 02, 2638 3:32 PM fo: Good afternoon, You are invited to a Cyber Crimes Working Group meeting to be held on Sept. 9, 2008, at the Best Buy's Geek signad facility in Brooks, BY. The meeting will begin at 9 a.m. with a tour of the Geek Squad's facility. The Geek signad handles the world wide repair of computers for the Best Buy Corp. The Geek Squad facility is located at 145 International Bivd. Suite 300, Brooks, KY 40109. The general directions are I-55 south, to the Brooks exit. At the top of the ramp, take a right and go no more than 1/8 mile. Turn left onto International Bivd. If at all possible, give me a return e-mail to let me know if you can make it. We want to supply the Geek quad's security force with the names of those taking the tour.		
Sent: Tuesday, September 02, 2038 3:32 PM To: Good afternoon, You are invited to a Cyber Crimes Working Group meeting to be held on Sept. 9, 2008, at the Best Buy's Geek signad facility in Brooks, K.Y. The meeting will begin at 9 a.m. with a tour of the Geek Squad's facility. The Geek signad handles the world wide repair of computers for the Best Buy Corp. The Geek Squad facility is located at 145 International Blvd. Smite 300, Brooks, KY 40109. The general directions are I-65 south, to the Brooks exit. At the top of the ramp, take a right and go no more han 1/8 mile. Turn left onto International Blvd. If at all possible, give me a return e-mail to let me know if you can make it. We want to supply the Geek quad's security force with the names of those taking the tour.	Cyber Crimes Working Group Meeting Sept. 9, 2008	5
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Good afternoon, You are invited to a Cyber Crimes Working Group meeting to be held on Sept. 9, 2008, at the Best Buy's Geek Squad facility in Brooks, EY. The meeting will begin at 9 a.m. with a tour of the Geek Squad's facility. The Geek Squad handles the world wide repair of computers for the Best Buy Corp. The Geek Squad facility is located at 145 International Sivd. Suite 390, Brooks, KY 40109. The general directions are I-65 south, to the Brooks exit. At the top of the ramp, take a right and go no more han 1/8 mile. Turn left onto International Blvd. If at all possible, give me a return e-mail to let me know if you can make it. We want to supply the Geek quad's security force with the names of those taking the tour.	Fo:	
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quad facility in Brooks, it?. The meeting will begin at 9 a.m. with a tour of the Geek Squad's facility. The Geek quad handles the world wide repair of computers for the Best Buy Corp. The Geek Squad facility is located at 15 International Sivd. Suite 300, Brooks, KY 40109. The general directions are I-65 south, to the Brooks exit. At the top of the ramp, take a right and go no more an 1/8 mile. Turn left onto International Blvd. The at all possible, give me a return e-mail to let me know if you can make it. We want to supply the Geek quad's security force with the names of those taking the tour.	god afternoon,	
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nanks. be	he general directions are I-65 south, to the Brooks exit. At the top of the ramp, take a right and go no more oan 1/8 mile. Turn left onto International Blvd.	
	at all possible, give me a return e-mail to let me know if you can make it. We want to supply the Geek quad's security force with the names of those taking the tour.	
	hanks.	b6
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		D

288A-LE C 71675-62

Precedence: Ration (ME Date: 01/05/2009	1
To: Louisya Lla	
from: Lovisville Squad 3 Cookeato SA	
npproved by	***************************************
CONTRACTOR	-1, 2 C -1, 2
	2 -1 1
Title: BETT BUT / CEEK SQUAD	
PUBLICATION OF CHILD PORNOGRAPHY	
Synopsis: To obese case.	ļ.
Details: Or formember 3, 2008, a CHS contacted writer and advised that Rest buy seek Squad had received a computer for repair that contained lauges of child pornography. Best Buy - Geek Squad has a computer repair/data recovery center located at 345 International Bareward, Suite 300, Brooks, Kentucky 40109, 502-955-3800.	
Journal said the computer was initially received by the Best Buy located at South Brunswick, 4180 US HWY 1. Monmouth JCT, NJ 08852-1964. 732-438-5790. Best Buy Monmouth JCT then shipped the computer to the facility in Brooks, Kentucky, for data recovery. The lidividual who requested the repair work was:	; ; ; ; ; ; ; ; ; ; ; ; ; ; ; ; ; ; ;
	b6 -2 b7C -2
William small all the evidence in this case and a lead to the Newark Hivision, Franklin Township RA, on November 7, 2008. Due to the fac there is nothing to investigate in the Louisville Division, it is recommended the Louisville case be closed.	· · · · · · · · · · · · · · · · · · ·
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(Ker 01-31-2001)

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PEDERAL BUREAU OF INVESTIGATION

Precedence: NONLINE Date:	01/05/2009	
To: Louise L.o		
From: Louisville Squan i Contuce: SA		b6 -1, 2 b7C -1, 2
Approved By		b7E -1
Drafted By: rtb		
Case 30 #:	John miles	
Title: BEST FR.Y / GEEK SQUAD POSSESSION OF CHILD PORNOGRAPHY		
Synopsis: No Chargase.		
Details: On November 3, 2008, a CHS contacted writh that Best Suy Leek Squad had received a computer that contained I mges of child pornography. Best Squad has a computer repair/data recovery center 1 International industry Suite 300, Brooks, Kentuc 955-3800.	for repair Buy - Geek ocated at 345	
Source said the computer was initially a Best Buy located at South Brunswick, 4180 US HWY 1 NJ 08852-1904, 732-438-5790. Best Buy Monmouth JC the computer to the facility in Brooks, Kentucky, recovery. The addividual who requested the repair	, Monmouth JCT, T then shipped for data	
		b6 -2 b7C -2
Writer sent all the evidence in this case the Newary Division, Franklin Township RA, on Nove Due to the fact that there is nothing to investigationisville Division, it is recommended the Louisville Closed.	mber 7, 2008. te in the	

EFF-30

PROBLAL BUREAU OF INVESTIGATION

Precessmos:	REAF THE		Date: 11/(37/2008
To: Newark		Attn: Fran		
	Villa ugd i nbacky SA			
Approved By:	P#			,
Drafted By:	60	rtb		
Case ID #:				
Witle: BESS	83Y / CEEK SQUAD			The same of the sa
PC Syst	SSSIN OF CHILD PORNO	GRAPHY		
Synopsis: "	o set load to Newark	Division, F	ranklin Tov	mship RA.
by Justin eco page service child pornous d) contents of Louisville F	too (2) CDs provided "My locuments" folder	ning the or Best Buy - G Ining a copy Ining a CD o I by Best Bu I, sent unde on 1150, ser	iginal FD-5 eek Squad, of the thr and Best F images of y, containi r separate	97 signed res (3) Buy, E possible ing the cover by
that Best But that contain Geek Squad De	Nevember 3, 2008, a y - Geek Squad had re ed possible images of as a computer repair, iosa: Boulevard, Suit	eceived a co Cchild porn data recove	mputer for ography. E ry center l	repair Mest Buy - .ocated at
Best Buy low NJ 08852-1944 the computer	e CRE said the comput stad at South Brunswi 1. 722-438-5790. Bes for the facility in E	.ck, 4180 US st Buy Monmo Brooks, Kent	HWY 1, Mon uth JCT the ucky, for d	mouth JCT, m shipped lata

b7E -

b6 -1, 2 b7C -1, 2 b7E -1

To: Newark From Louisville
Re: 11/07/2008

On November 05, 2008, writer personally visited the Best Buy - Gook Squad facility and spoke to the CHS. Writer observed the images in question. After viewing two videos appearing to be of underage children, writer seized the computer as contraband and transported the computer back to the Louisville office of the toperal Bureau of Investigation, and placed the computer into invidence.

 The CHO	detailed	to	writer		
			2		*

Best Bay - Geek Squad was requested by to take all the data from the "My Documents" folder and place it on CDs. Best Buy - Geek Squad completed the job and placed the data on the two (2) dasks shipped by Louisville ETC.

It should be noted that writer only observed two movie files that contained images of children that appeared to be underage. Writer has provided a CD of the two movies for the case agents region. The videos contained titles that are consistent with child pornography (see enclosed CD).

The viceos contain images of females and males engaged in sexual acts with each other, and an adult male. While it is difficult to determine the females and males exact ages, it appears they are underage.

Writer understands that every United States Attorney's Office had different prosecution thresholds. If it is determined that these images do not rise to that level, and no investigative action is taken by Newark, it is requested that the computer and the two (2) CD be returned to ______ Best Buy - Geek Squad has completed the work as requested by

Writer only viewed the files that were observed by the Best Buy - Geek Squad technician. Best Buy - Geek Squad

b7E -1

b6 -2 b7C -2

b6 -2 b7C -2 b7D -1

b6 -2 b7C -2

To: Newark From: Louisville Re: 11/07/2008

b7E -1

requires their customers to sign a consent form before the work is performed (orglosed).

Waiter did not look at any other folders on the computer. No additional analysis of the computer has been attempted due to the lack of a search warrant.

Co: Newark From: Louisville
Re: 11/07/2008

READ(s):

Set Lead J: (Discretionary)

MEWARK

NU MEWARK. NJ

For action deemed appropriate. If prosecution is not pursued by Newark, it is requested that the computer and the two (2) CD be returned to _______ Best Buy - Geek Squad has completed the work as requested by ______

Set Lead 2: (Action)

LOUISVILLE

AT LOUISVILLE, KY

Forward commuter, and CDs to ECT NEWARK.

00

4

b7E -1

Precedence: ROUTNE	Date:	11/06/2008				
to: Louisville						
From: Louisville Squed i Contact: SA						
Approved By						
Drafted By: rtb						
Case ID #:						
Title: BEST BUY / GEEK SQUAD POSSESSION OF CHILD PORNOGRAPHY						
Synopsis: To open case and assign to writer.	i					

Details: On Movember 3, 2008, a CHS contacted writer and advised that Best Buy Geek Squad had received a computer for repair that contained Geek Squad has a computer repair/data recovery center located at 345 International Soulevard, Suite 300, Brooks, Kentucky 40109, 502-955-3800.

Source said the computer was initially received by the Best Buy located at South Brunswick, 4180 US HWY 1, Monmouth JCT, NJ 08852-1904, 733-438-5790. Best Buy Monmouth JCT then shipped the computer to the facility in Brooks, Kentucky, for data recovery. The individual who requested the repair work is:

	·	<u> </u>	<u> </u>	·	
L					

On Movember 05, 2008, writer personally visited the Best Buy - Geek Squad facility and spoke to the CHS. Writer observed the leages in question. After viewing two videos appearing to be of underage children, writer seized the computer as contraband and transported the computer back to the Louisville office of the reserval Bureau of Investigation, and placed the computer into evidence.

