

**FEDERAL BUREAU OF INVESTIGATION
FOI/PA DELETED PAGE INFORMATION SHEET
FOIPA Request No.: 1367178-000
CivilAction No.: 17-cv-01039-CRC**

Total Withheld Page(s) = 67

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EFF-150	b7D-3; b7E-2
EFF-151	b7D-3; b7E-2
EFF-152	b7D-3; b7E-2
EFF-153	b7D-3; b7E-1, 2
EFF-154	b7D-3; b7E-2
EFF-155	b7D-3; b7E-1, 2
EFF-156	b7D-3; b7E-2
EFF-157	b7D-3; b7E-1, 2
EFF-158	b7D-3; b7E-2
EFF-159	b7A-1; b7D-3; b7E-1, 2
EFF-160	b7D-3; b7E-2
EFF-161	b7D-3; b7E-2
EFF-162	b7A-1; b7D-3; b7E-1, 2
EFF-163	b7D-3; b7E-2
EFF-164	b7A-1; b7D-3; b7E-1, 2
EFF-165	b6/b7C-6; b7D-3; b7E-2

EFF-166	b7D-3; b7E-2
EFF-168	b6/b7C-1, 3; b7D-4; b7E-2
EFF-169	b6/b7C-1, 3; b7D-4; b7E-2
EFF-170	b6/b7C-1, 3; b7D-4; b7E-2
EFF-171	b6/b7C-1, 3; b7D-4; b7E-2
EFF-172	b6/b7C-1, 3; b7D-2, 3, 4; b7E-1, 2, 5
EFF-173	b7D-3; b7E-2
EFF-174	b6/b7C-1; b7E-2
EFF-175	b7D-3; b7E-2
EFF-176	b7E-2
EFF-177	b7D-3; b7E-2, 5
EFF-178	b6/b7C-1, 3; b7D-4; b7E-2
EFF-179	b6/b7C-1, 3; b7D-4; b7E-2
EFF-180	b6/b7C-1, 3; b7D-2, 3, 4; b7E-1, 2, 5
EFF-181	b6/b7C-1, 3; b7D-3, 4; b7E-2
EFF-182	b6/b7C-3; b7D-4; b7E-2
EFF-183	b7D-4; b7E-2
EFF-184	b6/b7C-1; b7D-4; b7E-2
EFF-185	b7D-4; b7E-2
EFF-186	b6/b7C-1, 3; b7D-4; b7E-2
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EFF-212	b7D-1, 4
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X Deleted Page(s) X
X No Duplication Fee X
X For this Page X
XXXXXXXXXXXXXXXXXXXXXXXXXXXXX

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 01/18/2012

To: Los Angeles

Attn: Santa Ana RA, Squad CY-6
SA Cynthia Kayle

From: Louisville
Squad 10

Contact: SA Tracey L. Riley, [redacted]

Approved By: Dallas Mark J

Drafted By: Riley Tracey L:tlr

Case ID #: [redacted]

Title: INNOCENT IMAGES-LS
UNDERCOVER GROUP II

b6 -1
b7C -1
b7E -1
b7A -1

Synopsis: To provide evidence and details regarding MARK RETTENMAIER, 25462 Rodeo Circle, Laguna Hills, CA 92653, to the Santa Ana RA, Los Angeles Division.

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

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

Details: On January 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, Kentucky 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 Best Buy/Geek Squad facility and spoke to the CHS.

[redacted]

✓ 3057D-LA-259472-1

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

b7E -1
b7A -1

The individual who requested the repair work is:

MARK RETTENMAIER
25462 Rodeo Circle
Laguna Hills, CA 92653
Primary Phone: 949-705-9015
Alternate 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 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 Squad technician 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 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 nude, white, prepubescent female on her hands and knees on a bed, 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 hard drive was then placed into evidence at the Louisville office of the Federal Bureau of Investigation.

To: Los Angeles From: Louisville
Re: [REDACTED] 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 Angeles Division, the Geek Squad/Best 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 from: Louisville
Re: 01/18/2012

b7E -1
b7A -1

LEAD(s) :

Set Lead 1: (Action)

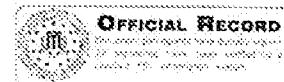
LOS ANGELES

AT LAGUNA HILLS, CALIFORNIA

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

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**FEDERAL BUREAU OF INVESTIGATION****Electronic Communication****Title:** (U) Telephone call with SA Riley.**Date:** 02/20/2015**From:** LOS ANGELES

LA-OCRI SSA [REDACTED]

Contact: KAYLE CYNTHIA, [REDACTED]b6 -1
b7C -1**Approved By:** A/SSA [REDACTED]**Drafted By:** KAYLE CYNTHIA**Case ID #:** 305D-LA-259472

(U) RETTENMAIER, MARK - MARK RETTENMAIER

Synopsis: (U) Telephone call with SA Riley.**Full Investigation Initiated:** 01/23/2012**Details:**

On 02/17/2015, SA Kayle spoke with with SA Riley by phone. SA Riley advised she made a request to headquarters in order to locate any emails between her and Best Buy regarding the above titled case. SA Riley advised that she had opened a Best Buy employee in a supervisory position as a confidential human source (CHS).

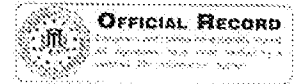
On 02/19/2015, SA Kayle spoke with SA Riley by phone. SA Riley advised she has not yet received a response from headquarters regarding her email account. SA Riley reiterated the CHS she opened at Best Buy was due to agent requirements and the CHS was not a traditional source. SA Riley believes he/she has been closed for approximately two (2) or three (3) years.

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UNCLASSIFIED

EFF-124

UNCLASSIFIED



FEDERAL BUREAU OF INVESTIGATION
Electronic Communication

Title: (U) Copy of Email Chain.

Date: 03/02/2015

From: LOS ANGELES

LA-OCRI SSA [redacted]

Contact: KAYLE CYNTHIA, [redacted]

b6 -1
b7C -1

Approved By: SSA [redacted]

Drafted By: KAYLE CYNTHIA

Case ID #: 305D-LA-259472 (U) RETTENMAIER, MARK - MARK RETTENMAIER

Synopsis: (U) Copy of Email Chain.

Full Investigation Initiated: 01/23/2012

Enclosure(s): Enclosed are the following items:

- 1. (U) email chain

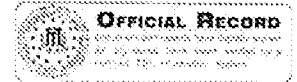
Details:

Enclosed for the file is a copy of the email chain from a Best Buy employee to SA Riley.

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FEDERAL BUREAU OF INVESTIGATION
Electronic Communication

Title: (U) Lead to Louisville, KY.

Date: 03/25/2015

From: LOS ANGELES

LA-OCRI SSA [redacted]

Contact: KAYLE CYNTHIA, [redacted]

b6 -1
b7C -1

Approved By: A/SSA [redacted]

Drafted By: KAYLE CYNTHIA

Case ID #: 305D-LA-259472 (U) RETTENMAIER, MARK - MARK RETTENMAIER

Synopsis: (U) Lead to Louisville, KY.

Full Investigation Initiated: 01/23/2012

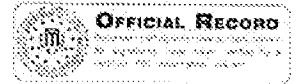
Details:

Reference telcall with SA Tracey Riley on 03/24/2015, Los Angeles is requesting a copy of CHS file [redacted] to include CHS's identifying information.

b7D -2

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FEDERAL BUREAU OF INVESTIGATION

Date of entry 03/27/2015

JUSTIN MEADE, [redacted] telephone number [redacted] was interviewed by telephone, by Special Agent Cynthia Kayle, and Assistant United States Attorney Anthony M. Brown. After being advised of the identity of the interviewing Agent and the nature of the interview, MEADE provided the following information:

b6 -3
b7C -3
b7D -1, 4

[Large redacted area]

b6 -3
b7C -3
b7D -1, 4

Investigation on 03/27/2015 at Santa Ana, California, United States (Phone)
File # 305D-LA-259472 Date dictated 03/27/2015
by KAYLE CYNTHIA

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.

