

MUR 7941OFFICE OF
GENERAL COUNSEL

Email sent to Winred, posted to official dispute with Discover

2021 NOV -3 PM 12: 55

Attn: FEC

From: Peggy Karstens (POA), Kimberly Schilling

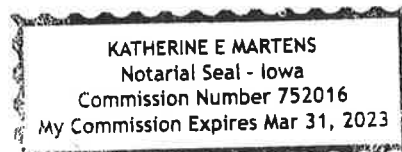
RE: Fraudulent unauthorized ongoing charges to Discover Credit Card by Winred

To Whom it may concern,

We are Kimberly Schilling and Peggy Karstens, daughters of Kathryn K. McMartin our almost 80 year old mother. She has been the victim of predatory and criminal including Elder abuse swindle of in total \$5,492.99! We demand immediate Full refund/reimbursement off all charges and for any further charges to cease and desist. We are in the process of filing formal complaints with the FEC, The Iowa Attorney General Consumer Care department, the local police and the Better Business Bureau at the guidance of the FEC. This is an elderly woman on a very fixed income. This egregious act has cause so much harm to our mother's health and well-being. We request and immediate refund to be issued to her immediately.

Peggy Jo Karstens POA

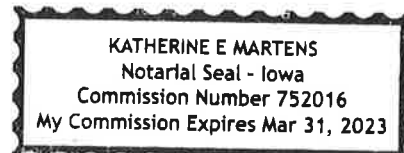
Peggy Karstens



Kimberly K. Schilling

Kimberly Schilling

*Notary for Peggy Jo Karstens
who personally appeared before
me on 10/22/21
Katherine E Martens*



*Notary for Kimberly Schilling
personally appeared before me
on 10/22/21
Katherine E Martens*

TIME LINE

1. Discovery of Fraud by daughters (Kimberly Schilling and Peggy Karstens):

Sunday, October 17, 2021

2. Initial call to Discover, where we instated a freeze for "WINRED" to charge her anymore and to begin dispute process. , Sunday October 17, 2021

3. Initial Call to report Elder fraud abuse, dispute charges and demand refund from "WINRED" Sunday, October 17, 2021. Spoke to call center and they said they had to escalate to corporate and we should expect an email response in two days.

4. They sent a generic "how can I help you" with no phone number to call. All detail was below as to why we had made contact and he didn't speak to any of these things in the response.

5. within a few hours of this email, they sneakily tried to close out the inquiry. We quickly sent the letter enclosed to them.

They proceeded to try to say our elderly mother would have to go to each individual group that "Winred" sent the money to for her requested refund that it wasn't their responsibility.

6. Police report filed, Monday October 18th

7. Call made to Discover Credit Card Services, to Formally dispute charges, October 21, 2021 Spoke with Kyle in Billing Assistance. She then told us we could go to the "My Dispute" page on Discover site and add documents. We have done so with all the mentioned reports.

8. Better Business Bureau Complaint file, October 22, 2021

9. Spoke to the FEC, October 18, 2021 with their Information line who instructed us to file all of these reports and to then send a formal complaint to the FEC including as much detail as possible.

Contact information:

Fraud Victim & DiscoverCard Holder, Kathryn K McMartin

Kimberly Schilling,
(POA), '17

Peggy Karstens



Better Business Bureau®

File a Complaint

Please mail your complaint to the BBB below.

0241

BBB serving Metro Washington DC, Metro Philadelphia & Eastern Pennsylvania
1411 K St. NW, 10th Floor, Washington

The following is a complaint with Winred, Inc. ():

First Name: Peggy

Last Name: Karstens

Email: n

Phone: 7123106782

Street Address: 2008 W. Broadway Suite 129

State: IA

City: Council Bluffs

Zip: 51501

Country: USA

Description of Complaint:

Our 79-year-old mother has been taken advantage of by Winred. She made one \$50 donation on May 3, 2020 and then they continued to steal money from her until 4/27/2021 to the tune of \$5,492.99. She tried to get them to stop twice. They would stop for a bit and/or return a little bit of money to her and then start all over again with the charges. All told they took 6,712.99, returning \$1,220 (list of the 130 transactions attached). We've contacted Winred, Discover Card company, Iowa State Attorney General, Council Bluffs, IA Police Dept. and the FEC. A formal dispute of the charges has been filed with her Discover card company, a police report (attached) has been filed with the Council Bluffs Police Dept. and we lodged a complaint with Winred. Our mother is on a very fixed income. She tried to rectify this herself but was getting nowhere. I am her POA (with the paperwork for that if you need it as well). This has caused her a great deal of undo stress and we need to get it resolved as soon as possible. Can you please help us?