4

b6 -1, 2 b7C -1, 2 b7E -1

Precedence: ECU INF: Date: 11/06/2008
To: Louisville
From: Louisville Squad 1 Contact: SA b6
Approved By: 69 b71
Drafted By: rcb
Case ID #:
Title: BEST BUY / GREK SQUAD POSSESSION OF CHILD PORNOGRAPHY
Synopsis: Po open dase and assign to writer.
Details: On Movember 3, 2008, a CHS contacted writer and advised that Best Buy Geek Squad had received a computer for repair that contained leages of child pernography. Best Buy - Geek Squad has a peoputer repair/data recovery center located at 345 International Rowleverd, Suite 300, Brooks, Kentucky 40109, 502-955-3800.
Source said the computer was initially received by the Best Buy located at South Brunswick, 4180 US HWY 1. Monmouth JCT, NJ 08852-1904, 702-438-5790. Best Buy Monmouth JCT then shipped the computer to the facility in Brooks, Kentucky, for data recovery. The Endividual who requested the repair work is:
On November 05, 2008, writer personally visited the Best Buy - Gook Squad facility and spoke to the CHS. Writer observed the inages in question. After viewing two videos appearing to be of underage children, writer seized the computer as contraband and transported the computer back to the Louisville office of the Secenal Bureau of Investigation, and placed the computer into avidence.
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b6 -2 b7C -2

Precedence: ROUTINE Date: 07/16/2008
To: Louisville
From: Louisville Squad 3 Contact: SA
Approved By:
Drafted By: rtb
Case TD #:
Title: BEST BUY / GEEK SQUAD
POSSESSION OF CHILD PORNOGRAPHY
Synopsis: To close case.
Details: On May 21, 2008, a source contacted writer and advised that Best Buy - Geek Squad, Brooks, Kentucky, had received a hard drive for repair that contained images of child pornography.
Source said the computer was initially received by the Best Buy located at 6201 Rogers Ave, Fort Smith, Arkansas, 72903, 479-484-1022. Best Buy Fort Smith then shipped the computer to the facility in Brooks, Kentucky, for data recovery. The individual who requested the repair work is:
Writer sent the computer and a lead to the Little Rock Division. The Little Rock Division has opened a case on the matter, Due to the fact that there is nothing to investigate in the Louisville Division, it is recommended the Louisville case be closed.
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Letter Control of the

b6 -1, 2 b7C -1, 2 b7E -1

b7E -1

b6 -2 b7C -2 b7E -1

Precedence: ROUTINE Date: 05/29/2008	
vo: Louisville	
From: Louisville Squad 3 Contact: SA b6 -1 b7C -	
Approved By: b7E -:	
Drafted By: rtb	
Case ID #:	
Title: BEST HIN / GREK SQUAD	
PUSSESSION OF CHILD PORNOGRAPHY	ia.
Synopsis: To open case and assign to writer.	
Details: On May 21, 2008, a source contacted writer and advised that Best Buy Gook Squad had received a hard drive for repair that contained images of child pornography. Best Buy - Geek Squad has a computer repair/data recovery center located at 345 International Boulevard, Suite 300, Brooks, Kentucky, 40109, 502-955-3800.	
Source said the computer was initially received by the Best Buy located at 6201 Rogers Ave, Fort Smith, Arkansas, 72903, 479-484-1022. Best Buy Fort Smith then shipped the computer to the facility in Brooks, Kentucky, for data recovery. The individual who requested the repair work is:	
· [1]	-2 C -2
Of May 23, 2008, writer personally visited the Best Buy - Geek Squad facility and spoke to source. Writer observed the images in question. After viewing several images appearing to be of child pornography, writer seized the hard drive as contraband and transported the hard drive back to the Louisville office of the Federal Bureau of Investigation, and placed the hard drive into evidence.	
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j i	

b7E -1

EFF-38

Precedence:	ROULINE	Date:	05/29/2008
To: Louisvi	lle		
-	ville mad 3 mtact: SA		
Approved By:			
Drafted By:	rtb £0		
Case ID #:			
	BDY / GEEK SQUAD		
POSS	ESSION OF CHILD PORNOGRAPHY		
Synopsis: To	open case and assign to write	ŗ.	
that Best Bu that contain Squad has a	May 21, 2008, a source contact y - Geek Squad had received a led irages of child pornography computer repair/data recovery of l Boulevard, Suite 300, Brooks	nard dri . Best center l	ve for repair Buy - Geek ocated at 345
Best Buy loc 479-484-1022 the facility	name said the computer was initiated at 6201 Rogers Ave, Fort (. Best Buy Fort Smith then shi in Erooks, Kentucky, for data ho requested the repair work is	Smith, A ipped th recover	rkansas, 72903, le computer to

On May 23, 2008, writer personally visited the Best Buy - Geek Squad facility and spoke to source. Writer observed the images in question. After viewing several images appearing to be of child pornography, writer seized the hard drive as contraband and transported the hard drive back to the Louisville office of the Federal Buresu of Investigation, and placed the hard drive into evidence.

04

b6 -1, 2 b7C -1, 2 b7E -1

> b6 −2 b7C −2

PERSONAL BUREAU OF INVESTIGATION

Precedence: FOLTINE :		Date:	10/30/2008
To: Gouleville San francisso	Attn: SA Attn: ECT		
From San Francisco CY-1/Opkland RA Comba, m SA			
Approved My:	1 m 1 m		
Drafted By jrs			
Case ID # (Clos	ed)		
Title: BEST FUE / GEEK SQUAD			
POSSESSED OF CHILD PORN	OGRAPHY		
Synopsis: To sole: lead.			
Hnclosure(s): Paciosed for Loui documenting telephonic conversathe had all his data and that he wiping his hard drive.	ion with		Jadvising
netails: Ca 10/22/2008, all the data he needed from the copied to a DVJ from the hard dr Louisvillo, Ky copied from an importer (s). The Geck Squad in Lopornography or hard drive revealed wife's, 15 year-child portegraphy onto cograndmother are weakend. The FB image scan on the original and citemo 181) that were initially shoth drives were not functional. Geck Squad and requested a new difference of the Oakland Ré. The new drive in RA. Approximately 5 to 10 movies an Images son assects by the write an Images son assects to 10 movies and Images son assects by the write and Images son assects by the write and Images son assects and Images son as	ive The Geek age they had uisville had . Further i old grandson mputer while I in Oakland opy hard drient to the O The writer rive with the mage was sen files were s. An agree	hat the Squad discove nvestig , had d visiti attemp ves (ev akland contace image t to th discove ment wa	writer in lon their ered child sation lownloaded ag his sted to run ridence RA, but ted The be sent to le Oakland ered during

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b6 -1, 2 b7C -1, 2 b7E -1

> b6 −2 b7C −2

> b6 -2 b7C -2

To: Louisville from: San Francisco Re: 10/30/2008
Brownse the hard drive provided by The Geek Squad contained child pornography the writer had copied data had requested onto a DVD and did not provide with the hard drive. Gase was satisfied he had all his data, he contacted the writer and advised the hard drive could be
wiped. Subsecuently the writer used a CART drive wiping utility and wiped the drive on 10/22/2008.
Additionally the writer previously suggested to that the 15 year old grandson get help to prevent any future problems with child pornography or hands on offenses against children. The writer informed of the quantity of movie files and type of child pornography discovered on the hard drive.
The Reiser requests that ECT return evidence items it and 182 to the Louisville division. The Oakland RA considers this lead covered.

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b7E -1

b6 −2 b7C −2

b6 -2 b7C -2

b6 -1 b7C -1

PEDERAL BUREAU OF INVESTIGATION

Precedence: FOUT (NE			Date:	10/30/2008
To: Louisville San Francisco	Attn: Attn:	SA ECT	5.	
From: San Etebeliseo CY-1700kland RA Compares SA				
Approved By:				
Drafted By:jrs	la .	_		
Case ID #: (Clos	ed)			
Title: BEST SON / CEEK SQUAD POSSESA ON OF CHILD PORN	OGRAPHY			
Synopsis: To dever lead.				
Enclosure(s): Enclosed for Loui documenting telephonic conversat he had all his data and that he wiping his based drive.	ion with	b		advising
Details: On 19/22/2008, all the data to peeded from the copied to a DV) from the hard dr Louisville, KY empied from an importance of the Gook Squad in Lopornography on hard drive revealed wife's, 15 year—child pornography onto cograndmental and cograndmental and cograndmental and contemps 181) the descend functional. Gook Squad are requested a new data Cookland RA. Approximately 5 to 10 movies an Imagessan tearch by the write to copy the data from his be	hard drive The age the oisville. Furth old grad mputer and to The winage was files	ive t Geek y had e had her i ndson while kland d dri the C riter th th s sen were agree	hat the Squad store discovery wisit attem ves (e akland contage image to to discovery went w	in d on their vered child gation downloaded ing his pted to run vidence RA, but cted The e be sent to he Cakland ered during as made with

UNCLASSIFIED

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b6 -1, 2 b7C -1, 2 b7E -1

> b6 -2 b7C -2

> b6 -2 b7C -2

Re: Louisville From: San Francisco Re: 10/30/2008
Because the hard drive provided by The Geek Squad contained child pernography the writer had copied data had requested onto a DVD and did not provide with the hard drive. Chest was satisfied he had all his data, he contacted the writer and advised the hard drive could be wiped. Subsequently the writer used a CART drive wiping utility and wiped the drive on 10/22/2008.
Additionally the writer previously suggested to that the 15 year old grandson get help to prevent any future problems with child pornography or hands on offenses against children. The writer informed of the quantity of movie files and type of child pornography discovered on the hard drive.
The writer requests that ECT return evidence items 181 and 182 to the Louisville division. The Oakland RA considers this lead covered.
♦ ♦

UNCLASSIFIED

2

b7E -1

b6 −2 b7C −2

b6 -2 b7C -2

b6 -1 b7C -1

Precedence: BOUTINE	Date:	10/08/2008
To: Louisville		
From: Louisvills Squad 3 Contact: SA		
Approved By:		
Drafted By: rthe		
Case ID #:		
Title: BEST BUY / GEEK SQUAD		
POSSESSION OF CHILD PORNOGRAPHY		

Synopsis: To close case.

Details: On May 29, 2008, a source contacted writer and advised that Best Buy - Seek Squad had received a hard drive for repair that contained images of child pornography.

Source said the computer was initially received by the Best Buy located at 4820 Dublin Blvd., Dublin, CA, 94568, 925-829-7041. Best Buy Dublin then shipped the computer to the Best Buy - Geek Squad facility in Brooks, Kentucky, for data recovery.

On May 30, 2008, writer personally visited the Best Buy - Geek Squad facility and spoke to source. After viewing several images appearing to be of child pornography, writer seized the hard drive and opened a Louisville case. The hard drive was placed into evidence. ECT-Louisville shipped the hard drive to the San Francisco Division, Hayward RA. The hard drive was originally send to a Best Buy - Geek Squad store in the San Francisco area.

There is no additional investigations that can to undertaken in the Louisville Division. Writer requests the San Francisco Division lead be cleared and the Louisville case be closed, due to the fact that all the evidence has been transferred to the San Francisco Division.

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EFF-44

Precedence: ROUTINE		Date: (7/31/200	8	
To: San Prancisco	Attn: SA		H	ayward R	A b6 -1, b7C -1,
From: Louisville Squae, i Contacts SA					b7E −1
Approved By:					
Wrafted By:	rtbW				
Case ID #:					
Title: BEST BLY / GEEK SQUAD POSSES: JON OF CHILD PORN	JOGRA PHY				
Synopsis: To forward hard drive	at the requ		SA]	ь6 - ь7с
Maclosure(s): Enclosed for San following:	Francisco Di	vision a	re the		
1) A le envelope conta by Justin Meade, technician for 2) one (1) Cavalry har under separate cover by Louisvil	Best Buy - G		ıd,	gned nt	b6 -2 b7C -2
Details: The referenced hard dri request of the San Francisco Div forwarded San Francisco Division image of the enclosed hard drive waknown reasons the original har reached the San Francisco Divisi	vision. Write a a hard drive a in June of and drive was	er origi e contai this yea	nally ning an ur. For	exact	***************************************
technician Justi Moade were abluriginal hard drive forwarded to Writer has not viewed the hard d	the San Fra	exact i	mage of	the	ь6 Ь7С Ь7Е
For barkground see		,			***************************************

EFF-45

b7E -1

Po: San Francisco Prom: Louisville Re: 07/31/2008

:(E) CASA

Set Lead 1; (Discretionary)

SAN FRANCISCO

AT SAN FRANCISCO, CA

For whatever action deemed appropriate.