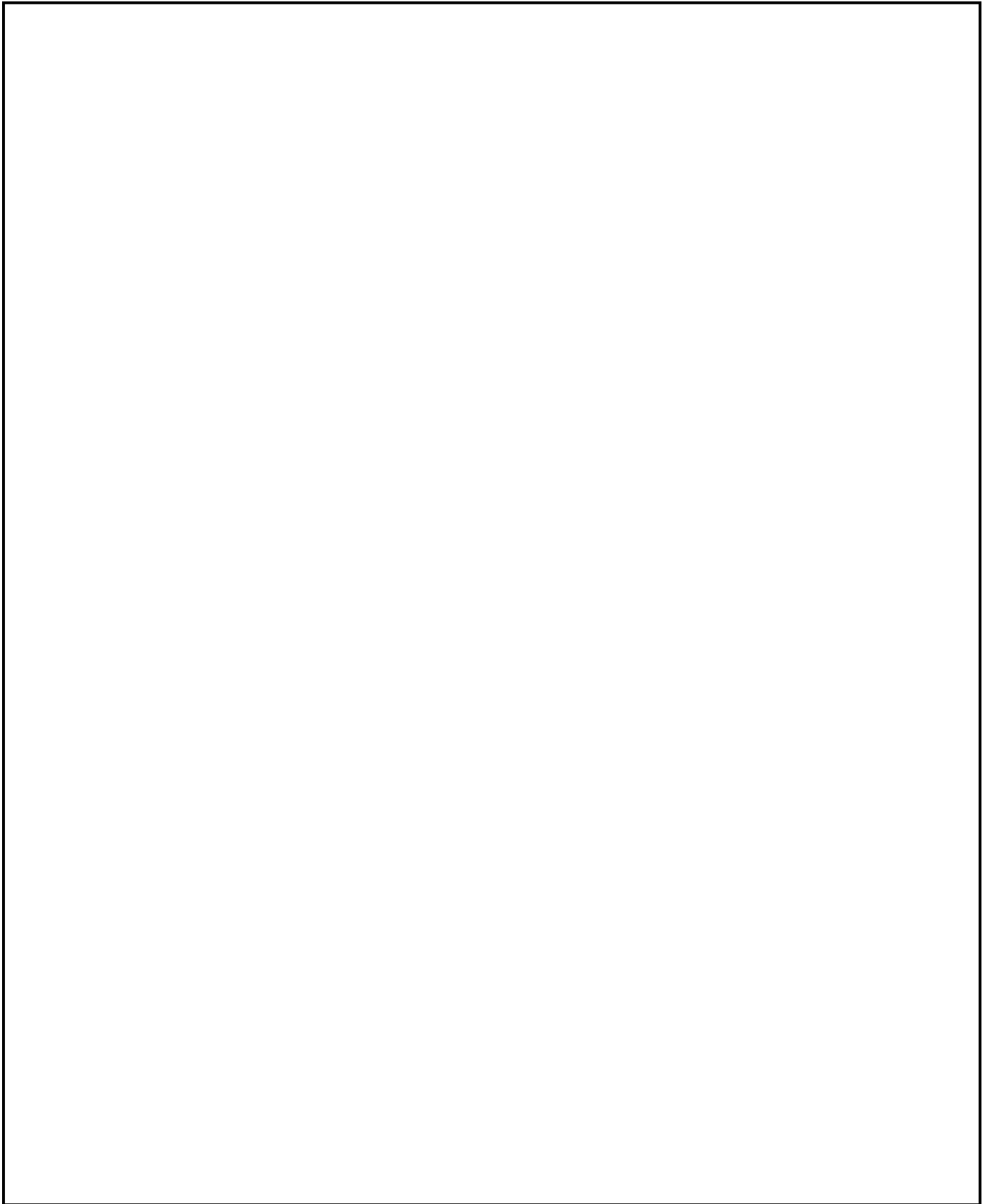
305D-LA-259472

Continuation of FD-302 of Interview of Justin Meade, On 03/27/2015, Page 2 of 3

b6 -3

b7C -3

b7D -1, 4



305D-LA-259472

Continuation of FD-302 of Interview of Justin Meade , On 03/27/2015 , Page 3 of 3

b6 -3
b7C -3
b7D -1, 4



3/27/15 10:50 am
Justin Heade.

b6 -3
b7C -3
b7D -1, 4



FD-794b Revised (03/30/2013)	FEDERAL BUREAU OF INVESTIGATION PAYMENT REQUEST
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DRAFT TYPE

Request Type: _____ Payment Type: Confidential Forfeiture or Drug Related: No

INFORMATION ABOUT THE REQUESTING EMPLOYEE

Official Bureau Name	Social Security Number	Date of Request
Riley, Tracey	[Redacted]	08/05/2011
Field Office	Squad	Cost Center
Louisville	X	3420
Telephone Number		
[Redacted]		

b6 -1
b7C -1

INFORMATION ABOUT THE REQUESTED PAYEE

Payee Name	Social Security or Taxpayer ID Number
Riley, Tracey	[Redacted]

b6 -1
b7C -1
b7D -2, 3

Is this a one-time non-symbol source payment? No

Source Number	Serial Number	Payment Name	Date of Approved Waiver Request	Period Covered From	Period Covered To
[Redacted]	[Redacted]	Burghley		10/01/2010	09/30/2011

Financial Justification: _____

DETAILS ABOUT THE REQUESTED DRAFT

Fiscal Year	SOC	Incurred by Agent or CHS	Catalog	File No.	Cornucopia Program/Subprogram	Amount
				[Redacted]		
		CHS Expense		Description:	Services	\$500.00
				Total For	[Redacted]	\$500.00
				Total		\$500.00

b7E -1

OBLIGATION PROCESSING

Vendor Number	Group Number	Obligation Number	Follow up Date
Document Number		Payment Reference Number	
[Redacted]		[Redacted]	

Signature of Cashier: _____ Date: _____

SETTLEMENT OF ADVANCE

Prior Month Advance Balance: _____

This Advance: _____

Less Receipts: _____

Funds Returned and/or Cash on Hand: _____

Amount to be Reimbursed: _____

EXPENSE PROCESSING

Document Number	Draft Number	Signature of Cashier	Date

APPROVAL

Name	Date/Time
Approved By SSA: Dallas, Mark J	8/29/2011 10:23:25 AM
Certified by ASAC: [Redacted]	9/1/2011 2:39:23 PM
Draft Approval Officer: _____	_____

b6 -1
b7C -1

740525B.GE

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FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 05/25/2012

To: Louisville

From: Louisville
Squad 10

Contact: SA Tracey L. Riley, [redacted]

b6 -1
b7C -1

Approved By: [redacted] *TML*

Drafted By: Riley Tracey L:tlr

Case ID #: [redacted] (Pending)
[redacted] (Pending)



b7D -3

Title: [redacted]

Synopsis: To request SSA approval for the initiation and continuation of e-mail contact with Confidential Human Sources (CHS).

Details: Per the FBI's CHS Policy Manual, SSA approval is required for the initiation and continuation of all e-mail contact with CHS's. This approval must be obtained and documented in the CHS's main file.

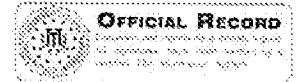
CHS [redacted] and CHS [redacted] has a preexisting, overt relationship with the FBI. Overt email communication is used for coordinating meetings, or in some cases asking for the status of their product.

b7D -3

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FEDERAL BUREAU OF INVESTIGATION
Electronic Communication

Title: (U) Tentative suppression hearing date

Date: 09/02/2015

From: LOS ANGELES

LA-OCRI SSA [redacted]

Contact: [redacted]

b6 -1
b7C -1

Approved By: SSA [redacted]

Drafted By: [redacted]

Case ID #: 305D-LA-259472

(U) RETTENMAIER, MARK - MARK RETTENMAIER

Synopsis: (U) Defense counsel suggested a mid-November date for the suppression hearing therefore AUSA Greg Scally requested status of potential witnesses.

