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

**Total Withheld Page(s) = 7**

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FEDERAL BUREAU OF INVESTIGATION

Procedures: REFILE
For: Louisville
From: Louisville
Squad / Contacts: SA
Approved By: 
Drafted By: rtb
Case TD B:
Title: BEST BUY / GEEK SQUAD
POSSESSION OF CHILD PORNOGRAPHY

Synopsis: To close case.

Details: On April 30, 2009, a CHS contacted SA and advised that Best 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 335 International Boulevard, Suite 300, Brooks, Kentucky 40209. 502-255-3800.

The CHS said the hard drive was initially received by the Best Buy store located at 2015 Birch Road, Chula Vista, California 91915-2015, 619-397-4850. Best Buy Chula Vista then shipped the computer hard drive to the facility in Brooks, Kentucky, for data recovery.

Writer opened a Louisville case. The hard drive was placed into evidence. ECT-Louisville 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 has been transferred to the San Diego Division.
FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

No: Louisville

From: Louisville
Squad 3
Contact: SA

Approved By:
Drafted By: rtb

Case ID #:

Title: BEST BUY / GEEK SQUAD
POSESSION OF CHILD PORNOGRAPHY

Synopsis: To close case.

Details: On April 30, 2009, a CBS contacted SA and advised that Best 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, Brooks, Kentucky 40139, 532-933-3800.

The CBS said the hard drive was initially received by the Best Buy Store located at 2015 Birch Road, Chula Vista, California 91911-2815, 619-397-4050. Best Buy Chula Vista then shipped the computer hard drive to the facility in Brooks, Kentucky, for data recovery.

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

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

Precedence: PRIORITY

To: San Diego Division

From: Louisville

Date: 05/06/2009

Attn: Innocent Images Coordinator

Enclosures for San Diego Division are the following:
1. A 1A envelope containing the original FD-597 signed by Justin Meads, Supervisor for Best Buy - Geek Squad,
2. A 1A envelope containing a copy of the five (5) page service agreement between [Redacted] and Best Buy,
3. A 1A envelope containing a CD of images of child pornography marked "explicit material,"
4. Sent under separate cover by Louisville ECT: one (1) Seagate hard drive serial number [Redacted]

Details: On April 30, 2009, a CHS contacted SA [Redacted] and advised that Best 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, Brooks, Kentucky 40160, 502-955-3800. All computers received at Best Buy stores nationwide are sent to this facility for data recovery.

The CHS said the hard drive was initially received by the Best Buy 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. The individual who requested the repair work is [Redacted].
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 pornography, 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.

The CHS detailed to SA____

It should 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 lack of a search warrant. Writer has provided a CD of nine images for the case agent’s review. These images are a sampling of the images observed by the technician and SA____

Writer 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 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____
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 [Redacted] Best Buy - Geek Squad has not completed the work as requested by [Redacted].
To: Louisville
From: Louisville
Squad 3
Contact: SA

Approved By: 
Drafted By: rtb
Case ID #:

Title: BEST BUY / GEEK SQUAD
POSESESSION OF CHILD PORNOGRAPHY

Synopsis: To open case and assign to writer.

Details: On April 30, 2009, a CHS contacted SA _______ and advised that Best 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, Brooks, Kentucky 40110, 502-955-3800. All computers received at Best Buy stores nationwide are sent to this facility for repair.

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:

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 pornography, 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.

---

Date: 05/06/2009
FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

To: Louisville

From: Louisville

Squad B

Contact: SA

Approved By: F

Drafted By: rtb

Case ID #: 

Title: BEST BUY / GEEK SQUAD

POSESSION OF CHILD PORNOGRAPHY

Synopsis: To open case and assign to writer.

Details: On April 30, 2009, a CHS contacted SA and advised that Best 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, Brooks, Kentucky 40109, 502-955-3800. All computers received at Best Buy stores nationwide are sent to this facility for repair.

The 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:

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 pornography, 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.

★★
To: Louisville

Attn: SA

Squad 6

From: New York:

Squad CY-3/LIBA
Contact: SA

Approved By:

Drafted By: dmm

Case TD: (Pending)

(Pending)

Title: OSSOB(6):

CCP-LIMP

Synopsis: To report results of investigative lead.

Reference:

Enclosures: One (1) copy of FD-302 of interview
           One (1) copy of FD-941 consent to search computer
           One (1) copy of FD-302 return of property
           One (1) copy of FD-597 property receipt.