Set Lead 2: (Action)

LOUISVILLE

AT LOUISVILLE, KY

Forward hard drive, AC power cord, USB cord, and stand to ECT San Prancisco.

Precedence: 8000 DNS Date: 06/02/2008
From: Louisvillo Western Hayward RA Squad Contagn: SA
Approved By:
Drafted By: rth (20)
Case ID #:
Title: BEST BUY / GEEK SQUAD
POSSESSION OF CHILD PORNOGRAPHY
Synopeis: To see lead to San Francisco Division, Hayward RA.
Enclosure(s): Enclosed for Francisco Division are the following; 1
3) a CE containing images of child pornography obtained by writer from the referenced hard drives, 4) one (1) Cavalry external hard drive S/N including power and USP cords, hard drive stand, and installation CD, sent under separate cover by Louisville ETC, 5) one (1) Western Digital hard drive S/N sent under coparate cover by Louisville ETC.
Details: On May 29, 2008, a source contacted writer and advised that Best Buy - Seek Squad had received a hard drive for repair that contained images of child pornography. Best Buy - Geek Squad has a computer repair/data recovery center located at 345 International Boolevard, Suite 360, Brooks, Kentucky, 40109, 502-955-3800.
Source said the computer was initially received by the Best Buy located at 4820 Dublin Blvd., Dublin, CA, 94568, 925-829-7041. Best Buy Dublin then shipped the computer to the facility in Erocas, Kentucky, for data recovery. The individual who requested the repair work is:

b7C -1, 2 b7E -1

b6 -1, 2

b6 -2, 3 b7C -2, 3 On May 30, 2008, writer personally visited the Best Buy
Geek Squad facility and spoke to source. Writer observed the
images in question. After viewing several images appearing to be
of child pornegraphy, writer seized the hard drive as contraband
and transported the hard drive back to the Louisville office of
the Federal Bureau of Investigation, and placed the hard drive
into evidence.

Source advised writer

A Best Buy - Geek Squad technician looked on both of
the hard drives to determine what information was missing on the
Calvary hard drive. Source stated that

Writer observed only the movies that the Best Buy - Geek Squad repair technician observed. No search warrant was obtained in the vestern District of Kentucky. The movies contained images of child pornography. Writer observed three movies that contained child pornography. Writer observed about 5-8 thumb naits of movies that has titles associated with child pornography. The three movies writer observed were copied to a flash drive and them copies to a CD, which is enclosed. Writer had to shorten the name of two of the movies because the CD copying program would only allow a name of shorter than 168 charters.

For the purpose of a possible search warrant, in the writer's experience the movies contained images of child pornography one of the movies

2

b7E -1

b6 -2 b7C -2

b6 -2

b7C -2 b7D -1

b6 -2 b7C -2 b7D -1

b6 -4 b7C -4

To: <u>San Francis</u> Re:	O From: Louisville 06/02/2008	

3

b7E -1

b6 -4 b7C -4

b6 -2

b7C -2

The Solder that the images were located in is titled "incomplete". The path is as follows; from start up scene click 00134-943272205 Doc Settings - owner - incomplete.

If no investigative action is taken, it is recommended that the hard drives be wiped and returned to the referenced Best Buy store, as the requested work has not been completed by Best Buy.

It no investigative action is taken, it is recommended that the hard drives have been seized. Buy additional analysis of the hard drives have been attempted due to the lack of a search warrant.

To: San Francisco From: Louisville Re: 06/02/2008

b7E -1

b6 -2 b7C -2

DEAD(S):

Set Lead 1: (Discretionary)

SAN FRANCISCO

AT SAN FRANCISCO, CA

For whatever action deemed appropriate. If prosecution is not pursued by SAN FRANCISCO, it is requested that the hard drive be wiped and returned to the Best Buy located at 4820 Dublin Blvd., Bublin, CA, 94568, 925-829-7041, for return to

Set Lead 2: (Action)

LOUISVILL

AT LOUISVILLE, KY

Forward bard drive and AC power cord to ECT San Francisco.

Preceience: 1000-146	Date:	06/03/3008
Va: bonisville		
F rom: Loutrys, lo Sepach s Contact: SA		
approved Sys		
Orafted By: rtb		
Case ID \$:		137
Title: BEST BIW / GEEK SQUAD		je int
POSSESSED OF CHILD PORNOGRAPHY		
Synopsis: To open case and assign to writer		
Details: On May 39, 2008, a source contact that Best Buy - seek Squad had received a habit contained images of child pornography. Squad has a computer repair/data recovery conternational Conteverd, Suite 300, Brooks, 355-3600.	ard driv Best I enter lo	ve for repair Buy - Geek Scated at 345
Source said the computer was init Best Euy located at 4820 Dublin Blvd., Dubl 829-7641. Dest buy Dublin then shipped the Sacility in Brooks. Kentucky, for data reco who requested the repair work is:	in, CA, compute	94568, 925- er to the
On May 30, 2008, writer personall - Geel Squad tacility and spoke to source. imaged in question. After viewing several of child personraphy, writer seized the har and transported the hard drive back to the the Federal Bussau of Investigation, and plinto evidence.	Writer images a d drive Louisvil	observed the appearing to be as contraband the office of
\$ ♦		

b6 -2 b7C −2

b6 -1, 2 b7C -1, 2 b7E -1

C. (Ken. 01 2 | C(03)

FEDERAL BUREAU OF INVESTIGATION

Frecedence:	BOUTINE	Date:	06/02/2008
So: Louisv	115:		
	ville vaj s ntocki SA		
Approved By:			
Drafted Bys	rth (kg.)		
Case In #:			
Title: BEST	DOY / GEEK SQUAD		
POSS	ESSIES OF CHILD PORNOGRAPHY		
Synopsis: To	opes case and assign to writer	A.	
that Sest Buy that contain Squad has a	May 29, 2008, a source contact y - Meek Squad had received a hed images of child pornography. Computer repair/data recovery cl Howlevard, Suite 300, Brooks,	ard driv Best l enter lo	ve for repair Buy - Geek ocated at 345
Best Suy loca 329-7041. Recallity in 1	orce said the computer was init sted at 4820 Dublin Blvd., Dubl sat May Dublin then shipped the Brooks, Kentucky, for data reco d the repair work is:	in, CA,	94568, 925- er to the

On May 30, 2008, writer personally visited the Best Buy Geek Squad facility and spoke to source. Writer observed the images in question. After viewing several images appearing to be of child personapply, writer seized the hard drive as contraband and transported the hard drive back to the Louisville office of the Federal Bulleau of Investigation, and placed the hard drive into evidence.

4

b6 -1, 2 b7C -1, 2 b7E -1

> b6 -2 b7C -2

Precedence: RMC INE Date: 0	8/01/2008
Do: Louisy(Ile	
From: Louisyi le Separt l Centrolis SA	b6 -1, 2 b7C -1, 2
Approved My	b7E -1
brafted By: rth 💔	
Case ID #:	
Sitle: BEST BUY / GEEK SQUAD	
POSSESSION OF CHILD PORNOGRAPHY	
Synopsis: To do one wase.	
Details: Writer received a cleared lead from the Ne Glating that Agents interviewed the current owner of that contained images of child pornography.	wark division the computer
A source at Geek Squad/Best Buy contacted the computer case to the Geek Squad facility in Broofor repair. With an observed the images of child porcepied the images onto a CD, and sent the CD and a lewark.	ks, Kentucky nography,
Nowark division conducted a review of the six divis, which contained the contents of und did no that may images of child pornography. As a recommended this case be closed.	computer, b6 -2
:3 € -	
	5"

b7E -1

Precedences	POR PENY	Date:	04/21/2008	***************************************
To: Vewelsk	Att	tn: Garret Mo	untain RA	and the second
				b6 -1, 2 b7C -1, 2
Approved My:				b7E -1
Orafted By:	rtb			
Case XD #1				
Pitle: BEST	BIY / CUEK SQUAD			
P093E	SHION OF CHILD PORNOGRA	/bha		
Synopsis: 0	as: lead to Newark Div	vision, Garrett	Mountain RA.	
by 31 dervice agreements of the contents of the bouleville 200 51 (ander separate 6) c	The convelope containing the sovelope containing the sovelope containing the sovelope containing the sovelope provided by the south drive, sent unding the sover by Louisville Edward (1) Gateway laptop	ig the original iy - Geek Squad ig a copy of the and Best Buy ig a CD of image Best Buy, cor ler separate con ard drive S/N computer S/N	FD-597 signed l, ne four (4) page /, ges of possible	b6 -2, 3 b7C -2, 3
sent under seg Details: On A Sdvised that F repair that oc Buy - Geek 3qu located at 345	Parate cover by Louisvi Opt 1 (8, 2008, a source Parate Buy - Geek Squad he Parate Buy - Geek Squad he Parate Buy - Geek Squad he Parate Buy - Geek Buy - Geek Parate Buy - Geek Buy	lle ETC. e contacted wr ad received a ible child por ir/data recove	computer for mography. Best	
sest Buy to at store then shi	The said the computer we said in West Patterson, open the computer to the late recovery. The in	New Jersey. T be facility in	he Best Buy	in change of the control of the cont

b7E -1

On Moril 21, 2008, writer personally visited the Best Buy - Geek Equat facility and spoke to source. Writer observed the wideon in question. After viewing the videos, which appeared to be of young sirls, writer seized the items as contraband and transported the items back to the Louisville office of the Pederal Burson of Investigation, and placed the hard drive into evidence.

Sauth detailed to writer

Bent Day - Gack Squad was requested by the customer to take all the data from the hard drive and place it on CDs. Best Buy - Gack Squad completed the job and placed the data on the six disks shipped by Louisville RTC. If no action is taken by Newark, please wipe CDs/hard drive, as appropriate, and return to Best Buy, Patterson, NJ.

Writer only viewed the videos that were first viewed by the Best Boy . Heek Squad technician. Best Buy - Geek Squad requires their customers to sign a consent form before the work is performed (sembosed). Two of the videos contained titles that are consistent with child pornography. A third contained images of a sexual engenear with a drugged female. It is unknown if the victim is a willing participant.

the victim is a willing participant.

2

b6 -2 b7C -2 b7E -1

b6 -2 b7C -2 b7D -1

b6 -4 b7C -4

b7E -1

Co: Newark From: Louisville
Re: 04/21/2008

Writer advised and instructed source to ensure that the images on the Exam machine be thoroughly removed. Source advised that the exam machine copy of the hard drive images would be removed and written over three times and then reused to image other customer's hard drives.