Full Investigation Initiated: 01/23/2012

Details:

On August 31, 2015, Assistant United States Attorney (AUSA) Greg Scally emailed Special Agent (SA) [redacted] and advised that defense counsel suggested a mid-November date for the suppression hearing. Therefore, AUSA Scally requested SA [redacted] to inquire about the availability for the following potential government witnesses:

b6 -1
b7C -1

SA Cynthia Kayle

SA Tracey Riley

SA [redacted]

b6 -1, 6
b7C -1, 6

Task Force Officer (TFO) [redacted] Seal Beach Police Department

Field Examiner (FE) [redacted] Orange County Regional Computer Forensic Laboratory

Justin Meade, Best Buy employee

UNCLASSIFIED

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Title: (U) Tentative suppression hearing date

Re: 305D-LA-259472, 09/02/2015

On August 31, 2015, SA Riley emailed SA [redacted] and advised that she does not have any trials scheduled in November. Her availability was provided to AUSA Scally.

b6 -1
b7C -1

On August 31, 2015, TFO [redacted] texted SA [redacted] and advised that he is teaching at the police academy on November 5 and November 11 and is out of state from November 18 to November 25, 2015. His availability was provided to AUSA Scally.

b6 -6
b7C -6

On August 31, 2015, SA Kayle telephonically contacted SA [redacted] and advised that she has not conflicts in mid-November. Her availability was provided to AUSA Scally.

b6 -1
b7C -1

On August 31, 2015, SA [redacted] telephonically contacted Justin Meade and left a voicemail inquiring about his availability in mid-November.

b6 -1
b7C -1

On September 1, 2015, Meade returned SA [redacted] call and advised that he has no conflicts in November. However, since he works in retail, Meade expressed his hopes that the hearing would be scheduled earlier rather than later in November as retailers become busier as Christmas nears. SA [redacted] inquired if Meade had any prior contact with Trey Westphal in any social media platforms to include, but not limited to, LinkedIn, Instagram, etc. Meade advised that he would check his various accounts to see if he had any contact information for Westphal. Meade's availability was provided to AUSA Scally.

b6 -1
b7C -1

On September 1, 2015, SA [redacted] telephonically contacted SA [redacted] and advised that he has no conflicts in mid-November. His availability was provided to AUSA Scally.

b6 -1
b7C -1

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UNCLASSIFIED

2/17/15 Tracey Ribey

After seeing motion + docs I sent Tracey thought they must be notes + went looking in a file cabinet.

Chris Jimmy Series bc it's name.

Found copy of EC + hand written notes.

Had to be looking at data from hard drive.

Prob standing at table at Best Buy.

Inable to open any files at office so the notes must be from when she looked at Best Buy.

Probably Justin Meade who called her to come to Best Buy.

She only recognizes name based on paperwork (note)

They gave her.

She never contacted Tracey + never directed anyone at Best Buy to look for CP.

Never signed Tracey as CHS.

Teles don't always say where when Tracey is called. She can't recall if Tracey was there.

She believes the person who contacts her is in a supervisory role.

Justin would have picked her up at front desk + brought her to station to look. Not allowed to walk around by herself.

No question what she saw was CP.

Worked CP approx 8 yrs now.

Partial images - face may not be in frame or face pixelated.

Signed Justin as CHS to satisfy FBI policy.

Best Buy is a valid contact.

Strongly in paper, they can do what a server does they don't do VC, or any leads, etc.

CHS is a way to keep a paper trail internally.

2

She recognized the many sources, from around since 2007
Saw that image in prior investigations,
Familiar with JAMES + knew it was identified source,
aka a real girl.

News been expounded for anything including
the source. Supervisor is aware of all CTS
documents. My sign off.

She recalls talking while on the phone after
initial lead.

Had to have had the notes in front of her
when she called me.

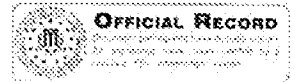
At the time of the phone call she didn't remember
having notes.

They pull up a screen + whatever is there is there.
The most she would do is click on a page to
make it bigger. She doesn't search or scroll down.

Did not ask them to open any files.

She doesn't touch anything, or search anything.

UNCLASSIFIED



FEDERAL BUREAU OF INVESTIGATION
Electronic Communication

Title: (U) Notes of Phone Call with Justin Meade. **Date:** 12/31/2015

From: LOS ANGELES

LA-OCRI SSA [redacted]

Contact: KAYLE CYNTHIA, [redacted]

b6 -1
b7C -1

Approved By: A/SSA [redacted]

Drafted By: KAYLE CYNTHIA

Case ID #: 305D-LA-259472 (U) RETTENMAIER, MARK - MARK RETTENMAIER

Synopsis: (U) Notes of Phone Call with Justin Meade.

Full Investigation Initiated: 01/23/2012

Enclosure(s): Enclosed are the following items:

- 1. (U) notes of phone call

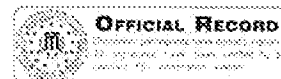
Details:

Enclosed for the IA section of the file are the notes from the phone call with Justin Meade, AUSAs Tony Brown and Greg Scally, and SA Cynthia Kayle, on 12/30/2015.

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**FEDERAL BUREAU OF INVESTIGATION****Electronic Communication**

Title: (U) Emails with Justin Meade and Trey Westphal

Date: 01/15/2016

b6 -1
b7C -1

From: LOS ANGELES

LA-OCRI SSA [REDACTED]

Contact: KAYLE CYNTHIA, [REDACTED]

Approved By: SSA [REDACTED]

Drafted By: KAYLE CYNTHIA

Case ID #: 305D-LA-259472

(U) RETTENMAIER, MARK - MARK RETTENMAIER

Synopsis: (U) Emails with Justin Meade and Trey Westphal

Full Investigation Initiated: 01/23/2012

Enclosure(s): Enclosed are the following items:

1. (U) Justin Meade and Trey Westphal emails

Details:

Enclosed for the file are emails with Justin Meade and Trey Westphal.

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UNCLASSIFIED

EFF-199

Kayle, Cynthia (LA) (FBI)

From: Justin Meade [redacted]
Sent: Thursday, January 14, 2016 12:38 PM
To: Kayle, Cynthia (LA) (FBI)
Subject: Re: New Hearing Date

b6 -3
b7C -3

Should not be a problem thank you for the update.

On Thursday, January 14, 2016, Kayle, Cynthia (LA) (FBI) <[redacted]> wrote:

b6 -1
b7C -1

Justin,

AUSA Scally just advised the new hearing date is set for Monday, May 23, 2016, at 9:00 a.m. The U.S. Attorney's Office will contact you to plan travel arrangements. Please call me if you have any questions.

Thanks,

Cynthia

[redacted]

b6 -1
b7C -1

--
Justin Meade

[redacted]

b6 -3
b7C -3

Kayle, Cynthia (LA) (FBI)

From: Trey Westphal [redacted]
Sent: Thursday, January 14, 2016 12:37 PM
To: Kayle, Cynthia (LA) (FBI)
Subject: Re: New Hearing Date

b6 -3
b7C -3

S.A. Kayle,

Thank you for the update, I will update my request at work to reflect the new date and make travel arrangements accordingly.

Best regards,
Trey

b6 -1
b7C -1

On Thursday, January 14, 2016, Kayle, Cynthia (LA) (FBI) <[redacted]> wrote:

Trey,

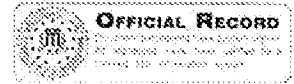
AUSA Scally advised the new hearing date is Monday, May 23, 2016, at 9:00 am. The U.S. Attorney's Office will contact you to plan travel arrangements. Please call me if you have any questions.