Desired Settlement:

Refund

Additional Information

- Occurred in the last 12 months

I'm not a robot

reCAPTCHA
Privacy - Terms

Discover Card Fraud by Winred Summary totals

Timeline of Charges: May 3, 2020 through April 27, 2021

Total: \$6,712.99

When our mother discovered charges, Discover disputed a total of \$1,220, leaving amount of \$5,492.99 still to be refunded by Winred.

****Detailed timeline of charges attached.**



KATHRYN K MCMARTIN | Acct Ending

COUNCIL BLFS, IA 51503-

4/68
(000) 000-0000

Search Transactions: We found 130 matches.

You searched for **winred** in **all categories** between **01/01/20** and **10/22/21**.

Note: Please review your statements for interest charge information.

Transactions

Trans. Date^	Post Date	Description	Amount	Category
<input type="checkbox"/> 05/03/20	05/03/20	WINRED* DONALDJTRUMP.C 888-873-0074 VA	\$ 50.00	Services
<input type="checkbox"/> 05/16/20	05/16/20	WINRED* DONALDJTRUMP.C 888-873-0074 VA	\$ 50.00	Services
<input type="checkbox"/> 05/23/20	05/24/20	WINRED* CONG. LEADERSH 888-873-0074 VA	\$ 40.00	Services
<input type="checkbox"/> 05/27/20	05/27/20	WINRED* DONALDJTRUMP.C 888-873-0074 VA	\$ 50.00	Services
<input type="checkbox"/> 06/08/20	06/08/20	WINRED* WWW.GOP.COM 888-873-0074 VA	\$ 35.00	Services
<input type="checkbox"/> 06/08/20	06/08/20	WINRED* WWW.GOP.COM 888-873-0074 VA	\$ 35.00	Services
<input type="checkbox"/> 06/13/20	06/13/20	WINRED* WWW.GOP.COM 888-873-0074 VA	\$ 50.00	Services
<input type="checkbox"/> 06/16/20	06/16/20	WINRED* TEAM GRAHAM 888-873-0074 VA	\$ 50.00	Services
<input type="checkbox"/> 06/23/20	06/24/20	WINRED* CONG. LEADERSH 888-873-0074 VA	\$ 40.00	Services
<input type="checkbox"/> 06/23/20	06/24/20	WINRED* WWW.GOP.COM 888-873-0074 VA	\$ 42.00	Services
<input type="checkbox"/> 06/23/20	06/24/20	WINRED* WWW.GOP.COM 888-873-0074 VA	\$ 42.00	Services
<input type="checkbox"/> 06/28/20	06/28/20	WINRED* WWW.GOP.COM 888-873-0074 VA	\$ 50.00	Services
<input type="checkbox"/> 06/30/20	06/30/20	WINRED* TRUMP MAKE AME 8888730074 VA	\$ 500.00	Services
<input type="checkbox"/> 06/30/20	06/30/20	WINRED* WWW.GOP.COM 888-873-0074 VA	\$ 100.00	Services
<input type="checkbox"/> 07/02/20	07/02/20	WINRED* WWW.GOP.COM 8888730074 VA	\$ 50.00	Services
<input type="checkbox"/> 07/04/20	07/04/20	WINRED* TRUMP MAKE AME 8888730074 VA	\$ 500.00	Services
<input type="checkbox"/> 07/04/20	07/04/20	WINRED* WWW.GOP.COM 8888730074 VA	\$ 42.00	Services
<input type="checkbox"/> 07/05/20	07/07/20	WINRED* TRUMP MAKE AME 8888730074 DC	\$ -500.00	Payments and Credits