Writer only observed the three videos. The enclosed CD contains the images. The videos contain images of females engaged in sexual acts with adult males. While it is difficult to determine the females exact ages in the two videos it appears they may be underage. Writer enclosed the CD for the case agent to view to determine what action, if any, is warranted.

Writer did not look at any other folders on the hard drive. No addit onal analysis of the hard drive has been attempted due to the lack of a search warrant.

' To: Newark From Louisville Re: 94/21/2008

b7E -1

b6 -2 b7C -2

LEAD(s):

Net head is (Discretionary)

NEWARK

AT KRWARK, NJ

For action deemed appropriate. If prosecution is not pursued by Newark, it is requested that the hard drive be wiped and returned to the Best Buy Patterson, NJ store for return to

Set Lead 2: (Notion)

LOUISVILLS

AT LOUISVILLE, KY

Forward computer, hard drive, and CDs to ECT NEWARK.

(-1)

Precedence: BOTONE Date: 04/21/2008
Po: bouleville
From: Louisyllis Sylvai I Contactí SA
Approved by:
Drafted By: rtb QC
Case XD #<
Title: BEST BUY / GEEK SQUAD
POSSESSION OF CHILD PORNOGRAPHY
Synopsis: To open case and assign to writer.
Details: On April 18, 2008, a source contacted writer and advised that Best Buy - Geek Squad had received a computer for repair that contained videos of possible child pornography. Best Buy - Geek Squad has a computer repair/data recovery center located at 145 International Boulevard, Suite 300, Brooks, Kentucky 40109, 502 955-3800.
Source said the computer was initially received by the Sest Buy located in the West Patterson, New Jersey area. The Sest Buy store then shipped the computer to the facility in Brooks, Kentucky for data recovery. The individual who requested the repair work is:
On April 21, 2008, writer personally visited the Best Buy - Geek Bound facility and spoke to source. Writer observed the videos in question. After viewing the videos which appeared to be of young garls, writer seized the hard drive as contraband and transported the hard drive back to the Louisville office of the Federal Bureau of Investigation, and placed the hard drive into evidence.
₹ •
O+A D
3

b6 -1, 2 b7C -1, 2 b7E -1

> b6 -2 b7C -2

b6 -1 b7C -1 b7E -1

	v.
Precedences The INE	Date: 01/10/2008
To: Spring lists	Attn: Bloomington RA
From: Louisville Squal D Contact: SA	э.
Approved By:	
Drafted By:	rtb 80
Pase ID #:	•
Title: BEST ROY / CEEK SOUAD	
POSSESSION OF CHILD PORM	OGRAPHY
Synopsis: fo am lead to Spring CART Division.	field Division, Bloomington RA,
Enclosure(s): Suclosed for Spri following:	
Dy for Bes 2) a th envelope conta service agreement between	ining the original FD-597 signed t Buy - Geek Squad, ining a copy of the four (4) page and Best Buy, ed by Best Buy containing the under separate cover by
4 ore (1) Hitachi 600 Under separata caves by Louisvil	B hard drive S/N sent le ETC.
repair that contained a video of	ad had received a hard drive for child pornography. Best Buy - /data recovery center located at
Source said the comput Sest Buy located in the Blooming store then shipped the computer Kentucky, for data recovery. Th repair work is:	to the facility in Brooks.
,	a a

b6 -1, 2 b7C -1, 2 b7E -1

b6 -2, 3 b7C -2, 3

> b6 -2 b7C -2 b7E -1

On January 04, 2008, writer personally visited the Best Buy - Geck Squad facility and spoke to source. Writer observed the video in question. After viewing the video which appeared to be of an undersee child, writer seized the hard drive as contraband and transported the hard drive back to the Louisville office of the Pederal Bureau of Investigation, and placed the hard drive into evidence.

Source detailed to writer

Writer only viewed the video that was first viewed by the Best Buy - Gaek Squad technician. The video was approximately 14 minutes long.

Best Buy - Geek Squad was requested by the customer to take all the casa from the hard drive and place it on CDs. Best Buy - Geek Squad completed the job and placed the data on the ten disks shipped by Louisville ECT.

Writer them advised and instructed source to ensure that the images on the exam machine be thoroughly removed. Source advised that the exam machine copy of the hard drive images would be removed and written over three times and then reused to image other customer's hard drives.

Writer did not look at any other folders on the hard drive. No add t onal analysis of the hard drive has been attempted due to the lack of a search warrant.

2

b6 -2

b7C -2 b7E -1

b6 -2, 4 b7C -2, 4 b7D -1

> b6 -4 b7C -4

To: Springfield from: Louisville Re: 01/10/2008

b7E -1

b6 -2 b7C -2

LEAD (m):

Set Lead 1: (Discretionary)

SPRINCELLA

A.C. SOS INGFIELD, IL

For anatever action deemed appropriate. If prosecution is not pursued by Springfield, it is requested that the hard drive be wiped and returned to the Best Buy Bloomington store for return to

Set Lead 2: (Morrison)

DOUTSVILLS

AC LOU SVILLE, KY

Forward pand drive and CDs to ECT Springfield.

4

FEDERAL BUREAU OF INVESTIGATION

Precedence: 30 TNE	Date:	01/14/2008
ro: Louisvall		
F rom: Leuisville Squad 3 Compagn: SA		
ipproved by . pass		,
rtb MO		
Case ID #4		
Mitle: BEST BUY A GREK SQUAD		
POSTERVICE OF CHILD PORNOGRAPHY		

Synopsis: To olone case.

Details: On James 02, 2008, a source contacted writer and advised that Best Buy - Geek Squad had received a hard drive for repair that contained a video of child pornography. Best Buy - Geek Squad loss a computer repair/data recovery center located at 345 Internalizated Boulevard, Suite 300, Brooks, Kentucky 40109, 502-958-3003.

Distributing 04, 2008, writer personally visited the Best Buy - Geet Equid facility and spoke to source. Writer observed the video in glassion. After viewing the video which appeared to be of an under Go child, writer seized the hard drive as contraband and transported the hard drive back to the Louisville office of the Polestal Bureau of Investigation, and placed the hard drive antalogidence.

Writer opened a Louisville case. The hard drive was placed into evidence. ECT-Louisville shipped the hard drive to the Springfiels Division. The hard drive was originally sent to a Best Buy - Gook Squad store in the Bloomington area.

There is no additional investigations that can to undertaken in the bonisville Division. Writer requests the Louisville data the closed due to the fact that all the evidence has been to the ferred to the Springfield Division.

- Saget

closed 1129/08

1-70

b6 -1, 2 b7C -1, 2 b7E -1

PROFESAL BUREAU OF INVESTIGATION

EFF-65

Precedence: 03/04/2008	***************************************
Por Louisville	
	-1, 2 :-1, 2
	-1, 2 -1
Drafted By: ntb	
Case ID #:	
Title: BEST RUN / GEEK SQUAD	
POSSESSURE OF CHILD PORNOGRAPHY	***************************************
Synorsis: To came case and assign to writer.	
Details: On Jersony 02, 2008, a source contacted writer and solvised that Rose Buy - Geek Squad had received a hard drive for repair that constitued a video of child pornography. Best Buy - Geek Squad has a computer repair/data recovery center located at 345 International Boulevard, Suite 300, Brooks, Kentucky 40109, 502-955-3006.	
Source said the computer was initially received by the Best Buy Independ in the Bloomington, Illinois area. The Best Buy store them thinged the computer to the facility in Brooks, Kentucky, for data recovery. The individual who requested the repair work is:	
	b6 -2 b7C -2
On Genery 04, 2008, writer personally visited the Best Buy - Geek Round facility and spoke to source. Writer observed the video it question. After viewing the video which appeared to be of an undering child, writer seized the hard drive as contraband and transported the hard drive back to the Louisville office of the Pederal Bureau of Investigation, and placed the bard drive into avidence.	
†·•	
	b6 -1 b7C -1 b7E -1

Precedence: ROWN INE	Date:	01/04/2008
To: Louisville		
From: Louisvillo Squad : Contack: SA		i
Approved My:		F
Drafted By: rtb 85		
Case ID #:		
Title: BEST BUY / GEEK SQUAD POSSESSION OF CHILD PORNOGRAPHY		

Synopsis: To come case and assign to writer.

Details: On Jaruary 02, 2008, a source contacted writer and advised that Bost Buy - Geek Squad had received a hard drive for repair that contained a video of child pornography. Best Buy - Geek Squad has a computer repair/data recovery center located at 345 International Boulevard, Suite 300, Brooks, Kentucky 40109, 502-955-3800.

Source said the computer was initially received by the Best Buy located in the Bloomington, Illinois area. The Best Buy store then shipped the computer to the facility in Brooks, Kentucky, for data recovery. The individual who requested the repair work is:

1		

On Jamesty 04, 2008, writer personally visited the Best Suy - Geck Squad facility and spoke to source. Writer observed the video in question. After viewing the video which appeared to be of an undersome child, writer seized the hard drive as contraband and transported the hard drive back to the Louisville office of the Tederal Bureau of Investigation, and placed the hard drive unto evidence.

60

b6 -1, 2 b7C -1, 2 b7E -1

> b6 -2 b7C -2

FEDREAL BUREAU OF INVESTIGATION

Brecedences WHOTENS		Date:	09/20/2010	
To: Los Angeles	Attn: Lo	ong Beach	RA,	b6 -1, 2 b7C -1, 2
From: Louisvall Squad & Contacts SA				b7E -1
Approved Sy.	1/1			
Drafted By: b	B K			
Case ID %:				
Title;				
COP-LINE:				
Louisville Unnocent Ima Contro. Pizev CCF-IKI	iges;			
Synopsis: To provide evidence to Los Angeles	and details	re captio	omed subject	
Package Copy: Soing forwarded Western Digital 108 hard drive, Model # WOSOOBE-23FJA1.	under separ Seríal	ate cover	is one	b6 - b7С
Inclosures: One 1 A containin 197). SA entes and copi and Terms of Service.	g the Recei es of the G	pt of Prop EEK Squad	erty (FD- Service Order	ъ6 - ъ7С
Details: On Employment 8, 2010, advised that Burk Boy/Geek Squadata recovery repair that contagest Buy/Geek Equad has a compute the second by the second Boy Cated at 345 international Boy Centucky 40109, US2-955-3800. Stores nations do are sent to the second boy	d had recei ined images ter repair/ ulevard, Su All compute	ved a hard of child data recov ite 300, E rs receive	pornography. very center Brooks, ed at Best Buy	ь6 - ь7с
The Chi advised that received by the meet Buy store Blvd., Los Angrists, California	#109, locat	ed at 1130	71 West Pico	

b7E -1

b6 -2 b7C -2

b6 -1 b7C -1

b6 -1 b7C -1

To: Los Angeles From: Louisville Re: 09/20/2010	b7E -1
shipped the hard drive to the facility in Brooks, Kentucky, for data recovery. The individual who requested the repair work is:	ь6 ь7С
On Suprember 9, 2010, SA personally visited the Kentucky Best Buy/Geek Squad facility and spoke to the CHS.	b6 b7С b6
(see Service Order)	ь7с ь7р
The CE: advised that	b6
	ь7с ь7р
It should be noted that SA only observed the images that the rest Buy/Geek Squad technician observed. SA did not seemed the hard drive in any other manner due to the lack of a search warrant.	ь6 b7С
The following .jpg images and details are just some of what SAcberved with the CHS:	b6 -1, b7C -1

To: Los Angeles From: Louisville

Re: 09/20/2010

After viewing the above detailed images of child

pornography. So seized the hard drive as contraband and

cransported the lard drive back to the Louisville office of the

Federal Bureau of investigation, and placed the hard drive into

evidence.