Thank you,

Cynthia

[redacted]

b6 -1
b7C -1



FEDERAL BUREAU OF INVESTIGATION

Date of entry 04/08/2016

JUSTIN MEADE (MEADE) was interviewed by telephone [redacted] Assistant United States Attorney (AUSA) Anthony Brown and AUSA Greg Scally were present on the phone call. After being advised of the identity of the interviewing Agent and the nature of the interview, MEADE provided the following information:

b6 -3
b7C -3
b7D -1, 4

[Large redacted area]

b7D -1, 4

Investigation on 04/06/2016 at Orange, California, United States (Phone)
File # 305D-LA-259472 Date dictated 04/06/2016
by KAYLE CYNTHIA

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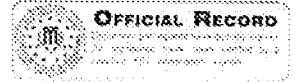
4/16/14 Justin Heade

Tony + Greg



b6 -3
b7C -3
b7D -1, 4





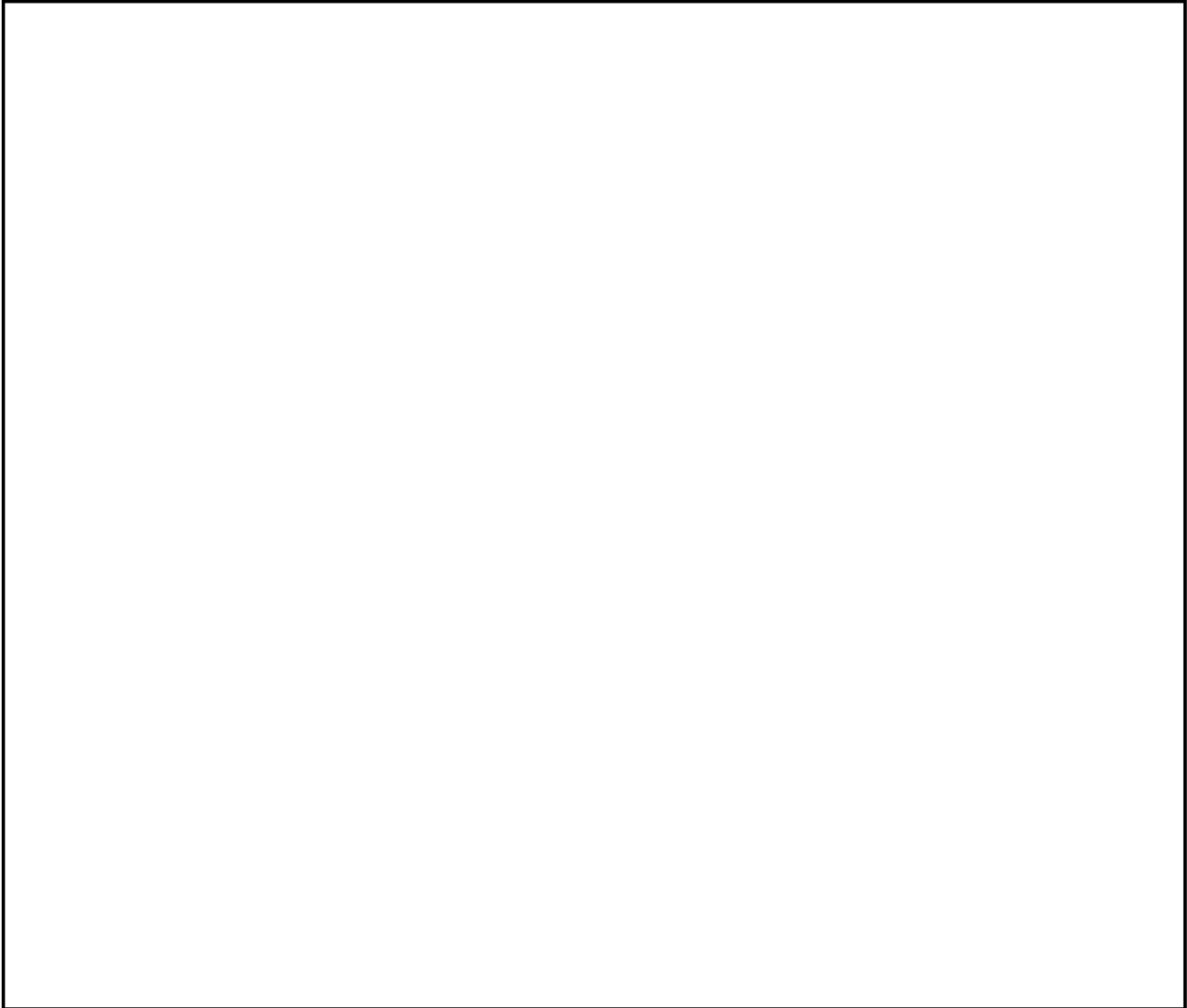
FEDERAL BUREAU OF INVESTIGATION

Date of entry 05/13/2016

JUSTIN MEADE (MEADE), was interviewed by telephone. Also present on the phone call were Assistant United States Attorneys Greg Scally and Anthony Brown; and [redacted] General Counsel for Best Buy. After being advised of the identity of the interviewing Agent and the nature of the interview, MEADE provided the following information:

b6 -7
b7C -7

b7D -1, 4



Investigation on 05/12/2016 at Santa Ana, California, United States (Phone)
File # 305D-LA-259472 Date drafted 05/12/2016
by KAYLE CYNTHIA

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305D-LA-259472

Continuation of FD-302 of (U) Interview of Justin Meade , On 05/12/2016 , Page 2 of 2

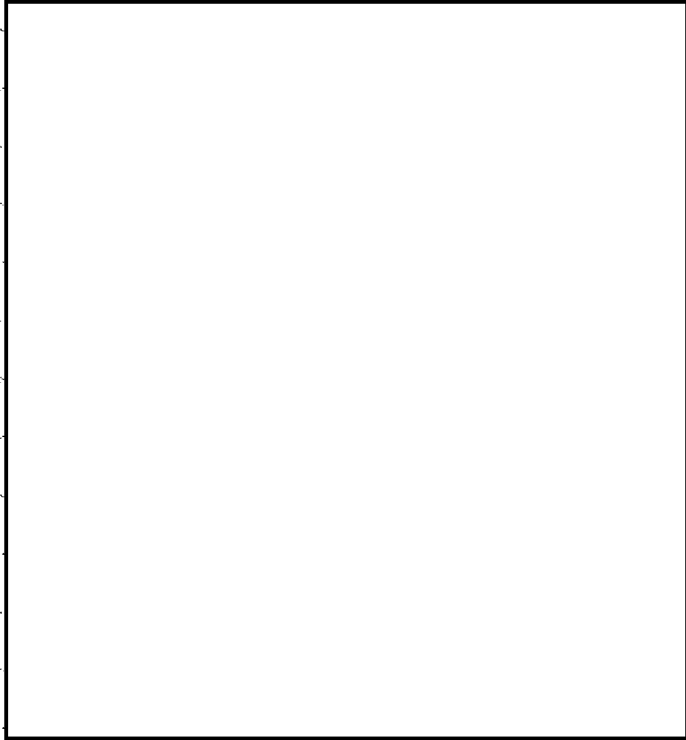
b7D -1, 4



5/12/16

Justin

b6 -7
b7C -7
b7D -1, 4



[Redacted]

VM D
11/3/04 7/8

Randall Rediff

[Redacted]

7/19/16 10:45 AM

[Redacted]

Does not remember this email.

He was a General Manager

Justin was more hands-on + Doug

was Justin's manager. Randall was

more of a standby. Remembers Tracy.

Doesn't remember Kethen Mather's name.

Doesn't remember Tracy returning to BB

in a case. Lots of times he ~~doesn't~~

didn't know she was there. He locked up

files, Justin would come get it. If FBI

took it, he would get receipt + file it.

Doesn't think BB would have notes of records

Tracy coming back on re-review.