Details. As per referenced electronic communication, the
Louisville Division was contacted by a CHS and advised that Best
Buy/Geek Squad has 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 seized hard drive to New York for investigative action as deemed
appropriate.

On 04/13/11 SA ______ interviewed ______ and
obtained consent to search his hard drive. ______ advised that
the reason for the repair was that the hard drive "had crashed."  ______ never observed any child pornography stored on the
computer ______ does not view child pornography. ______ explained that his 15 year old son has used the Limewire P2P file
sharing service to download music.

On 10/26/11 a review of the hard drive was negative
for child pornography.

On 10/27/11 SA ______ returned the hard drive to

Case ID

Serial: _____________

Date: 10/31/2011
No further investigation remains in the New York Office at LIRA. Lead 1 and Lead 2 are considered covered.

LEAD(s).

Set Lead 1: [Info]

LOUISVILLE

AT LOUISVILLE

Read and clear Lead 1 and Lead 2.
Date: 02/07/2011

To: New York, Louisville

Attn: SSA Cyber / IIN
Attn: ECC

From: Louisville
Squad #: 
Contact: SA

Synopsis: Open case and provide information/evidence.

Enclosures: For New York, 1-A containing the Receipt of Property (PD-567) and copies of the GEEK Squad Service Order and Terms of Service.

Details: On requests opening a new case file for transfer of information and evidence to New York Division.

A CSS contacted SA and advised that Best Buy/Geek Squad had received a computer for data recovery 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, 502-958-3606. All computers received at Best Buy stores nationwide are sent to this facility for data recovery.

The individual who requested the repair work is

On 02/09/2011, the CSS advised SA

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EFF-10
It should be noted that SA and SA only observed some images that the technician observed.

A description of observed images are as follows.

After viewing the above detailed images of child pornography, SA seized the hard drive as contraband and transported the hard drive back to the Louisville Division of the Federal Bureau of Investigation.

If no investigative action is taken the Louisville Division requests that the equipment be returned so that it can be provided back to CBS to complete the processes as requested by the customer.
Investigate information and evidence as deemed appropriate by your division. The Louisville Division request that the equipment be promptly returned if no investigative action is taken.

New York

AT EVIDENCE CONTROL CENTER

Transfer HP Computer Serial # to

New York FBI.
UNCLASSIFIED

DEPARTMENT OF JUSTICE

FBI - BUREAU OF INVESTIGATION

Incident: 2011-01-23

Date: 08/22/2011

INFO:Louisville

Case No: 1845 - 2

Squad: 19

Case ID: [ ] Pending

Case Status: [ ]

Details: On March 23, 2011, a CBS contacted SA [ ] and advised that Best Buy/Geek Squad had received a hard drive for data recovery that contained images of child pornography. Best Buy/Geek Squad runs a computer repair/data recovery center located at 3400 International Boulevard, Suite 300, Brooks, Kentucky 40110. All computers received at Best Buy stores nationwide are sent to this facility for data recovery. The individual who requested the repair work is:

[ ]

On March 24, 2011, SA [ ] and SA [ ] personally visited the Kentucky Best Buy/Geek Squad facility and spoke to the CBS.

The CBS advised that

UNCLASSIFIED
The CBS advised that

SA and SA only observed the images that the Best Buy/Geek Squad technician observed. SA and SA did not examine the hard drive in any other manner due to the lack of a search warrant.

Below are descriptions of the images viewed by SA and SA with the source at Best Buy/Geek Squad.

After viewing the images of child pornography, SA and SA 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.
To: Louisville  From: Louisville
Re: 08/22/2011

Boston 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. Therefore, it is requested that this case be closed.
Date: 04/04/2011

Attn: Cyber, C-11

To: Boston

From: Sector 1
Squad 6

Form: SA

Approved By: 637/54F

Drafted By: 

Case ID #: (Pending)

Title: 

Synopsis: To provide evidence and details re captioned subject on Boston

Package Copy: It is forwarded under separate cover is one Maxtor hard drive, Serial # Model #: 6Y160P0042241.

Enclosures: Copy I-A containing the Receipt of Property (FD-597) and copies of the GEEK Squad Service Order and Terms of Service.

Details: On March 23, 2011, a CHS contacted SA and advised that Best Buy/Geek Squad had received a hard drive for data recovery repair that contained images of child pornography. Best Buy/Geek Squad has a computer repair/data recovery center located at 389 International Boulevard, Suite 300, Brooks, Kentucky 40013. 502-951-3701. All computers received at Best Buy stores nationwide are sent to this facility for data recovery. The individual who requested the repair work is:
On March 24, 2011, SA and SA personally visited the Kentucky Best Buy/Geek Squad facility and spoke to the CBS.