SA understands that every United States

Attorney's Office has different prosecution thresholds. If it is

determined that these images do not rise to that level, and no

investigative action is taken by the Los Angeles Division the

Seek Squad/Bes Guy requests that Los Angeles return the hard

drive to them in Kentucky so they are able to complete their

processes.

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b7E -1

b6 -1 b7C -1

b6 -1

b7C -1

To: Los Angeles From: Louisville
Re: 09/20/2010

b7E -1

Set Lead 1: (Motion)

LOS ANDELES

AT TORRANCE, CA

Continue investigation on captioned subject.

Precedence: ADECTES	Date: 04/04/201	Ĭ
To: Louisvill.		And the second s
From: Louisvilled Squad 6 Contact. SA		b6 -1,
Approved By:	*	b7C -1, b7E -1
Orafted Sy: smt		<i>}</i>
Case ID #: (Pending) (Pending)		\$\P\\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\ \\
Title:: CCP-III:		/
Losisvile Innocent Images; Costrol file; CCE-114)		
Synopsis: Open and assign case.		2 2
Enclosured: Sox. 1-A containing the Receip and copies of the CEEK Squad Service Order	t of Property (FD- and Terms of Serv	-597) ice.
Details: This comment replaces serial 69 to the fact that a new case needs to be operan he sent at Fration. On March 23, 2011, and savine Libat Best Buy/Geek Squad drive for data recovery repair that contain parnography. Best Buy/Geek Squad has a contractory content incomed at 345 Internations 300, Brooks, her upby 40109, 502-955-3800, received at Best Buy stores nationwide are for data become 7. The individual who requise	med before evidence a CHS contacted State had received a har ed images of child puter repair/data 1 Boulevard, Suite All computers sent to this facil	b7E −1
	\	
See Character Constitution of the Constitution		b7E -1, 3
		FFF-71

To: Boston Prem: Louisville Re: 03/25/2011	b7E -1
On Hauch 24, 2011, SA and SA personally visited the Kensucky Best Buy/Geek Squad facility and spoke to the CHS.	b6 -1 b7C -1
The CES advised that (see Service Order)	b6 -2 b7C -2 b7D -1
The CMS advised that	b6 -1 b7C -1 b7D -1
observed the mages that the Best Buy/Geek Squad technician observed. SA and SA did not examine the hard drive in any other magner due to the lack of a search warrant.	ъ6 -1 ъ7С -1
After viewing the images of child pornography, SA and SA saled the hard drive as contraband and transported the hard drive back to the Louisville office of the Federal Eureau of Investigation, and placed the hard drive into evidence.	b6 -1 b7C -1
SA and SA understand that every United States Attorney's Office has different prosecution thresholds. If it is determined that these images do not rise to that level, and no investigative action is taken by the Boston Division, the Geek Squad/Best Buy requests that Boston return the hard drive to them in Kentucky ac they are able to complete their processes.	b6 −1 b7C −1
Please note item 8 under the "I agree to/or that" section on the Service Order form that states that the customer is "on notice that any product containing child pornography will be turned over to the authorities". Please contact SA if	b6 -1

there are any additional questions.

b7C -1

| b7E −1

To: Boston From: Louisville Re: 03/25/2011

LEAD(s):

Set Lead 1: (Action)

BOSTOR

AT HIRAM, MAINE

Boston is requested to review the hard drive and cocuments enclosed for case potential. Louisville believes Boston has a viable child pornography case with this lead.

MEDICAL BUREAU OF INVESTIGATION

Precodence: 201118g	Date:	11/01/2011
To: Louisvil's		
From: Louisvik, 6 Squad n Contact: SA		
Approved Sys		
Drafted by: thr		
Case XD 0:		
Title:		
Locistico Innocent Images; Control mije; COF-ECAD		
Synopsis: Open and assign case.		
Enclosures: (One,) A containing the Receipt and copies of the GREK Squad Service Order a	of Pro	perty (FD-597) s of Service.
Details: On Disser 28, 2011, a CHS contact advised that him Day/Geek Squad had receive data recovery result that contained images of Best Buy/Scek Squad has a computer repair/dalocated at 341 recornational Boulevard, Suit Kentucky 40101, 102-955-3800. All computers stores national description are sent to this facility The individual with requested the repair work	ed a har of child ta reco e 300, receiv for dat	pornography. very center Brooks, ed at Best Buy
· .		
On As ober 31, 2011, SA pers Kentucky Feat Eas/Geek Squad facility and sp	onally oke to	visited the the CHS.

b6 -1, 2 b7C -1, 2 b7E -1

> b6 -1 b7C -1

b6 -1, 2 b7C -1, 2

EFF-74

To: Louisville Re: Li/01/2011	
The SMR advised that (see Service Order)	
The DID advised that	
It thousan be noted that SA only observed the images that the Best Buy/Geek Squad technician observed. SA did not examine the hard drive in any other manner due to the tack of a second warrant.	
After viewing images of child pornography, SA seized the hard drive as contraband and transported the hard drive back to the Conisville office of the Federal Bureau of Investigation and placed the hard drive into evidence	

Oper and assign case to SA

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b7E -1

b6 -2 b7C -2 b7D -1

b6 -1 b7C -1 b7D -1

b6 -1 b7C -1

b6 -1 b7C -1

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE	Date	e: 02/07/	2011
To: New York Louisvill:	Attn: SSA Cyber Attn: ECC	e / EINI	
Prom: Louisville Squad d Contact SA			
Approved By:	KÝ		
Orafted By: jak			
Case ID #:			
Pitle: UNSUB(S). CCP II:			
Synopsis: To open case and prov	ide information/	evidence.	
Enclosures: For Dev York, 1-A c (PD-597) and copies of the GERK Service.	ontaining the Re Squad Service Or	ceipt of der and T	Property erms of
Details: SA	ing a new case f ew York Division	ile for t	ransfer
A CES contacted SA Buy/Geek Squad told received a contained inages of child phas a computer repair/data recover stemational Scalevard, Suite 3 955-5300. All computers receive are sent to the facility for da	mputer for data ornography. Bes ery center locat 00, Brooks, Kent d at Best Buy st	t Buy/Gee. ed at 345 ucky 4010	repair k Squad 9, 502-
The clividual who req	uested the repai	r work is	
on 68/04/2011, the CHS	advised SA		
•			

3 !

b6 -1 b7C -1 b7E -1

b6 -1 b7C -1

b6 -1 b7C -1

b6 -2 b7C -2

b6 -1 b7C -1 b7D -1

b7E -1

Po: New York Wo. Louisville Pe: 02/07/2011
It should be noted that SA and SA only observed some charges that the technician observed.
A description of observed images are as follows.
After wiewing the above detailed images of child pornography, Sh seized the hard drive as contraband and transported the Lard drive back to the Louisville Divison of the Federal Bureau of Investigation.

If no evestigative action is taken the Louisville Division requests that the equipment be returned so that it can be provided back to CHS to complete the processes as requested by

the customer.

2

b7E -1

b6 -1 b7C -1 b7D -1

b6 -1 b7C -1

b6 -4 b7C -4

b6 -1 b7C -1

Re: New York From	Louisville 02/07/2011
Set Lead 1: {botion	1)
BEM ROSK	
	AT NEW YORK
	Investigate information and evidence as by your division. The Louisville Division ipment be promptly returned if no is taken.
Set Lead 2: (Motion	1)
FOXERA CITI	<u>.</u>
a.	AT EVIDENCE CONTROL CENTER
New York ECC.	Transfer HP Computer Serial # to

0.

3

b7E -1

FEDERAL BUREAU OF INVESTIGATION

Precedence: Philippin.		D - 1 - 1	02/20/0000	-
Frederices States		Date:	06/30/2009	
Po: Louisvilly	Attn:	real coorder provider in the control reality to		
Chaptickto	Attn:		ontrol Technicia I D. DeLeon RA	
From: Louisville Aqualaj Contact: SA Jennifer	D. Card	lwell,		**************************************
Approved By: eloggan John A Jr				
Orafted By: Citchell Jennifer	D:jdc			b6 -1, 2 b7C -1, 2 b7E -1
Case 10 % [Pend	láng)	25 e e		DIE -1
Pitle: POSSESTION OF CHILD PORN	9.5 Iography	\$ 		-
Symopsis: To resuget captioned send evidence 1) Bar code #:E03 the Charlette Stringer.				
Shelosure (s): 12 covelope conta Order for lapto of dloss,			ad Service howing receipt	b6 -2 b7C -
Details: Ch Lin; 26, 2009, writsquad, address: 74% International Kenzucky, 3010 to 70% number: he had a complet received for a pornography or it. Geek Squad horder, that if or any time any position pornography, he product waithorities.	epair t epair t as a di product	evard, Suite Ratliff hat he beli sclaimer, o is determin	300, Brooks, advised that eved has child n their Service ed to contain	b6 -3 b7C -3
batili showed writer S/N: and of images overce (the reel took mages were thosh of girls, appropriating bathler sufts and execut poses Rattiff Siviland that in hand as a forme police officer,	to the a few moximate ing ina his expe	right of the minutes to larger the appropriate, prience in s	e screen a reel oad). The e age of 10, suggestive ervice repair	b6 −2 b7C −2

UNCLASSIFIED

(Jan)

To:	Lowisvilla	<u> From</u> t	Louisville
Res		06/	30/2009

b7E -1

these (typical s) shild erotica), that the system has more malicious imacon on the hard drive. Ratliff advised and writer concurred that the computer needs to be analyzed further to determine not only if there are indeed images of child pornography (CF), but if the owner of the computer was also distributing CF mages.

b6	-2
b70	-2

address: telephone

Without is sending the computer to the Charlotte Division to conduct what ever logical investigation is deemed necessary.

UNCLASSIFIED

ro:	Louisville	From:	Louisville
He:		.06/	30/2009

b7E -1

b6 -1

b7C -1

LEAD(s):

Set Lead 1: (belian)

LOUISVILLE

AT WHILE, KY

evidence, but wise is E03975459, to the Greensboro RA of the Char otte Division, address: 1801 Stanley Road, Suite 302, Greensboro, Novi Curolina, 27407.

Set Lead 2: (Moralon)

CHARLCTTE

AT GREENSBORO, NC

To conduct logical investigation as deemed appropriate.