<input type="checkbox"/>	07/05/20	07/07/20	WINRED* TRUMP MAKE AME 8888730074 DC	\$	-500.00	Payments and Credits
<input type="checkbox"/>	07/05/20	07/07/20	WINRED* WWW.GOP.COM 8888730074 DC	\$	-100.00	Payments and Credits
<input type="checkbox"/>	07/10/20	07/10/20	WINRED* WWW.GOP.COM 8888730074 VA	\$	50.00	Services
<input type="checkbox"/>	07/16/20	07/16/20	WINRED* TEAM GRAHAM 8888730074 VA	\$	50.00	Services
<input type="checkbox"/>	07/23/20	07/24/20	WINRED* CONG. LEADERSH 8888730074 VA	\$	40.00	Services
<input type="checkbox"/>	08/16/20	08/16/20	WINRED* TEAM GRAHAM 8888730074 VA	\$	50.00	Services
<input type="checkbox"/>	08/23/20	08/24/20	WINRED* CONG. LEADERSH 8888730074 VA	\$	40.00	Services
<input type="checkbox"/>	09/16/20	09/16/20	WINRED* TEAM GRAHAM 8888730074 VA	\$	50.00	Services
<input type="checkbox"/>	09/23/20	09/24/20	WINRED* CONG. LEADERSH 8888730074 VA	\$	40.00	Services
<input type="checkbox"/>	10/11/20	10/11/20	WINRED* TRUMP MAKE AME 8888730074 VA	\$	9.99	Services
<input type="checkbox"/>	10/11/20	10/11/20	WINRED* TRUMP MAKE AME 8888730074 VA	\$	100.00	Services
<input type="checkbox"/>	10/16/20	10/16/20	WINRED* TEAM GRAHAM 8888730074 VA	\$	50.00	Services
<input type="checkbox"/>	10/18/20	10/18/20	WINRED* TRUMP MAKE AME 8888730074 VA	\$	100.00	Services
<input type="checkbox"/>	10/19/20	10/19/20	WINRED* DONALDJTRUMP.C 8888730074 VA	\$	100.00	Services
<input type="checkbox"/>	10/22/20	10/22/20	WINRED* NRCC 8888730074 VA	\$	35.00	Services
<input type="checkbox"/>	10/23/20	10/24/20	WINRED* CONG. LEADERSH 8888730074 VA	\$	40.00	Services
<input type="checkbox"/>	10/24/20	10/24/20	WINRED* NRCC 8888730074 VA	\$	50.00	Services
<input type="checkbox"/>	10/25/20	10/25/20	WINRED* NRCC 8888730074 VA	\$	90.00	Services
<input type="checkbox"/>	10/25/20	10/25/20	WINRED* TRUMP MAKE AME 8888730074 VA	\$	100.00	Services
<input type="checkbox"/>	10/28/20	10/28/20	WINRED* NRCC 8888730074 VA	\$	15.00	Services
<input type="checkbox"/>	10/28/20	10/28/20	WINRED* NRCC 8888730074 VA	\$	35.00	Services
<input type="checkbox"/>	10/28/20	10/28/20	WINRED* NRCC 8888730074 VA	\$	35.00	Services
<input type="checkbox"/>	10/28/20	10/28/20	WINRED* NRCC 8888730074 VA	\$	70.00	Services
<input type="checkbox"/>	10/28/20	10/28/20	WINRED* NRSC 8888730074 VA	\$	35.00	Services
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<input type="checkbox"/>	10/30/20	10/30/20	WINRED* NRSC 8888730074 VA	\$	100.00	Services
<input type="checkbox"/>	10/30/20	10/30/20	WINRED* NRSC 8888730074 VA	\$	100.00	Services