If they saw something questionable,

they would stop immediately.

②
HD would be locked up until FBI
came to look. If not (questionable),
the tech would get HD back & continue
data recovery.

If HD seized BB doesn't retain copy.
Some data stored on ports. May have been
stored for 30 days then purged.
Justin or Day would have to answer
~~that~~ that. He's just a manager.

NO recollection of FBI re-review of
images.

They didn't look for certain things.
provides some on screen to check
recovery. Tells Wrenst to decide
they were just to stop

Safe in a locked room.
not sure if Justin had combo.

(3)

Make FBI agent prior to tracing.
Absolutely not - 10 FBI agent ever
asked or directed him to search for CP.
NOT to open any files not needed for the
job.

Doesn't remember they Westphal.
Not in data recovery, not in repair flow,
workers would open laptop + see pic of
good looking girl + employee wants to see
their pics. That employee would be
lied. Not CP related.

Justin, Day + him contact w/ FBI.
Heck didn't contact FBI.

FBI don't pay him to find witness or CP

Doesn't remember JAC Ramirez.
None of the employees that did the work
dealt w/ the FBI. It was Supervisors.

left around Feb 2013

(4)

Mike Mans - other ^{Assistant} manager after or before
Dwy. Had some contact w/ FBI.

Never told techs to search
for evidence for FBI. Sure that
Justin or Mike wouldn't have
done that.

Techs knew it was a terminable
offense if they worked outside the
scope of job. knew people were
sincere. Didn't want to tarnish their
reputations.

9/2/16

Michael Hans - did not work together, know name, never met



- does not recognize name

b6 -3
b7C -3

- DRD - data recovery dept.

peers, then was pseudo supervisor
became manager

- direct to search for CP? - NO

- nobody in company ever asked to search
for CP on any device that he worked on

- never been asked by FBI / BB Geek

- only instruction - search for items
identified as important by client
default, pictures, documents, music, video

- not aware of anyone at company
being instructed

[redacted]

- name sounds familiar,
not sure

[redacted]

su aware of

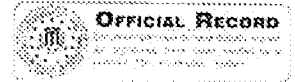
[redacted]

sup 1st shift

- Randall Ratliff
Assistant Area Manager
- Justin Meade
orig 2nd shift manager
- Dong
manager

currently not working at Best Buy

UNCLASSIFIED



FEDERAL BUREAU OF INVESTIGATION
Electronic Communication

Title: (U) Notes of Phone Conversation with
Jennifer Cardwell

Date: 11/28/2016

From: LOS ANGELES

LA-OCRI SSA [redacted]

Contact: KAYLE CYNTHIA, [redacted]

b6 -1
b7C -1

Approved By: SSA [redacted]

Drafted By: KAYLE CYNTHIA

Case ID #: 305D-LA-259472 (U) RETTENMAIER, MARK - MARK RETTENMAIER

Synopsis: (U) Notes of Phone Conversation with Jennifer Cardwell

Full Investigation Initiated: 01/23/2012

Enclosure(s): Enclosed are the following items:

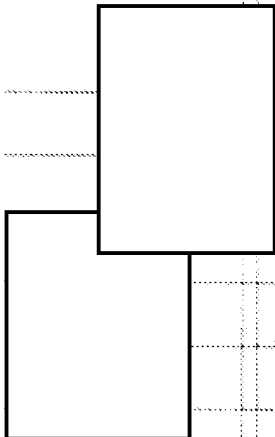
- 1. (U) Notes

Details:

Enclosed for the file are handwritten notes of a conversation with Jennifer Cardwell on 07/12/2016.

◆◆

UNCLASSIFIED



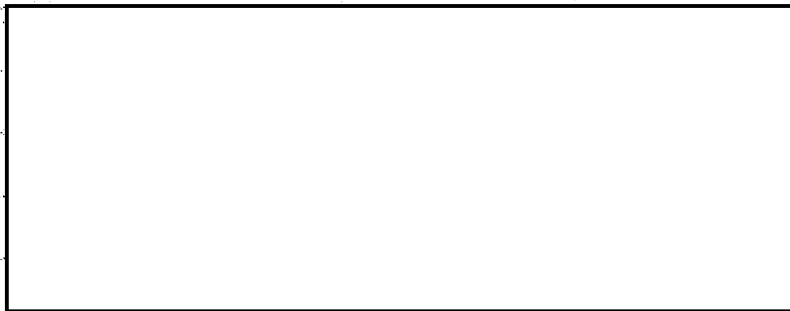
Jennifer Cardwell 7/12/14

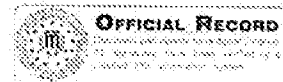
She vaguely remembers Justin Meado. She didn't have that much interaction w/ best buy. Can't describe him. Did go to TSB a couple times. Never asked him to do anything extra, just in the course of your duty to ^{call} call. Never directed Justin to search for IP or any evidence.

2/2010 transit off Squad.

needed to have a surge on the books.

could - definitely not anything illegal or any ideas for looking for info.





FEDERAL BUREAU OF INVESTIGATION

Date of entry 12/14/2016

[redacted] telephone number [redacted] was interviewed by telephone by Special Agent Cynthia Kayle and Assistant United States Attorneys Anthony Brown and Greg Scally. After being advised of the identity of the interviewing Agents and the nature of the interview, [redacted] provided the following information:

b6 -3
b7C -3

[redacted] was emailed two (2) documents; Bates 852-855 and Bates 59. [redacted] was asked about the entries in the log that appeared to be documented by him.

b6 -3
b7C -3

[redacted] stated in November 2011, he was in the data recovery department. [redacted] stated he basically "did it all." [redacted] did imaging, etc. [redacted] was employed in that department for approximately seven (7) years.

b6 -3
b7C -3

[redacted] stated on the first form he recognized his handwriting for the percentage 7.75% and voice. [redacted] stated when the drive was diagnosed, he looked up the sales tax rate and noted that a voice waiver was needed. [redacted] advised the FR-crash scanning may have been from format recovery. [redacted] stated mule 17 is most likely because the recovery went to Mule 17. Nothing on this form indicates to [redacted] that child pornography was found.

b6 -3
b7C -3

[redacted] stated that as part of the service request the technician was to diagnose the drive, but not to do recovery as they need a voice waiver or they need the customer to stop in to the store and do a waiver.

b6 -3
b7C -3

[redacted] stated the log entry 11/28/2011 09:09:06 PM contains his employee number in the third column [redacted] [redacted] stated he doesn't have a way to know if the files were unallocated or not. [redacted] stated it's common sense to tell if a drive appears to be restored. [redacted] stated MFT records mean to look for as much data on the drive as possible. [redacted] advised data carves are the best effort to get the data back. [redacted] stated using Fll can restore a computer and basically put it back in a manner in which it came out of the box when it was new. It's an attempt to be brought back. [redacted] stated in the log entry "drive appears to have been restored" means it appeared someone (either the customer or the previous Best Buy department) restored the drive. Again [redacted] stated this means restoring the computer basically to the way it was when it came out of the box.

b6 -3
b7C -3Investigation on 12/13/2016 at Orange, California, United States (Phone)File # 305D-LA-259472Date drafted 12/14/2016by KAYLE CYNTHIA

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EFF-221

305D-LA-259472

Continuation of FD-302 of (B) Interview of [REDACTED] On 12/13/2016 Page 2 of 3

b6 -3
b7C -3

[REDACTED] remembered the drive was beginning to fail. [REDACTED] stated if that happens to a drive, he wouldn't want to kill the drive, so he would image to a new drive and try the recovery on that imaged drive.

[REDACTED] is unaware if Best Buy or the customer did anything to the drive before he received it.

b6 -3
b7C -3

[REDACTED] stated a Level 2 ADV IGMFT is for files deleted and to look for all possible files even if they are unallocated.