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UNCLASSIFIED

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12/21/16
                            View Case
                                                          ICMCMO02
14:02:22
                                                        Page 1 of 3
Case migrated (view Sentinel for recent information), then press Enter
Class. . . . . . :
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                          OTHER
Originated From Case ID:
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Case Type. . . . . :
                                            Identity Theft: N
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                          Title
                         Summary
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F13=ListSerial
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                                                        03,074
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12/21/16
                                   View Case
                                                                       ICMCM002
 14:05:13
                                                                    Page 1 of 3
 Case migrated (view Sentinel for recent information), then press Enter
 Case ID. . . . . . :
 Class. . . . . . . :
 Status . . . . . . :
                                PENDING
 Squad. . . . . . . :
                                VCMO
 Source . . . . . : 11
                                OTHER
 Originated From Case ID:
                                                          Serial. :
 Case Type. . . . . . . C
                                                      Identity Theft: N
 Opened . . . . . . : 02/17/2011
                                Title
        INNOCENT IMAGES COORDINATOR
                               Summary
F1=Help, F3=Exit, F4=Prompt, F6=Multv, F7=Bkwd, F8=Fwd, F11=NextPq, F12=Cancel
F13=ListSerial
4AÛ
                                                                    03,074
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FEDERAL BUREAU OF INVESTIGATION

Precede	ence: ERTINE		Date:	01/18/2012
To:	Los Angeles	Attn:	Santa Ana SA Cynthia	RA, Squad CY-6 Kayle
From:	Louisvilla Squad Ef Contacts SA Tracey L.			
Approve	ed By: Oallas Mark J <i>osoff</i> 1 By: Riley Tracey Litle			(42)
Draf tad	l By Bley Tracey Litlr			
Case II). #§			
Titles	MARK RETTERMATER 25462 Redeo Circle Laguna Fills, CA 92653 CCP-IIV.;			

Synopsis: To provide evidence and details re captioned subject to the Santa For RA, Los Angeles Division.

Package Copy: Paing forwarded under separate cover is a 1 terabyte Saagate hard drive, Serial # 9TE243V2.

Enclosumes: Cos, 1-A containing a copy of the Receipt of Property (FD-597) and oppies of the GEEK Squad Service Order/Terms of Service, and a copy of the receipt generated buy Best Buy located at 14395 Papeline Ave, Chino, CA.

Details: On Hamsary 5, 2012, a CHS contacted SA Riley and advised that East Buy/Geck Squad had received a hard drive for data recovery repair that contained suspected images of child pornography. Best Buy/Geck Squad has a computer repair/data recovery center located at 345 International Boulevard, Suite 300, Brooks, Fantucky 40109, 802-955-3800. All computers received at Best Edy stores nationwide are sent to this facility for data recovery.

On Gineary 6, 2012, SA Riley personally visited the Kentucky Rest Buy/Geek Squad facility and spoke to the CHS.

Old Version

See New Version File Serial		b7E b7A	-1 -1
·			
<u>L</u>	(_ t t = 5,74,7		

b6 -1 b7C -1

b7E -1 b7A -1 To: Los Abge & From: Louisville
Re: 01/18/2012

b7E -1 b7A -1

The individual who requested the repair work is:

MARK CONTENMALER
25462 Rodeo Circle
Legum Rills, CA 92653
Primary Phone: 949-705-9015
Alternate Phone: 949-831-1624

The CES advised that the questionable images were observed after the data recovery repair had been made for images. In order for the technician to determine that the repair was successful they must access the files to verify that the files were recovered intact. In the course of ensuring the repairs were successful the Best Buy/Geek Squad technician began by performing a search for pictures and/or jpegs. As the Best Buy/Geek Squam rechnician was scrolling through the thumbnails he observed the mages he suspected were child pornography. The technician they contacted the CHS, who contacted SA Riley and secured the hare drive.

It should be noted that SA Riley observed the images that the Bost B y/Geek Squad technician observed. Because it was immediate obvious that there were known CP images, SA Riley seized the hard drive.

While at the Geek Squad a known image of "9yo Jenny" was is mediately observed by SA Riley. This particular image was of a fully nucle white, prepubescent female on her hands and knees on a beat, with a brown choker type collar around her neck.

Once back at the Louisville office the hard drive was attached to a forensic write blocker, a scan was performed with a preview tool. It was determined that the data on the hard drive is underlying, meaning that a scan needs to be done for formatted files using a forensic tool that carves jpg images. Since the Geek Squad uses tools similar to forensic tools used by the FBI's RCFLs it is not possible to view images without using a forensic tool to carve the images.

The sard drive was then placed into evidence at the louisville office of the Federal Bureau of Investigation.

To:	ROL	Ange. as	From:	
Re:				01/18/2012

b7E -1 b7A -1

SA Riley understands that every United States Attorney's Office has different prosecution thresholds. If it is determined that these images do not rise to that level, and no investigative action is taken by the Los Angles Division, the Geek Squad/Rest Buy requests that the hard drive be returned to them in Kentucky so they are able to complete their processes.

Please note item 8 under the "I agree to/or that" section on the Service Order form states that the customer is "on notice that any product containing child pornography will be turned over to the authorities". Please contact SA Riley if there are any additional questions.

To: Los Angeles Prom: Louisville 8e: 01/18/2012

b7E -1 b7A -1

LHAD(s):

Set Lead 1/ Motion)

LOS AFGELES

AT LAGUNA HILLS, CALIFORNIA

Los Angles is requested to review the hard drive and doctments enclosed for case potential. If no case is opened please return the hard drive to the Geek Squad located in Kentucky.

54

Service Order: "101-966536638 11/20/2011 Customer Information: CALIFORNIA - SVC Mark Rettenmaier 1439: PIPELINE AVE 25462 Rodeo Cir CHINO, C/L 91710-5642 Laguna Hills, CA 92653 Primary Phone: (949) 705-9015 Aitemate Phone: (949) 831-1624 Product Information: Product Type: DUMMY SKU: OSS ONUY Brand: GENERIC PRODUCT SOURCE C Model: GSS ONLY Serial #: 9TE243V2 SKU: 7685613 Date Of Purchase: 11/20/2008 BTP Number: Labor/Parts Coverage: COD Labor/Parts End Date: 11/20/2008 11/20/2008 BTP Expiration Date: Condition: Other (specify) Deposit Expected: \$34.95 very slightly 6 say Estimated Completion Date: 12/06/2011 Sist. Approval: \$523 Accessories None Symptoms client approved: ORD service for internal 3.5" stages at 116 7200 RPM drive, please inform client of estimate and proceed appropriately, quoted 2-3 weeks. Service Order Disclaimer I authorize Bast Suy/Gook Squad ("Hest Su,") los 1 authorize Birst Buty/Genk Squind ("Nest Bir,") in: 1. Perform the parvices requested on my product ("product") and I grant access to my product data and information for such purpose. 2. Repair all asparent defects identified by Bert Buy on my product. 3. Use new criebulit replactments parts that portion is in the factory operational specifications of the product. 4. Install software (accepting Bird User Ucense Agreements on my behalf), utilize remote access and/or send my product to a regional service certain, vendor, at third party service, which may be out of state, in order to complete the service on my product. 5. Notify the for approval of all service that wife second the minimum approved amount stated on the service order before my product is repaired and to return the unremarked product to the deep off location if I do not approve such repair. 6. Strive to much the Estimated Completion Date, dilitiough Best Buy may change that date. 7. NOT back to any data on my product unless I spanifically request Best Buy to do so for an applicable fee PRIOR to the performance of any service. 8. Notify the white the service on my product has been campleted. 9. Correct, let no additional charge, any defents to entire interesting the repairs services for hardware (excluding virus/spyware removal or software repairs) within 30-core from the date of pick up. 1. Refer to the terms and conditions of my product summary or service contract for information about coverage and applicable charges. 2. Pay a non-rituridable deposit on confectationates and discernable as covered (including diagonistic and other charges) under a product warranty or service contract. The deposit is refunded if the service/estimate is not covered. 3. Pay, without being notified, up to the minimum as proved amount stated on the service and at. 4. Pay for services (including parts and lature) i contract all the product warranty or service contract. 5. Propart either this service form or a governor test stated of one to by a product warranty or service contract. 5. Propart either this service form or a governor test stated of one to the product warranty or service contract. 6. Welve any claims regarding physical damage of my product if i do not report them at the time of pick up/delivery. 7. Best Buy may dispose all my product if i do not per contract up within 30 days of being notified by Best Buy that service on the product has been completed direi, in the case of disposal, i warra say claims to my product, including all dails and information on my product. 8. Pain on notice that any product containing direit per employed over to the authorities. 9. PRICH TO DELIVERING MY PRODUCT TO BEST 84Y FOR SERVICE IT IS MY RESPONSIBILITY (1) TO BACK UP DATA ON IT AND (2) REMOVE ALL MEDIA AND STORED CONTENT FROM MY PRODUCT. 10. WAVE ANY DATA LOSS OF MEDIA LOSS CINIMS, WHETHER OR NOT I HAVE REQUESTED BEST BUY TO BACK UP MY DATA, AGAINST BEST BUY AS UNDER NO CHOLUSTANCES SHALL THEY BE LIKEUF FOR ANY LOSS, ALTERATION OR CORRUPTION OF ANY DATA, OR LOSS OF ANY MEDIA FROM MY PRODUCT. 11. Weive any consequential or imaterial to the center of the Service Order Disclaimer and that the name, address and plane and agreed to the center of the Service of result of this service. 1. Refer to the terms and conditions of my profess searchy or service contract for information about coverage and applicable charges.

and phone number listed above by the Conformer information Section is accurate.

Customer Signatures

Employee Signature:

AN ESTIMATE AS REQUIRED (SECTION 1984) OF CALIFORNIA BUSINESS AND PROFESSIONS CODE) FOR REPAIRS SHALL BE GIVEN TO THE CUSTOMER BY AN ESTIMATE AS REQUIRED (SECTION 885) OF CAUFORNIA BUSINESS AND PROFESSIONS CODE) FOR REPAIRS SHALL BE GIVEN TO THE CUSTOMER BY THE SERVICE DEALER IN WRITING, AND THE SERVICE DEALER MAY NOT CHARGE FOR WORK DONE OR PARTS SUPPLIED IN EXCESS OF THE ESTIMATE WITHOUT PICOR CONSENT OF THE CUSTOMER. WHERE PROVIDED IN WRITING THE SERVICE DEALER MAY CHARGE A REASONABLE FEE FOR SERVICES PROVIDED BY DETERMINING THE NATURE OF PERMALPUNCTION IN PREPARATION OF A WRITTEN ESTIMATE OF REPAIR. FOR INFORMATION CONTACT THE BURGESS OF ELECTRONIC AND APPLYING REPAIR, DEPARTMENT OF CONSUMER AFFAIRS, SACRAMENTO 95814.

THE BURGAS OF ELECTRONIC AND APPLIANCE REPAIR, DEPARTMENT OF CONSUMER AFFAIRS, SACRAMENTO 95814.

A buyer of this product in California has the failt to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been and of the buyer's hands for warranty repairs. It a defect exists within the warranty period, the warranty will not expire until the defect has been tixed. The familiar period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the central of the buyer, or it has warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they are a completed. It, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a sphacement or a refune subject, in elifer cases, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the times have condentables have or remedies the buyer has under other laws

Best Buy Colling Mander Registration Nisober 19-61490, Gook Squad California Master Registration Number E-81713 and Magnolia Home Theater California Master Registration Number E-80346

Superior Entomobile Collection of Tools SECTOR ZERO Checala Date Customer Name: ?'ax Code: 5555586 Service order: Current Status: Awading Waiver 00101-966536638 Manufacturer: Seagate ST31000333AS Model: 9TE243V2 Serial: Product Hard Drive Agent Name

Log Motes-client approved DRD service for internal 3.5" seagate 1 TB 7200 RPM drive, please inform client of estimate

Fig. - Chash screens

Alline FT -

MULG 17

7.752 Void

Contract Use us:

GEEKSQUAD.COM



1-800-GEEKSQUAD

While performing a data review of the format recovery that was ran, I looked for client mission criticals of Pictures and Video. While the search information populated, I noticed a lot of Album Art pictures coming up – with that I decided to filter them out by revising my search to "kind: picture width:>200". There were a lot of corrupt images, but I can across some which I felt needed be reviewed due to what appeared to be inappropriate content.