<input type="checkbox"/>	10/30/20	10/30/20	WINRED* NRSC 8888730074 VA	\$	100.00	Services
<input type="checkbox"/>	10/31/20	10/31/20	WINRED* NRCC 8888730074 VA	\$	35.00	Services
<input type="checkbox"/>	10/31/20	10/31/20	WINRED* NRCC 8888730074 VA	\$	100.00	Services
<input type="checkbox"/>	10/31/20	10/31/20	WINRED* NRCC 8888730074 VA	\$	100.00	Services
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<input type="checkbox"/>	11/01/20	11/01/20	WINRED* TRUMP MAKE AME 8888730074 VA	\$	100.00	Services
<input type="checkbox"/>	11/03/20	11/03/20	WINRED* NRCC 8888730074 VA	\$	100.00	Services
<input type="checkbox"/>	11/05/20	11/05/20	WINRED* NRSC 8888730074 VA	\$	35.00	Services
<input type="checkbox"/>	11/05/20	11/05/20	WINRED* NRSC 8888730074 VA	\$	35.00	Services
<input type="checkbox"/>	11/05/20	11/05/20	WINRED* PERDUE FOR SEN 8888730074 VA	\$	10.00	Services
<input type="checkbox"/>	11/05/20	11/05/20	WINRED* UPSELLS 8888730074 VA	\$	10.00	Services
<input type="checkbox"/>	11/05/20	11/05/20	WINRED* UPSELLS 8888730074 VA	\$	25.00	Services
<input type="checkbox"/>	11/08/20	11/08/20	WINRED* GEORGIANS FOR 8888730074 VA	\$	25.00	Services
<input type="checkbox"/>	11/08/20	11/08/20	WINRED* GEORGIANS FOR 8888730074 VA	\$	50.00	Services
<input type="checkbox"/>	11/09/20	11/09/20	WINRED* GEORGIANS FOR 8888730074 VA	\$	30.00	Services
<input type="checkbox"/>	11/13/20	11/13/20	WINRED* MITCH MCCONNEL 8888730074 VA	\$	35.00	Services
<input type="checkbox"/>	11/13/20	11/13/20	WINRED* SENATE CON 8888730074 VA	\$	120.00	Services
<input type="checkbox"/>	11/14/20	11/14/20	WINRED* GEORGIANS FOR 8888730074 VA	\$	30.00	Services
<input type="checkbox"/>	11/15/20	11/15/20	WINRED* MITCH MCCONNEL 8888730074 VA	\$	35.00	Services
<input type="checkbox"/>	11/15/20	11/15/20	WINRED* MITCH MCCONNEL 8888730074 VA	\$	50.00	Services
<input type="checkbox"/>	11/15/20	11/15/20	WINRED* MITCH MCCONNEL 8888730074 VA	\$	50.00	Services
<input type="checkbox"/>	11/23/20	11/24/20	WINRED* CONG. LEADERSH 8888730074 VA	\$	40.00	Services
<input type="checkbox"/>	11/25/20	11/25/20	WINRED* DONALDJTRUMP.C 8888730074 VA	\$	50.00	Services
<input type="checkbox"/>	11/25/20	11/25/20	WINRED* KELLY LOEFFLER.8888730074 VA	\$	50.00	Services
<input type="checkbox"/>	11/25/20	11/25/20	WINRED* MITCH MCCONNEL 8888730074 VA	\$	50.00	Services
<input type="checkbox"/>	11/25/20	11/25/20	WINRED* MITCH MCCONNEL 8888730074 VA	\$	50.00	Services
<input type="checkbox"/>	11/25/20	11/25/20	WINRED* NRSC 8888730074 VA	\$	50.00	Services