[REDACTED] stated underlying data visible is because the disk gave the impression there was more data. [REDACTED] used a hexadecimal view where he can see numbers and letters the way the computer reads it. [REDACTED] can't see the actual data; pictures or files, but in one particular view may be able to see file names.

b6 -3
b7C -3

[REDACTED] stated by dragging back and forth across the drive he is able to see how much space is on the drive and make a determination that there appears to be underlying data.

b6 -3
b7C -3

[REDACTED] stated there is no entry on the log that indicates he or anyone else located child pornography.

[REDACTED] stated there was only one case where he saw child pornography, but he doesn't know what case it was. [REDACTED] remembers he was checking to see if files were restored and going through the results and saw images. [REDACTED] stated that process would not have been at the early stage that his log entry was in this particular case.

b6 -3
b7C -3

[REDACTED] stated that no process was undertaken that shouldn't have been done prior to the voice waiver. [REDACTED] stated his log notes at 09:09:06 are diagnosis notes and not data recovery. [REDACTED] stated it's necessary to run checks and plug the drive in to diagnose it.

b6 -3
b7C -3

[REDACTED] stated his job was to diagnose the drive and then move on to the next drive. There is no indication of data recovery. [REDACTED] stated he was not assigned this drive for the entire process.

b6 -3
b7C -3

[REDACTED] stated he saw FBI Agents at his work, but he didn't talk to them. [REDACTED] stated no FBI Agent ever directed him to search for child pornography.

b6 -3
b7C -3

[REDACTED] recalled there were employees meetings from time to time where the employees were told not to search for things, but if they saw anything like this to report it to the boss. [REDACTED] doesn't remember who ran the meeting.

b6 -3
b7C -3

EFF-222

305D-LA-259472

Continuation of FD-302 of (S) Interview of [redacted], On 12/13/2016, Page 3 of 3

[redacted] stated Doug Christophel (Christophel) and Justin Meade (Meade) were bosses. [redacted] stated Christophel and Meade never told him to search computers for child pornography. [redacted] stated nobody ever told him to search computers.

b6 -3
b7C -3

[redacted] advised [redacted] Trey Westphal (Westphal) on a device when he saw what he thought was child pornography. [redacted] does not know if it was this case. [redacted] recalls he worked in advanced recovery and [redacted]

b6 -3
b7C -3

[redacted] recalls seeing images and thumbnails, some of which were damaged. [redacted] saw an image of a younger individual. [redacted] doesn't recall what happened next. [redacted] doesn't remember writing anything. [redacted] stated it was a page of thumbnails but he zeroed in on one image and got spooked so he stopped. [redacted] doesn't know what was submitted to the bosses. [redacted] stated the document he was shown that was written by Westphal is indicative of a similar diagnosis.

[redacted] stated he never heard any Best Buy employees discuss searching hard drives outside of the scope of the data recovery process.

b6 -3
b7C -3

[redacted] stated he was [redacted]

[redacted] was asked if he knew the following people:

b6 -3
b7C -3

[redacted] - [redacted] stated he was a [redacted]

[redacted] - [redacted] stated he may be [redacted]

[redacted] - [redacted] stated she may be a [redacted]

[redacted] - [redacted] knows him

Michael Han - [redacted] stated he's an equal to Christophel

[redacted] - [redacted] doesn't know him

Trey Westphal - [redacted] stated he knows him.

[redacted] stated none of the above people ever told him to search for child pornography.

12/15/14



b6 -3
b7C -3

3 different emails
at least 3 calls.

23 weeks prior to showing up at door tracked
him down in the
1/2 hr interview about Best Buy data
recovery.

Saw a file, joined off member & got
superior.

~~Should~~ account have a way to track it
was allocated or not.

And howler? says whole unit.
recovered, no log in his hand writing.

Start party log - activity log
Some email tracking - inventory control of
customer account.

AT&T - email log



employee IT

b6 -3
b7C -3

New 2011 Data Recovery Dept. Did it all, managing, es
Types did not start everything.

2015 10/1
2015 11/1

Downloaded video doesn't show the actual data,
only instructions,

Re EST - Recovery command to M.M. diagnosed

Working well & wish to see how much speed
on unit.

See today what shows re. hard CP.

Any saw of case where he saw CP for
couldn't know what case. It looks like
something up.

Steps in that CP case.

Working in search of files restored, going
through photos & saw image. Wouldn't
have been at this early stage.

Anything in this log that indicates that he did not
CR on this ID.

[Redacted]

12/14/14 1:31:02

[Redacted]

b6 -3, 7
b7C -3, 7

[Redacted]

PR - crash scanning - may have been from
Account Recovery.

More IT - recovery what to search?

nothing in this log indicates that someone
hard CP

Any process undertaken that should have been
done with unit? AD

Progress notes - 01:04:00 Not Data Recovery

15. Log Contact 1/28/11 07:00

They can diagnose, but do not necessarily need
voice waves if Chipin to show diagnosis

Common sense to all of above appears to be
restored.

MFT Records - lots of as much data as
the drive is possible.

Data comes - best effort to get data back.

All put it back in manner that it came out
of box. Attempted to be brought back.

Drive beginning to leak. It's that happens didn't
want to know that so much to a new
drive & any the recovery in that drive.

Doesn't know if state of evidence did
anything so that before he got it.

Level 2 Adv 10/11 - files deleted. Looking for all
possible files. Even if they are unallocated.

Appears drive restored more or less to
condition it came out of the box - nothing
appears to have been restored.

Underlying data visible - did give impression they
was more data. They view all records the
way the computer reads it.

Can't see pics or files, in that view can
see ~~the~~ file names.

When diagnosed
by the up sales
on 7/7/11
would be

Have to run checks & play w/ m to
diagnose,

It was to diagnose. Was at work then move
in to run test. No indication of data
recovery.

Doesn't know CS/Trage.

Saw FBI agents but he didn't talk to them
didn't discuss to search for CP.

Had employee notes from time to time
when they were told not to search for
stuff out of they saw it to report it
to boss. Doesn't remember who was meeting
Dary Christophel since bosses

John made

never told him to search computers for CP.

never told him to search computers.

Always Party
by FBI

[Redacted]	- Knows	[Redacted]
[Redacted]	- Knows	[Redacted]
[Redacted]	- Maybe	[Redacted]
[Redacted]	- Knows	

knows man - official of Day Christophel

[Redacted] - doesn't know

My workplace - knows.

My name is [Redacted] when he says what he thought
was CP. Not sure if it was this case.

None of them ever asked him to search for CP.

b6 -3
b7C -3

Wrote some some images thumbnails, some
damaged. Saw an image of a young individual.
Didn't recall what happened next; only
remembers he worked behavioral strategy &
[redacted]. He doesn't remember
anything.

b6 -3
b7C -3

Not sure if he helped on this case or if it
was someone else's case.

They document described recollection of
it was this case he helped.

part
back of thumbnails but he didn't remember
what got spotted so he stopped.

Doesn't know what was submitted to CESS.

They document is individual of 10 similar
images.

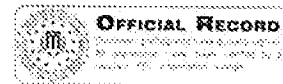
Don't say who when he saw the 1 instance of CP.

[redacted]

b6 -3
b7C -3

Process - Diagnosis - then in the another
employee for data recovery.

Never heard anybody discuss searching hard
drive instead of data recovery process.