Trey Westphal

PD-357	. 12	\$41540)	
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STATES DEPARTMENT OF JUSTICE

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File, a	Tamaka pingha	*1.2	, 2 , Amerika	e	
O	(date)	es gran	* \	<u> </u>	item(s) listed below were; Received From Returned To Released To Seized
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Rege-		K'91	13. 13. 13. 13. 13. 13. 13. 13. 13. 13.	Received From:	Signature)

FEDERAL BUREAU OF INVESTIGATION

Precedence: RECIBER Date: 01/18/2012
To: Los Anceles Attn: Santa Ana RA, Squad CY-6 SA Cynthia Kayle
From: Louisville Squail 10 Compact: SA Tracey L. Riley,
Approved By: Bulles Mark J
Drafted By: Riley Tracey Ditlr
Case ID #
Title: INNOCHAT IMAGES-LS UNDERCOVER GROUP II
Synopsis: To movide evidence and details regarding MARK-RETTENMATER. Observed Rodeo Circle, Laguna Hills, CA 92653, to the Santa Ana RA. Les Angeles Division. Package Copy: Reing forwarded under separate cover is a 1 terabyte Seagete hard drive, Serial # 9TE243V2. Enclosures: Onc. 1-A containing a copy of the Receipt of Property (FD-597) and opplies of the GEEK Squad Service Order/Terms of
Service, and copy of the receipt generated buy Best Buy located at 14395 Pipe in a Ave. Chino, CA.

Details: On Carmary 5, 2012, a CHS contacted SA Riley and advised that Best Buy/Geek Squad had received a hard drive for data recovery repair that contained suspected images of child pornography. Best Buy/Geek Squad has a computer repair/data recovery center located at 345 International Boulevard, Suite 300, Brooks, Section 40109, 502-955-3800. All computers received at Best Buy stores nationwide are sent to this facility

On //a wary 6, 2012, SA Riley personally visited the Kentucky Best B y/Geek Squad facility and spoke to the CHS.

New Version	77
See Old Version	
File of	
Serial #: 7	
A December of the second se	manage of the second

for data recovery.

b7E -1 b7A -1

b6 -1 b7C -1 b7E -1 b7A -1 Los Angeles érom: Louisville | b7E -1 | b7A -1

The individual and requested the repair work is:

To:

Re:

MARS PRITENMAIER
25482 Rodeo Circle
Laqune Hills, CA 92683
Ericary Phone: 949-705-9015
Alterrace Phone: 949-831-1624

The CHS advised that the questionable images were observed after the data recovery repair had been made for images. In order for the bechnician to determine that the repair was successful they must access the files to verify that the files were recovered intact. In the course of ensuring the repairs were successful the Best Buy/Geek Squad technician began by performing a search for pictures and/or jpegs. As the Best Buy/Geek Squad technician was scrolling through the thumbnails he observed the states he suspected were child pornography. The technician their contacted the CHS, who contacted SA Riley and secured the head drive.

It should be noted that SA Riley observed the images that the Bust Buy/Geek Squad technician observed. Because it was immediate obvious that there were known CP images, SA Riley seized the hard drive.

While at the Geek Squad a known image of "9yo Jenny" was immediately observed by SA Riley. This particular image was of a fully nucle white, prepubescent female on her hands and knees on a back, with a brown choker type collar around her neck.

Once hask at the Louisville office the hard drive was attained to a farensic write blocker, a scan was performed with a preview tool. If was determined that the data on the hard drive is underlying, meaning that a scan needs to be done for formatted files using a farensic tool that carves jpg images. Since the Geek Squad using tools similar to forensic tools used by the FBI's RCFLs it is not possible to view images without using a forensic tool to carve the images.

The back drive was then placed into evidence at the Louisville of the of the Federal Bureau of Investigation.

To:	Los	Angel an	Figure :	Louisv	ille
Re:					01/18/2012

b7E -1 b7A -1

Attorney's Office has different prosecution thresholds. If it is determined that those images do not rise to that level, and no investigative action is taken by the Los Angles Division, the Geek Squad/Beac Buy requests that the hard drive be returned to them in Kentucky so they are able to complete their processes.

Please note item 8 under the "I agree to/or that" section on the Service Order form states that the customer is "on notice that any product containing child pornography will be turned over to the authorities". Please contact SA Riley if there are any additional questions.

PEDERAL BUREAU OF INVESTIGATION

Precedence: FOUTINE		Date: 01/18/2012
To: Los Amorles	Attn:	Santa Ana RA, Squad CY-6 SA Cynthia Kayle
From: Louisville Squad 10 Contact: SA Tracey L.	Riley,	
Approved By: Dallas Mark J		
Draftled By Richy Tracey Dillr	<u> </u>	
Case ID %		
Title: INDOCENT (MAGES-LS		

UNUMPROVER GROUP II

Synopsis: To provide evidence and details regarding MARK RETTENMATER, 28462 Rodeo Circle, Laguna Hills, CA 92653, to the Banta Ana RA, Las Angeles Division.

Package Copy: Fring forwarded under separate cover is a l terabyte Seagate hard drive, Serial # 9TE243V2.

Enclosures: (ac, 1-A containing a copy of the Receipt of Property (FD-397) and copies of the GEEK Squad Service Order/Terms of Service, and a copy of the receipt generated buy Best Buy located at 14395 Fipelins Ave, Chino, CA.

Details: On Commary 5, 2012, a CHS contacted SA Riley and advised that Fest Buy/Geek Squad had received a hard drive for data recovery repair that contained suspected images of child pornography. Best Buy/Geek Squad has a computer repair/data recovery center located at 345 International Boulevard, Suite 300, Brooks, Eshbucky 40109, 502-955-3800. All computers received at Best Buy stores nationwide are sent to this facility for data recovery.

On January 6, 2012, SA Riley personally visited the Kentucky Bost Suy/Geek Squad facility and spoke to the CHS.

b6 -1 b7C -1

b7E -1 b7A -1 The individual who requested the repair work is:

MARI SETTENMAIER
25462 Rodgo Circle
Lagrag Hills, CA 92653
Prinary Phone: 949-705-9015
Alternate Phone: 949-831-1624

The CAS advised that the questionable images were observed after the data recovery repair had been made for images. In order for the technician to determine that the repair was successful they must access the files to verify that the files were recovered induct. In the course of ensuring the repairs were successful the Best Buy/Geek Squad technician began by performing a mearch for pictures and/or jpegs. As the Best Buy/Geek Squad rechnician was scrolling through the thumbnails he observed the images he suspected were child pornography. The technician then contacted the CHS, who contacted SA Riley and secured the hard drive.

It should be noted that SA Riley observed the images that the Best Bly/Geek Squad technician observed. Because it was immediate obvious that there were known CP images, SA Riley seized the hard drive.

While at the Geek Squad a known image of "9yo Jenny" was immediately observed by SA Riley. This particular image was of a fully nucle white, prepubescent female on her hands and knees on a bec. With a brown choker type collar around her neck.

Once back at the Louisville office the hard drive was attached to a forensic write blocker, a scan was performed with a preview tool. It was determined that the data on the hard drive is underlying, meaning that a scan needs to be done for formatted files using a forensic tool that carves jpg images. Since the Geek Squad uses tools similar to forensic tools used by the FBI's RCFLs it is not possible to view images without using a forensic tool to carve the images.

The bard drive was then placed into evidence at the Louisville of he of the Federal Bureau of Investigation.

To: Los Angeles Prom: Louisville
Re: 01/18/2012

b7E -1 b7A -1

Attorney's Office has different prosecution thresholds. If it is determined that these images do not rise to that level, and no investigative action is taken by the Los Angles Division, the Geek Squad/Best Buy requests that the hard drive be returned to them in Reaturks so they are able to complete their processes.

Please note item 8 under the "I agree to/or that" section on the Service Order form states that the customer is "on notice that any product containing child pornography will be turned over to the authorities". Please contact SA Riley if there are any additional questions.

b6 -1, 2, 5 b7C -1, 2, 5 (USACAC) 4 From: (LS) (FBI) < Sent: Friday, December 23, 2016 7:11 AM To: (USACAC) 4 Subject: Attachments: Certification Update.pdf Here are the files that I found this morning with the 2 additional names added to the string. The rest should arrive this am via FedEx. (USACAC) 4 [mailto Sent: Thursday, December 22, 2016 6:03 PM b6 -1, 2, 5, 7 To: (LS) (FBI) b7C -1, 2, 5, 7 Subject: RE Justin Meade Randall Ratliff From: (LS) (FBI) [mailto: b6 -1, 2, 5 Sent: Thursday, December 22, 2016 2:40 PM b7C -1, 2, 5 To: (USACAC) 4 √ Subject: RE Which number do you want me to call? ----- Original message -----(USACAC) 4" < From: b6 -1, 2, 5 b7C -1, 2, 5 Date: 12/22/2016 5:34 PM (GMT-05:00) To: ' (LS) (FBI)" < Cc: (USACAC)" < Subject:

Are you around this afternoon? If not, how about tomorrow?

1

b6 -5 b7C -5

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE	Date: 06/30/2009	
	Dishona K. Rogers Evidence Control Technician SSA Michael D. DeLeon Greensboro RA	
From: Louisville Squad 6 Contact: SA Jennifer D. Card Approved By: Morgan John A Jr 1	iwell,	b6 -1, 2 b7C -1, 2 b7E -1
Drafted By: Cardwell Jennifer D:jdc%	×	
Case ID #: (Pending) Title: POSSESSION OF CHILD PORNOGRAPHY	DO O	
Synopsis: To request captioned case be send evidence (1B Bar code #:E03975459) the Charlotte Division.		
Enclosure(s): 1A envelope containing of Order for laptop and to of item.	ne Geek Squad Service he FD-597 showing receipt	b6 - b7С
Details: On June 26, 2009, writer met Squad, address: 345 International Boule Kentucky, telephone number: he had a computer received for repair t pornography on it. Geek Squad has a di Order, that if at any time any product child pornography, the product will be authorities.	vard, Suite 300, Brooks, Ratliff advised that hat he believed has child sclaimer, on their Service is determined to contain	ъ6 - ъ7С
Ratliff showed writer the community of images cycled (the reel took a few mimages were those of girls, approximate wearing bathing suits and executing ina poses. Ratliff advised that in his expeand as a former police officer, when he	right of the screen a reel vinutes to load). The ly under the age of 10, ppropriate, suggestive rience in service repair	b6 -2 b7C -2
UNCLASSIFIED		

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D/E

To:	Louisville	From:	Louisville
Re:		06/30	/2009

b7E -1

b6 -2 b7C -2

these (typical of child erotica), that the system has more malicious images on the hard drive. Ratliff advised and writer concurred that the computer needs to be analyzed further to determine not only if there are indeed images of child pornography (CP), but if the owner of the computer was also distributing CP images.

_	The	owner	of	the	computer	is	listed	as	
address:				9					telephone
number:									

Writer is sending the computer to the Charlotte Division to conduct what ever logical investigation is deemed necessary.