<input type="checkbox"/>	11/28/20	11/28/20	WINRED* NATIONAL V 8888730074 VA	\$	20.00	Services
<input type="checkbox"/>	11/28/20	11/28/20	WINRED* NATIONAL V 8888730074 VA	\$	35.00	Services
<input type="checkbox"/>	11/28/20	11/28/20	WINRED* NATIONAL V 8888730074 VA	\$	35.00	Services
<input type="checkbox"/>	11/28/20	11/28/20	WINRED* NRSC 8888730074 VA	\$	30.00	Services
<input type="checkbox"/>	11/28/20	11/28/20	WINRED* NRSC 8888730074 VA	\$	30.00	Services
<input type="checkbox"/>	11/29/20	11/29/20	WINRED* KELLY LOEFFLER 8888730074 VA	\$	50.00	Services
<input type="checkbox"/>	12/02/20	12/02/20	WINRED* MITCH MCCONNEL 8888730074 VA	\$	100.00	Services
<input type="checkbox"/>	12/05/20	12/05/20	WINRED* NATIONAL V 8888730074 VA	\$	35.00	Services
<input type="checkbox"/>	12/09/20	12/09/20	WINRED* NRSC 8888730074 VA	\$	35.00	Services
<input type="checkbox"/>	12/10/20	12/10/20	WINRED* KELLY LOEFFLER 8888730074 VA	\$	30.00	Services
<input type="checkbox"/>	12/15/20	12/15/20	WINRED* MITCH MCCONNEL 8888730074 VA	\$	50.00	Services
<input type="checkbox"/>	12/15/20	12/15/20	WINRED* NATIONAL V 8888730074 VA	\$	35.00	Services
<input type="checkbox"/>	12/15/20	12/15/20	WINRED* NATIONAL V 8888730074 VA	\$	35.00	Services
<input type="checkbox"/>	12/15/20	12/15/20	WINRED* NATIONAL V 8888730074 VA	\$	40.00	Services
<input type="checkbox"/>	12/18/20	12/18/20	WINRED* KELLY LOEFFLER 8888730074 VA	\$	50.00	Services
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<input type="checkbox"/>	12/19/20	12/19/20	WINRED* KELLY LOEFFLER 8888730074 VA	\$	25.00	Services
<input type="checkbox"/>	12/19/20	12/19/20	WINRED* KELLY LOEFFLER 8888730074 VA	\$	100.00	Services
<input type="checkbox"/>	12/23/20	12/24/20	WINRED* CONG. LEADERSH 8888730074 VA	\$	40.00	Services
<input type="checkbox"/>	12/23/20	12/24/20	WINRED* NRSC 8888730074 VA	\$	100.00	Services
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<input type="checkbox"/>	12/26/20	12/26/20	WINRED* KELLY LOEFFLER 8888730074 VA	\$	50.00	Services
<input type="checkbox"/>	12/26/20	12/26/20	WINRED* NRSC 8888730074 VA	\$	25.00	Services
<input type="checkbox"/>	12/27/20	12/27/20	WINRED* KELLY LOEFFLER 8888730074 VA	\$	50.00	Services
<input type="checkbox"/>	12/27/20	12/27/20	WINRED* NRSC 8888730074 VA	\$	22.00	Services
<input type="checkbox"/>	12/27/20	12/27/20	WINRED* NRSC 8888730074 VA	\$	22.00	Services
<input type="checkbox"/>	12/27/20	12/27/20	WINRED* NRSC 8888730074 VA	\$	35.00	Services
<input type="checkbox"/>	12/27/20	12/27/20	WINRED* PERDUE FOR SEN 8888730074 VA	\$	35.00	Services
<input type="checkbox"/>	12/28/20	12/28/20	WINRED* KELLY LOEFFLER 8888730074 VA	\$	50.00	Services
<input type="checkbox"/>	12/29/20	12/29/20	WINRED* NRSC 8888730074 VA	\$	50.00	Services

<input type="checkbox"/>	12/29/20	12/29/20	WINRED* NRSC 8888730074 VA	\$	50.00	Services
<input type="checkbox"/>	12/29/20	12/29/20	WINRED* PERDUE FOR SEN 8888730074 VA	\$	35.00	Services
<input type="checkbox"/>	12/30/20	12/30/20	WINRED* NATIONAL V 8888730074 VA	\$	30.00	Services
<input type="checkbox"/>	12/30/20	12/30/20	WINRED* NATIONAL V 8888730074 VA	\$	35.00	Services
<input type="checkbox"/>	12/30/20	12/30/20	WINRED* NATIONAL V 8888730074 VA	\$	100.00	Services
<input type="checkbox"/>	12/30/20	12/30/20	WINRED* PERDUE FOR SEN 8888730074 VA	\$	25.00	Services
<input type="checkbox"/>	12/30/20	12/30/20	WINRED* UPSELLS 8888730074 VA	\$	2.00	Services
<input type="checkbox"/>	12/30/20	12/30/20	WINRED* UPSELLS 8888730074 VA	\$	25.00	Services
<input type="checkbox"/>	12/30/20	12/30/20	WINRED* UPSELLS 8888730074 VA	\$	30.00	Services
<input type="checkbox"/>	12/31/20	12/31/20	WINRED* KELLY LOEFFLER 8888730074 VA	\$	50.00	Services
<input type="checkbox"/>	12/31/20	12/31/20	WINRED* PERDUE FOR SEN 8888730074 VA	\$	25.00	Services
<input type="checkbox"/>	01/02/21	01/02/21	WINRED* PERDUE FOR SEN 8888730074 VA	\$	35.00	Services
<input type="checkbox"/>	01/03/21	01/03/21	WINRED* PERDUE FOR SEN 8888730074 VA	\$	25.00	Services
<input type="checkbox"/>	01/04/21	01/04/21	WINRED* NATIONAL V 8888730074 VA	\$	100.00	Services
<input type="checkbox"/>	01/05/21	01/05/21	WINRED* NATIONAL V 8888730074 VA	\$	35.00	Services
<input type="checkbox"/>	01/05/21	01/05/21	WINRED* NATIONAL V 8888730074 VA	\$	35.00	Services
<input type="checkbox"/>	01/05/21	01/05/21	WINRED* PERDUE FOR SEN 8888730074 VA	\$	35.00	Services
<input type="checkbox"/>	01/14/21	01/14/21	WINRED* NRSC 8888730074 VA	\$	2.00	Services
<input type="checkbox"/>	01/14/21	01/14/21	WINRED* NRSC 8888730074 VA	\$	2.00	Services
<input type="checkbox"/>	01/14/21	01/14/21	WINRED* NRSC 8888730074 VA	\$	17.00	Services
<input type="checkbox"/>	01/14/21	01/14/21	WINRED* NRSC 8888730074 VA	\$	30.00	Services
<input type="checkbox"/>	01/23/21	01/24/21	WINRED* CONG. LEADERSH 8888730074 VA	\$	40.00	Services
<input type="checkbox"/>	02/23/21	02/24/21	WINRED* CONG. LEADERSH 8888730074 VA	\$	40.00	Services
<input type="checkbox"/>	03/23/21	03/24/21	WINRED* CONG. LEADERSH 8882881890 VA	\$	40.00	Services
<input type="checkbox"/>	03/24/21	03/26/21	WINRED* CONG. LEADERSH 8882881890 VA	\$	-40.00	Payments and Credits
<input type="checkbox"/>	04/23/21	04/24/21	WINRED* CONG. LEADERSH 8882881890 VA	\$	40.00	Services
<input type="checkbox"/>	04/27/21	04/29/21	WINRED* CONG. LEADERSH 8882881890 VA	\$	-40.00	Payments and Credits
<input type="checkbox"/>	04/27/21	04/29/21	WINRED* CONG. LEADERSH 8882881890 VA	\$	-40.00	Payments and Credits