FEDERAL BUREAU OF INVESTIGATION

Date of entry 12/28/2016

MIKE HANS (HANS), telephone number [redacted] home address [redacted]

b6 -3
b7C -3

[redacted] email address

[redacted] was interviewed by telephone. Also present for the interview was Assistant United States Attorney Greg Scally. After being advised of the identity of the interviewing Agent and the nature of the interview, HANS provided the following information:

[Large redacted area]

b6 -3
b7C -3
b7D -4

Investigation on 12/28/2016 at Orange, California, United States (Phone)

File # 305D-LA-259472

Date drafted 12/28/2016

by KAYLE CYNTHIA

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30SD-LA-259472

Continuation of FD-302 of (U) Interview of Mike Haas

On

12/28/2016

Page

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b6 -3, 7
b7C -3, 7
b7D -4



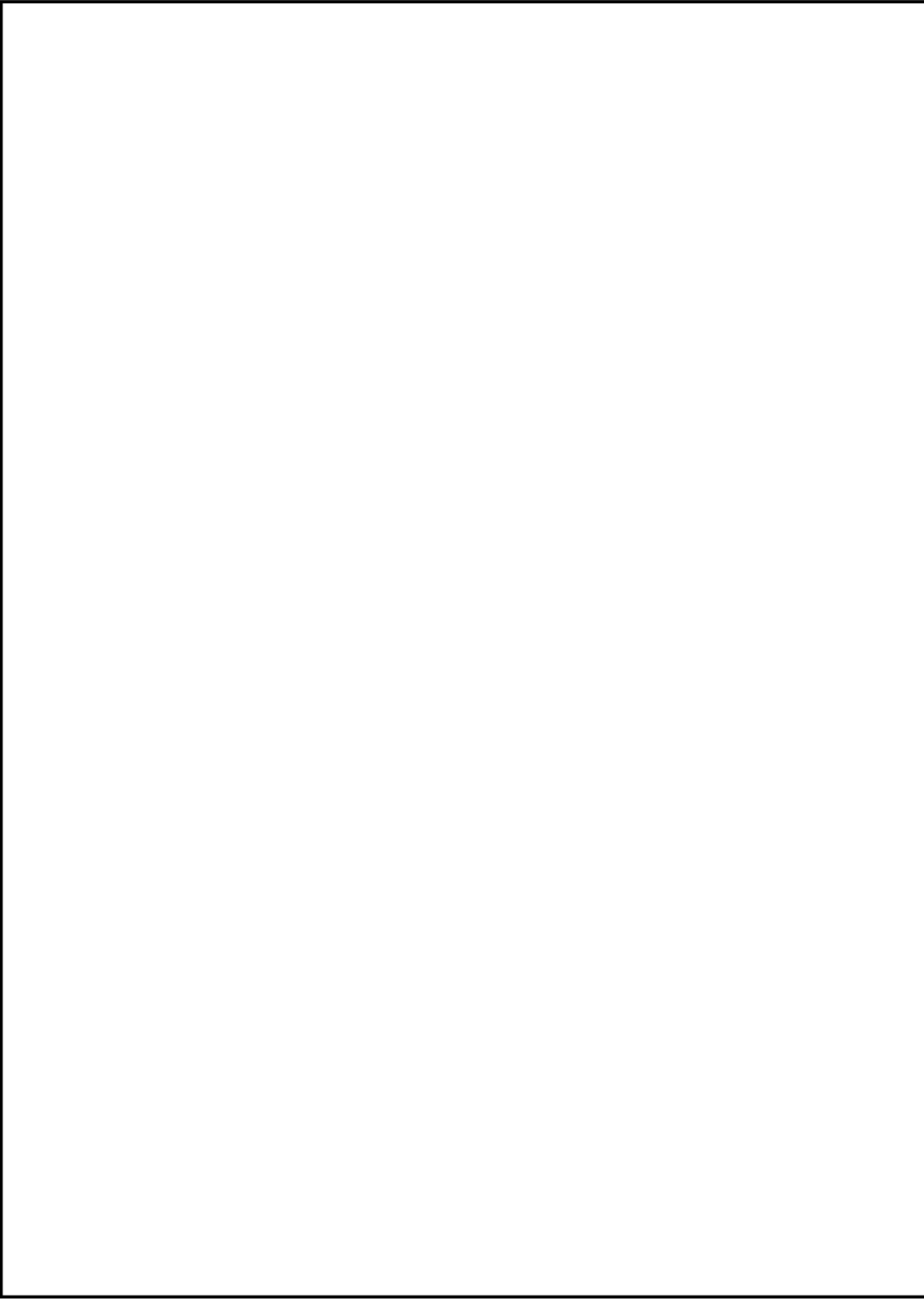
✓

12/28/14

MIKE NEWS

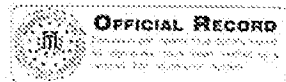


b6 -3
b7C -3



b6 -3
b7C -3
b7D -4

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FEDERAL BUREAU OF INVESTIGATION

Electronic Communication

Title: (U) Interview notes (typed) of [redacted]
[redacted]

Date: 11/03/2017

b6 -1, 3
b7C -1, 3

From: LOS ANGELES
LA-OCRI SSA [redacted]
Contact: KAYLE CYNTHIA, [redacted]

Approved By: A/SSA [redacted]

Drafted By: KAYLE CYNTHIA

Case ID #: 305D-LA-259472 (U) RETTENMAIER, MARK - MARK
RETTENMAIER

Synopsis: (U) Interview notes (typed) of [redacted]

Enclosure(s): Enclosed are the following items:

- 1. (U) Typed notes of phone interview of [redacted]

b6 -3
b7C -3

Details:

Enclosed for the file are the typed notes of the phone interview of [redacted] on 12/30/2016.

◆◆

UNCLASSIFIED

[redacted] Best Buy, 345 International Blvd, Brooks, KY 40109. 12/30/16 [redacted] Scally, Brown)

b6 -3, 7
b7C -3, 7

9/25/99 at store before moving here.

Was there in 2011 and 2012. Always in the facility. Came down in late 2007. Might have been in a different department that time but familiar with processes of data recovery.



b6 -3
b7C -3

How units get to Geek Squad City and what it is:

Repair facility and handle different types of operations including data recovery. Repair computers is goal. Initiated by client at store. Whether repair or data recovery they are requesting service to be performed then shipped to their facility to be performed.

Best buy geek squad policy for reporting CP – he's familiar with policy and there's documentation on that. Back in 2011 2012 was he familiar. It's very similar to the process now but he doesn't have the exact verbiage. SOP based on those same processes so should be very similar. Standard procedure is if somebody comes upon CP during the course of work they are instructed to immediately stop and instruct supervisor that they've encountered that. The supervisor then contacts law enforcement. Since units are nationwide their local law enforcement is the local FBI since they have jurisdiction across country. They call FBI, FBI responds and decides if they are going to take it and they find the proper paperwork for handoff and go from there.

Your direct management contacts the FBI. It's the same throughout the facility regardless of department. If someone discovers CP, they stop and report it to supervisor.

He's had contact with FBI agents over the years. Tracey [redacted] another guy. They are contacted because they are in the local office. He was never asked to be an informant or CHS. Agents never asked him to search for CP. We don't get involved any more after the handoff. Agents never paid or offered to pay him money in connection with his work at Geek Squad. Not aware of any employees who became informants. Not aware of any employees being paid by FBI.

b6 -1
b7C -1

(Reading Star Log)

Putting in info from client when first created. Name and phone number. First piece

Moving down it's saying we collected a deposit of \$249 and at that point that was a pre set amount that had to be attached to any unit that was requesting data recovery. Base price. Wouldn't be shipped if they weren't willing to pay at least \$249. Data recovery would have been requested at this point because customer would have had to pay \$249 which is a minimum charge that they have to agree to before shipping that here.

Shipment info the tracking to Geek Squad City. Some is automated status updates.

11/25 receiving and that's showing it was received into the building, changed status awaiting customer info. That is going to take place in the department so it reached the data recovery center and it's awaiting customer info status. Checked into work in progress. Staging for stuff that's going to be worked on in data recovery.

Only a few statuses for star. Not designed for data recovery. Only a few things to show movement. Getting unit prepped for diagnosis to get info back to client. Star designed for repair. They're not repairing hardware they're recovering data.

(Why voice waiver if client already gave permission at beginning for data recovery) Service order gives permission to access the device for diagnosing the hardware. As long as diagnosing and some repairs that's enough but when it comes to reviewing client's data it's more sensitive and they have to seek out and verify data and make sure they're getting correct results. Because of sensitivity they require signed data services agreement or voice waiver to show that client gives permission for them to go through info on device.