UNCLASSIFIED

To:	Louisville	_From:	Louisville
Re:		06/30	/2009

b7E -1

b6 -1 b7C -1

LEAD(s):

Set Lead 1: (Action)

LOUISVILLE

AT LOUISVILLE, KY

For ECT, to release and send evidence, bar code #: E03975459, to the Greensboro RA of the Charlotte Division, address: 1801 Stanley Road, Suite 302, Greensboro, North Carolina, 27407.

Set Lead 2: (Action)

CHARLOTTE

AT GREENSBORO, NC

To conduct logical investigation as deemed appropriate.

UNCLASSIFIED

3

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE	Date: 07/28/2009
To: Louisville	:
From: Louisville Squad 6 Contact: SA	
Approved By:	
Drafted By: jdc	;
Case ID #: (Closed)	
Title: POSSESSION OF CHILD PORNOGRAE	PHY.
Synopsis: To request captioned case	be closed.
Reference:	
Details: On June 17, 2009, New Orleathe captioned subject after receiving communique. Writer provided a suppleagent per request.	the computer and
Due to the fact that New Or resides in the New Or the case was opened in Louisville for brder to provide New Orleans the information that the captioned case be	Orleans territory) and that administrative purposes in Ormation and evidence, it is
••	
UNCLASSIFI	Coca 8/3/00

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b6 -1, 2 b7C -1, 2 b7E -1

b7E -1

- 1 -

FEDERAL BUREAU OF INVESTIGATION

Date of transcription	07/28	/2009

On June 26, 2009, RANDY RATLIFF, Ambassador, Geek Squad City, business address: 345 International Blvd., Suite 300, Brooks, KY, 40109, telephone number: 502-955-3858 was interviewed at his place of employment. After being advised of the official identity of the interviewing Agent, and the nature of the interview, RATLIFF provided the following information:

RATLIFF advised that Geek Squad had received a laptop for repair on which child pornography (CP) was discovered. The CP was discovered during the repair process. RATLIFF advised that Geek Squad's protocol is such that, when any CP is discovered on a system submitted for repair, all repairs stop and the system is then turned over to law enforcement.

RATLIFF sh	nowed writer the 1	laptop (white Appl	e Core 2
laptop, S/N:	and writer	confirmed numerou	s images of
child pornography on	the system. Wri	ter concurred wit	h Ratliff's
advisement that the	laptop should be	analyzed further	to determine
if there are more im	ages of CP on the	system, how the	images were
acquired and to dete			
distributing CP imag	ges and to determi	ne the method of	distribution.

RATLIFF provided writer with a copy of the Geek Squad Service Order which depicts the customer information, the location at which the system was submitted, the system identification numbers and the disclaimer. RATLIFF released the laptop to writer. RATLIFF signed the FD-597, documenting the release of the laptop, to which writer provided a receipt.

Investigation on	06/26/2009 a	Brooks,		
File 8			 Date dictated	
by SA				

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

b6 -1 b7C -1 b7E -1

-1.

FEDERAL BUREAU OF INVESTIGATION

Date of transcription 07/28/2009

On June 26, 2009, RANDY RATLIFF, Ambassador, Geek Squad City, business address: 345 International Blvd., Suite 300, Brooks, KY, 40109, telephone number: 502-955-3858 was interviewed at his place of employment. After being advised of the official identity of the interviewing Agent, and the nature of the interview, RATLIFF provided the following information:

RATLIFF advised that Geek Squad had received a laptop for repair on which child pornography (CP) was discovered. The CP was discovered during the repair process. RATLIFF advised that Geek Squad's protocol is such that, when any CP is discovered on a system submitted for repair, all repairs stop and the system is then turned over to law enforcement.

RATLIFF showed writer the laptop (white Apple Core 2 laptop, S/N: and writer confirmed numerous images of child pornography on the system. Writer concurred with Ratliff's advisement that the laptop should be analyzed further to determine if there are more images of CP on the system, how the images were acquired and to determine if the owner of the computer was also distributing CP images and to determine the method of distribution.

RATLIFF provided writer with a copy of the Geek Squad Service Order which depicts the customer information, the location at which the system was submitted, the system identification numbers and the disclaimer. RATLIFF released the laptop to writer. RATLIFF signed the FD-597, documenting the release of the laptop, to which writer provided a receipt.

ROPE

dcp938	2009 B-306	3					
Investigation on	06/26/2009	_at _	Brooks,	KY	· · · · · · · · · · · · · · · · · · ·		<u></u>
File #					,	Date dictated	
by SA			Jga_				

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

EFF-110

b6 -1 b7C -1 b7E -1

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UNCLASSIFIED

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE	Date:	07/16/2009
To: Louisville Attn:	ECC	
From: Louisville		
Approved By: 5th/5m		
Drafted By: dkr		,
Case ID #: (Pending)		
Title: POSSESSION OF CHILD PORNOGRAPHY		
Synopsis: Document reason for delay in ACS, Collected Item.	entering ev	vidence into
Details: The reason for the delay in eracquired from the Geek Squad on 06/26/20 was due to a delay in opening the file.		

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UNCLASSIFIED

b7E -1

b6 -1, 2 b7C -1, 2 b7E -1

FEDERAL BUREAU OF INVESTIGATION

	Precedence: ROUTINE	Date: 06/30/2009	
V	To: Louisville Attn:	Evidence Control Technician	b6 b7С
	New Orleans Attn:	SSA Cyber Program Manager	
	From: Louisville Squad 6 Contact: SA		b6 -1, b7C -1
	Approved By:	BHR	b7E -1
Ì	Drafted By: jdc G	P.	
	Title: POSSESSION OF CHILD PORNOGRAPHY	č	
	Synopsis: To request captioned case be send evidence (18 Bar code #:E03975461) Manager of the New Orleans Division.		
	Enclosure(s): 1A envelope containing of of item.	one Geek Squad Service ne FD-597 showing receipt	b6 b7С
	Details: On June 26, 2009, writer met Squad, address: 345 International Boule Kentucky, telephone number: he had a computer received for repair ton it. Geek Squad has a disclaimer, or if at any time any product is determine pornography, the product will be turned	evard, Suite 300, Brooks, Ratliff advised that that has child pornography their Service Order, that ed to contain child	ь6 ь7С
	Ratliff showed writer the complaptop, S/N: and writer conchild pornography on the system. Write advisement that the computer should be determine if there are more images of the system, to determine if the owner of distributing CP images and to determine owner was acquiring the images (P2P, e-	onfirmed numerous images of er concurred with Ratliff's analyzed further to whild pornography (CP) on of the computer was also a the method of which the	b6 -2 b7C -2
	UNCLASSIFIED		

19000303009B.EC

b7E -

To:	Louisville	From:	Louisville
Re:		06/30	/2009

The owner of the computer is listed as address: telephone number:

Writer is sending the computer to the New Orleans Division to conduct what ever logical investigation is deemed necessary.

UNCLASSIFIED

2

b7E -1

To: Louisville From: Louisville Re: 06/30/2009

b7E -1

b6 -1

b7C -1

LEAD(s):

Set Lead 1: (Action)

LOUISVILLE

AT LOUISVILLE, KY

For ECT, to release and send evidence, bar code #: E03975461, to the New Orleans Field Office, address: 2901 Leon C. Simon Blvd., New Orleans, Louisiana, 70126

Set Lead 2: (Action)

NEW ORLEANS

AT NEW ORLEANS, LA

To conduct logical investigation as deemed appropriate.

UNCLASSIFIED

3

FEDERAL BUREAU OF INVESTIGATION

Pred	cedence:	ROUTINE		Date:	11/18/2009	
To:	Louisvi Chicago				ontrol Technician	b6 -1 b7C -
1	Chicago	·		SA Y-1		b7E -
From	Sq	ville uad 6 ntact: SA				
ıqak	coved By:		1			
1	fted By:	}enć	ing)	8 pc	/	
Titl		ESSION OF CHILD PO	RNOGRAPHY			
send to t	d evidenc	o request captione e (1B Bar code #: ever action deemed	E03975718)	to the Chi	cago Division	
Orde	er for	: 1A envelope con compu			d Service and the FD-597	b6 b7
Geek Broo that porr Serv cont auth By v	c Squad, obs, Kenton he had a cography vice Order children child corities.	October 30, 2009, address: 345 Inter ucky, telephone nu a computer receive (CP) on it. Geek r, that if at any d pornography, the Each customer is ckground, Geek Squr the country, to	mational Bo mber: 502-9 d for repai Squad has a time any pr product wi required t ad receives	ulevard, S 55-3901. In that has disclaime oduct is o ll be turn o sign the computers	Suite 300, Meade advised child cr, on their determined to ded over to the disclaimer. for repair,	
be c	nicians		ning images howed write	that were	cess, believed to outer (Hewlett cous images of	b6 -2 b7C -2
		UNC	LASSIFIED		8	
		OEA Ulialos	1 109		FILE COPY	b6 b7
mas - W. H	1820096	Fr. SA- Constant Co	de ib)			b7

EFF-115

To: Louisville From: Louisville

about his computer's repair.

etc...).

11/18/2009

	*
child pornography on the system.	In addition there were many
video files with titles indicative	
to be opened to confirm CP. Writer	
should be analyzed further to deter	
of CP on the system to determine :	

was also distributing CP images and to determine the method of which the owner was acquiring the images (P2P, e-mail, websites,

The technicians discovered the images and the videos with titles indicative of CP, by the following process: At the Windows log-in screen, they selected the "Chucky" icon. Once the system had finished booting, they opened the 'My Docs' directory and then the Limewire Saved directory.

	The owner of the computer is listed as	b6 -2
address:	An alternate phone number for was listed as	b7C -2
	On November 17, 2009, at 6:33pm MEADE contacted writer	b6 -2
via e-mai	l and advised that had called Geek Squad inquiring	b7C −2

Writer is sending the computer to the Chicago Division to conduct what ever logical investigation is deemed necessary.

UNCLASSIFIED

b7E -1

To: Louisville From: Louisville Re: 11/18/2009

b7E -1

b6 -1

b7C -1

LEAD(s):

Set Lead 1: (Action)

LOUISVILLE

AT LOUISVILLE, KY

For ECT, to release and send evidence, bar code #:E03975718, to the Chicago Field Office, address: 2111 West Roosevelt Road, Chicago, IL 60608, telephone number: 312-421-6700.

Set Lead 2: (Action)

CHICAGO

AT CHICAGO, IL

To conduct logical investigation as deemed appropriate.

UNCLASSIFIED



b6 -1, 2 b7C -1, 2 b7E -1

> b6 -1 b7C -1

b6 -4 b7С -4

* (Rev. 01-31-2003) S. Draft-Suprimitigner/2011/110-unit bosion ec

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE	Date: 04/20/2011
To: Boston	Attn:
From: Louisville Squad 6 Contact: SA	
Approved By:	<i>*</i>
Drafted By:	
Case ID #: (Pendi	ng)
Title: CCP-IINI;	•
Synopsis: To provide additional subject to Boston. Details: Below are descriptions	
and SA with the source at	nest buy/ Geek squad.

b7E -1

To: Boston From: Louisville Re: 04/04/2011

b7E -1

LEAD(s):

Set Lead 1: (Info)

BOSTON

AT HIRAM, MAINE

Boston is being provided additional information to assist with search warrant.

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