Results Total

= \$ 5,492.99

Printed on 10/22/2021

© 2014 Discover Bank, Member FDIC.

WINRED EMAIL THREAD

MUR794100011



From: Kaye McMartin
Subject: Fwd: ESCALATION - COULD NOT FIND DONATION Agent Name: Kevin Halvorson Li...
Date: October 20, 2021 at 12:22 PM
To: Kimberly Schilling kim@antiquespectacular.com

----- Forwarded message -----

From: **Marshall from Donor Support Center** <marshall.alexander.amaya@donor-support-center.intercom-mail.com>
Date: Wed, Oct 20, 2021 at 11:24 AM
Subject: Re: ESCALATION - COULD NOT FIND DONATION Agent Name: Kevin Halvorson Li...
To:

Hi Kathryn,

Thank you for reaching out to the Donor Support Center. We are always happy to provide refunds for mistaken donations, within the time period we are permitted to refund, which is 60 days. This is also enumerated in our Donor Terms of Service, which all donors are required to consent to upon donating, linked here for your convenience: <https://winred.com/terms/donor-terms/>

After that time period has elapsed, any refunds must be processed through the campaigns donated to directly. This is because WinRed is the donation processor, we are not the final destination for your donation. Please see below for a list of the campaigns you donated to and their contact information for your convenience:

CLF - <https://congressionalleadershipfund.org/>

McConnell - contact@teammitch.com

DJT - treasury@donaldtrump.com

Graham - <https://www.lindseygraham.com/contact/>

RNC - ecampaign@gop.com

Please get in touch with the campaigns directly to be issued your refunds. I apologize we could not provide greater assistance. Let me know if you have any questions!

Best.

Marshall

Marshall from Donor Support Center

On Tue, Oct 19, 2021 at 05:25 PM, "Kathryn McMartin" < > wrote:

Whom it may concern,

We are Kimberly Schilling and Peggy Karstens, daughters of Kathryn K. McMartin our almost 80 year old mother. She has been the victim of predatory and criminal swindle of in total \$6,592.99! We demand immediate Full refund/reimbursement off all charges and for any further charges to cease and desist. We are in the process of filing formal complaints with the FEC, The Iowa Attorney General Consumer Care department, the local police and the Better Business Bureau at the guidance of the FEC. This is an elderly woman on a very fixed income. This egregious act has cause so much harm to our mother's health and well-

woman on a very fixed income. This egregious act has cause so much harm to our mother's health and well-being. We request and immediate refund to be issued to her immediately. A police case report has been filled as of 10/19/21 case #2101-1163 with Council Bluffs Police, Council Bluffs, IA. Attached is documentation of the unauthorized charges and we demand a full refund of the charges in the amount of \$5,492.99.