Costing more money doesn't necessarily mean they need a voice waiver, the waiver is because of the fact they will be going through the data. A lot of stuff is just for hardware repair and only needs original service order but data recovery is different and needs the voice waiver.

11/28 9:09 PM, it shows that we hooked it up and diagnosing drive to see what if any mechanical issues were going on, what it was going to take in order to access the data on that drive. Once we find that out we can provide client with estimate to recover that data. We are still awaiting the waiver because in order to go through data and verify they need the waiver. Shows the level of recovery, cost and awaiting waiver.

Level 2 advanced recovery some kind of damage to file system or something that is going to be required in order to even access data that isn't going to be accessible just using standard Level 1 or 2 process. Maybe advanced corruption or boards to make the drive useful again falls under Level 2 advanced

lgmft – master file table. Technique used during level 2 process to make data accessible. Person diagnosing and telling recovery agent what will be needed in order to finish out recovery. Appears some damage to master file table in this case.

Drive appears to have been restored means: When they're doing the diagnosis a lot of tools can look at hex information and see what the condition of the drive is and see where data is missing even though we can't see the data itself we can see where data was on the drive. Based on the layout that we see through the software we can see if the drive looks to have been formatted. May show up as all zeroes and everything gone, won't be able to recover anything. This is done during diagnostic step and inform recovery agent this is where you'll need to look to find data, these are some of the issues with the drive, etc. in order to get the best results what we get the approval.

Restored means: Does not mean the drive has been fixed already. HP recovery tools can restore or reformat back to factory settings. Can't tell by log if it was Best Buy or client did restore, but would have been done before it reached Geek Squad. When we complete diagnosis it's only going to give us a guesstimate of what happened prior. Accidental issues could show up the same as if you formatted on purpose. We don't know until the client says this is what I did.

IGMFT and drive appears to have been restored: kind of goes hand in hand. If there are problems with computer or problems led someone to restore unit we can see similar results with the diagnostic we have here.

Underlying data visible: Hex view. Hex data. Diagnostic tools show 1's and 0's and they know they should be able to get data because it's underlying.

Underlying: If there was some corruption of master file and wouldn't boot for client you would describe data as underlying because it's inaccessible through normal means of the computer. Is that the same as unallocated space? No. that's a little different. When a drive is set up it sets up different spaces on that drive for different things. Unallocated space if you format a drive for use you're going to have some bit of unallocated space on a hard drive. The drive is sometimes split between reserved space for files, operating system and in that process will sometimes have unallocated space as well so it doesn't necessarily mean there was a problem with formatting, but through formatting you can have some unallocated space. Unallocated by itself doesn't necessarily mean something was formatted.

If you delete data on computer that data lies in unallocated space because computer put it in status where data can be overwritten with new data. Is that correct? Yes. It would do that.

If a master file table was corrupted in some way, that could make it look as if the data that used to be accessible to a computer user, it could make it look as if it's in unallocated space. Yeah, the structure is gone at that point so you have a lot of files sitting loose on that drive. There's nothing that directs you because the names are stripped away so everything is still there but you don't know it because there's no map anymore.

One doesn't necessarily mean that the other happens, but sometimes in conjunction with each other because something got formatted now you may have unallocated space because of formatting, but one is not a requirement for the other.

In the log for that entry: That doesn't indicate to you that the tech was viewing any type of content on the drive like actual files or pictures? No. The tools we typically use review hex data, it's coded information. The 1's and 0's. It shows where data would be. Even if tools change, the way they work is the same.

Data underlying doesn't mean data files themselves are visible? Right, we just know something is there and whether it's worth it to try and recover data.

Any indication in entry that anything was done that shouldn't have been done prior to voice waiver?
No. It doesn't go to recovery team until voice waiver and funds collected.

At diagnostic stage there is no risk to privacy because we're only looking to see if data is there, not the actual data. There's no one looking for CP at diagnostic stage? No, not at all. It is against Best Buy policy to be searching for anything. Not searching at any stage.

Policies in place and disciplinary action if it is deemed you are searching a customer's computer. Everyone learns this through when they get onboarded. Small sampling from client's mission critical list to make sure those pieces are functional. That's why they have the waiver to let client know this is what we are going to be doing and they give permission. They need to verify they have good results. Privacy is a very important piece. If there was a way to do it another way they would do that. ^

11/28 where client recorded voice waiver and mission critical – most important files to client, pictures, excel, quicken, etc. when we complete that recovery that's what we'll key in on to make sure we're getting results. They're not going to put effort into other data.

Verify location of product through recovery process so they verify this product is where they expect it to be – binning audit.

12/19 the advanced recovery attempt failed. Bad blocks in drive – section of drive that hold data and was causing the recovery to fail. We went through and did a full image of the drive because if you have a bad drive, reading and writing data, we ran into problems with that so the best thing is to image which is less stressful on the drive and better results. The imaged to another working hard drive so they could then attempt to process the recovery. That's Mule 224 (inventory number)

If a drive is failing and probably the reason he brought the drive in is because the drive was failing – bad blocks. So they use a different technique to get data onto working drive so they can complete a recovery. Different things cause data loss, hit delete, corrupt, format, and here we have data corruption due to failed hard drive. If they transfer to another drive the data is still corrupted and unreadable because drive corrupted it when it was failing. So image to Mule 224 is first step so we don't have to worry about the drive failing and can then start the recovery process to make the data useful. Everything made it to the mule except for the small KB amount.

Completing the recovery using the techniques they use for drives that had been formatted and due to the fact the drive was failing that is the recovery that was required – format technique to recreate data and get it usable again.

12/20 review process must have run into CP because Randy Ratliff was the ambassador at the time. Doesn't know TW or that signature from when he was working. Knows Randy. Was not aware Randy was an informant for the FBI.

528 document: Trey's statement: data review of format recovery – when we complete a recovery we go through and review that data to make sure it was able to be put back into usable format and if we do it and it's still garbage we're not going to charge someone a recovery cost if the data is unusable. That's

why we ask for mission critical so we can get back info client is looking for. If you ask for pics and we can only recover music, that's a fail and we're not going to charge you.

Kind, picture width: a lot of programs generate pics of some sort, the internet will generate thumbnails, itunes generates album art, generally very small. What happens is if you have a lot of that content it's hard to differentiate pics from album art and pics you took while on vacation so we narrow search down so we can focus on things you were actually taking pics of by getting rid of small thumbnails. 200 is likely kb because if you eliminate that you will filter out album art and get pics that are meaningful to you. Pics measured in kb but there could be other means of filtering that information out.

12/20 corresponds with Trey's statement. We stop at the point and everything is hands-off. He's been involved in process of bringing in law enforcement.

How are images displayed for agent? Typically we hand over the notes of this is what I was doing and how I did it and where I was and we hand over to FBI. They will go to secure area. We don't want that viewed by anyone else around. Either in private conference room or clear out area of department and let them view it. Give over the notes and let the FBI handle the search.

Tony: Agent came back on 2/3 after seizing HD on 1/6. When she came back was she looking at content on imaged hard drive on Mule? Any insight into how that happened? I'm not sure. It would make sense because we will lock that service order up. The mule, the paperwork, looked up so it makes sense if they took hard drive that they wouldn't be able to view because drive was faulty. Same problem they had when they tried to complete recovery so may have looked at data on Mule the image they created from original drive.

Anything on star log p856 after the entry from 12/20 that would indicate that the Mule that was used for the data recovery process in this case was placed into a safe location and there's nothing in the log that shows that the Agent came down on 2/3 to look at mule.

Status change to complete – more than likely done to prevent that from continuing to show up in the queue. Otherwise questions would continue to arise on that.

Justin, Hans and Christophel were his supervisors at some point.