The CBS advised that

(see Service Order)

The CBS advised that

It should be noted that SA and SA only observed certain images that the Best Buy/Geek Squad technician observed. SA and SA did not examine the hard drive in any other manner due to the lack of a search warrant.

After viewing the images of child pornography, SA and SA 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.

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 Boston 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 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 additional questions.
To: Boston
From: Louisville
Re: 04/04/2011

AT HIRAM, MAINE

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

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FEDERAL BUREAU OF INVESTIGATION

Date: 04/04/2011

Precedence: HIGHER

To: [Name]

From: Louisville

Subject: [Case Title]

Case ID: [Case ID]

Task: [Task]

Synopsis: Open and assign case.

Enclosures: [List of enclosure details]

Details: This document replaces [description] of [description] due to the fact that a new case needs to be opened before evidence can be sent to Boston. On March 23, 2011, a CHS contacted SA [Contact Name] and advised that Best Buy/Geek Squad had received a hard drive for data recovery repair that contained images of child pornography. Best Buy/Geek Squad has a computer repair/data recovery center located at 345 International Boulevard, Suite 100, Grovetown, Kentucky 40109, 502-955-3800. All computers received at Best Buy stores nationwide are sent to this facility for data recovery. The individual who requested the repair work is [Individual Name].

[Signature]

[Date]
To: Louisville
From: Louisville
Date: 04/04/2011

On March 24, 2011, SA ___ and SA ___ personally visited the Kentucky Best Buy/Geek Squad facility and spoke to the CMS.

The CMS advised that (See Service Order)

The CMS advised that

It should be noted that SA ___ and SA ___ only observed the images that the Best Buy/Geek Squad technician observed. SA ___ and SA ___ did not examine the hard drive on any other counter due to the lack of a search warrant.

After viewing the images of child pornography, SA ___ and SA ___ 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.

Open and assign case to SA ___
Date: 11/01/2011

Attn: SSA

Package Code: Being forwarded under separate cover is a 60 GB RAID (Redundant Array of Inexpensive Disks, which in essence disks combined to make one unit)

Package Description: A containing the Receipt of Property (FP-597) and copy of the GEEK Squad Service Order and Terms of Service.

Report: On October 28, 2011, a CHS contacted SA and advised that Best Buy/Geek Squad had received a hard drive for data recovery repair that contained images of child pornography. Best Buy/Geek Squad has a computer repair/data recovery center located at 6012 International Boulevard, Suite 300, Brooks, Kentucky 6012, 800-900-3800. All computers received at Best Buy stations nationwide are sent to this facility for data recovery. The individual who requested the repair work is:
On October 31, 2011, SA personally visited the Kentucky Best Buy/Geek Squad facility and spoke to the CHS.

The CHS advised that (see Service Order)

It should 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 lack of a search warrant.

After viewing images of child pornography, SA 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.
S4 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 Columbia Division, the Geek
Squad/Bas. Buy requests that Columbia return the hard drive 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____ if
there are any additional questions.

Louisville believes Columbia has a viable child
pornography case with this lead.
To: Columbia  
From: Louisville  
Date: 11/01/2011

COLUMBIA

AT FLORENCE, SOUTH CAROLINA

Columbia is requested to review the hard drive and documents enclosed for case potential. If or when Columbia opens a case, please notify SA of same.
Date: 11/01/2011

From: Louisville Squad 5

To: Louisville

Case ID #: "...

Tiller: C.W.R.

Louisville Innocent Images;
Control File;
Case File:

Synopsis: Open and assign case.

Enclosures: One, I-A containing the Receipt of Property (FD-597) and copies of the GEEK Squad Service Order and Terms of Service.

Details: On October 28, 2011, a CHS contacted SA and advised that Best Buy/Geek Squad had received a hard drive for data recovery repair that contained images of child pornography. Best Buy/Geek Squad has a computer repair/data recovery center located at 845 International Boulevard, Suite 300, Brooks, Kentucky 40119, 502-955-3800. All computers received at Best Buy stores nationwide are sent to this facility for data recovery. The individual who requested the repair work is:

On October 31, 2011, SA personally visited the Kentucky Best Buy/Geek Squad facility and spoke to the CHS.
To: Louisville  From: Louisville
Re: 11/01/2011

The DHS advised that (see Service Order)

The DHS advised that

It should 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 lack of a search warrant.

After viewing images of child pornography, SA __________ 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.