Peggy Karstens POA 712/310-6782

Kim Schilling 712/326-9964

 Winred unauthorized charges.pdf

On Tue, Oct 19, 2021 at 04:19 PM, "Marshall Alexander Amaya" <marshall.alexander.amaya@donor-support-center.intercom-mail.com> wrote:

Hi Kathryn,

Since we haven't heard from you in a bit, we are going to close out this request. If you need anything further feel free to just respond to this message!

Thanks for reaching out to the Donor Support Center! 🇺🇸

Marshall

On Tue, Oct 19, 2021 at 01:01 PM, "Marshall Alexander Amaya" <marshall.alexander.amaya@donor-support-center.intercom-mail.com> wrote:

Hi Kaye

Just wanted to follow up with you here. Happy to assist!

Marshall

On Mon, Oct 18, 2021 at 11:35 AM, "Marshall Alexander Amaya" <marshall.alexander.amaya@donor-support-center.intercom-mail.com> wrote:

Hi there,

How can I help you today?

Best,

Marshall

On Sun, Oct 17, 2021 at 03:21 PM, "Kathryn Mcmartin" <kathryn.mcmartin@donor-support-center.intercom-mail.com> wrote:

ESCALATION - COULD NOT FIND DONATION

Agent Name: Kevin Halvorson

Line:

Name: Kaye McMartin

Email: kaye.mcmartin@donor-support-center.intercom-mail.com

Request: Refund I

Product:

Donation Details:

Amount: 5492.99

Zip: 51043

Last 4: 5150

Donation Date: 2021-02-23

Name of Org: multiple

Merch Details

New Address:

Size:

Name:

Notes: donors daughter is requesting a refund of multiple donations over 90 days old. refund total 5492.99 dating back to May of 2020 threatening attorney involvement

consultation services, or ask for

wellCare Value



COUNCIL BLUFFS POLICE DEPARTMENT

1 Ezra Jackson Way
Council Bluffs, IA 51503
(712) 328-4715

Case CB21-011663

Printed on October 21, 2021

Status	Approved
Report Type	Uniform
Primary Officer	Matthew Dyer
Investigator	None
Reported At	10/19/21 15:39
Incident Date	10/19/21 15:39
Incident Code	FRAUD : FRAUD OR FORGERY
Location	1801 E KANESVILLE BLVD, COUNCIL BLUFFS, IA 51503 (PRIMROSE RETIREMENT COMM)
Zone	CBPD District 2
Beat	
Court	None
Ereferral County	None
Disposition	Inactive/Suspended
Disposition Date/Time	10/19/21 16:22
Review for Gang Activity	None
Historical Case Number	

Offense Information

Offense	Complaint
Statute	0.00.000
NIBRS Code	
Counts	1
Include In NIBRS	Yes
Completed	Yes
Bias Motivation	None (no bias)
Location	Residence/Home
Entry Forced	No

Victim

MCMARTIN, KATHRYN KAYE - Age 79 - Sex Female 0.00.000 - Complaint

1. Narrative/Overview Narrative By Matthew Dyer

On 10/19/21, while working Police Records, I made contact with Kimberly Schioling, who stated her mother, Kathryn McMartin, has been exposed financially by the company WINRED, taking donations from her credit card since May 3rd, 2020.

Kimberly stated it is unsure when or how McMartin got involved with WINRED, but stated the company has taken donations from McMartin's credit card since May of 2020. Kimberly stated at one point they were able to get the charges stopped but since it was set up for automatic with drawl the charges started up again until late April of 2021. Kimberly stated the charges ranged from \$50 to \$120 and were taken out of the credit card account at least once a month and sometimes two times. Kimberly stated they have stopped the charges now and have received \$1100 back from the credit card company, but are still waiting on another \$5000.

Researching WINRED, it appears it is a political campaign company that looks for donor support. I was able to locate the website: winred.com, which provided some information on the company. The website does provide a link (donor support) where you can make a donation through a phone number or you are able to make a donation through the

website.

Kimberly requested this incident be documented and was then given the case number to this report.

****END OF REPORT****

3. Public Release Narrative By Matthew Dyer

On the listed date and time, at the listed location, the reporting party reported suspected credit card fraud. A report was filed.

****END OF REPORT****