Open and assign case to SA __________
UNCLASSIFIED

FEDERAL BUREAU OF INVESTIGATION

Date: 09/09/2008

To: Louisville

From: Louisville

Squad 3

Contact: SA

Approved By: [Redacted]

Drafted By: blj

Case ID #: 288A-L3-C71675-Le0 (Pending)

Title: CYBER WORKING GROUP;

LOUISVILLE DIVISION

Synopsis: To document 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 liaison with the Geek Squad's management in an effort to gain case initiations and to support the division's Computer Intrusion and Cyber Crime programs.

UNCLASSIFIED
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, KY. 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 345 International Blvd, Suite 200, 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 than 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 Squad's security force with the names of those taking the tour.

Thanks,
FEDERAL BUREAU OF INVESTIGATION

Precedence: REU / ME

To: Louisville

From: Louisville

Approved by: 

Drafted by: rtb

Case ID #: 

Title: BEST BUY / GEEK SQUAD

POSSESSION OF CHILD PORNOGRAPHY

Synopsis: To close case.

Details: On November 3, 2008, a CHS contacted writer and advised that Best Buy - Geek Squad had received a computer 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, 502-955-3600.

Source said the computer was initially received by the Best Buy located at South Brunswick, 4180 US HWY 1, Monmouth JCT, NJ 08852-1301, 732-438-5790. Best Buy Monmouth JCT then shipped the computer to the facility in Brooks, Kentucky, for data recovery. The individual who requested the repair work was:

Writer sent all the evidence in this case and a lead to the Newark Division, Franklin Township RA, on November 7, 2008. Due to the fact that there is nothing to investigate in the Louisville Division, it is recommended the Louisville case be closed.
Precedence: ROUTINE

To: Louisville

From: Louisville
Squad: SA

Approved By: JH
Drafted By: xtb
Case ID #: 

Title: BEST BUY / GEEK SQUAD
POSSESSION OF CHILD PORNOGRAPHY

Synopsis: To close case.

Details: On November 3, 2008, a CHS contacted writer and advised that Best Buy - Geek Squad had received a computer 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 South Brunswick, 4180 US HWY 1, Monmouth JCT, NJ 08852-1904, 732-636-5790. Best Buy Monmouth JCT then shipped the computer to the facility in Brooks, Kentucky, for data recovery. The individual who requested the repair work was:

Writer sent all the evidence in this case and a lead to the Newark Division, Franklin Township RA, on November 7, 2008. Due to the fact that there is nothing to investigate in the Louisville Division, it is recommended the Louisville case be closed.
FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 11/07/2008

To: Newark

Attn: Franklin Township RA

From: Louisville

Squad 1

Contacts: SA

Approved By: 

Drafted By: rtb

Case ID #: 

Title: BEST BUY / GEEK SQUAD

POSSESSION OF CHILD PORNOGRAPHY

Synopsis: To set lead to Newark Division, Franklin Township RA.

Enclosure(s): Enclosed for Newark Division are the following:

1) A large envelope containing the original FD-597 signed by Justin Skula, Supervisor for Best Buy - Geek Squad,
2) A large envelope containing a copy of the three (3) page service agreement between and Best Buy,
3) A large envelope containing a CD of images of possible child pornography,
4) Two (2) CDs provided by Best Buy, containing the contents of "My Documents" folder, sent under separate cover by Louisville ETC.

Details: On November 3, 2008, a CHS contacted writer and advised that Best Buy - Geek Squad had received a computer for repair that contained possible 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, 502-956-3800.

The CHS said the computer was initially received by the Best Buy located at South Brunswick, 4180 US HWY 1, Monmouth JCT, NJ 08852-1918, 732-388-5790. 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:
To: Newark From: Louisville
Re: 11/07/2008

On November 05, 2008, writer personally visited the Best Buy - Geek 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 Federal Bureau of Investigation, and placed the computer into evidence.

The CHS detailed to writer

Best Buy - 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) disks 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 review. The videos contained titles that are consistent with child pornography (see enclosed CD).

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

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

LEAD(s):

Set Lead 1: (Discretionary)

NEWARK

AT NEWARK, 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 [redacted] Best Buy - Geek Squad has completed the work as requested by [redacted].

Set Lead 2: (action)

LOUISVILLE

AT LOUISVILLE, KY

Forward computer, and CDs to ECT NEWARK.
BUREAU OF INVESTIGATION

Precedence: ROUTINE  Date: 11/06/2008

To: Louisville

From: Louisville

Squad 1

Contact: SA

Approved By: 

Drafted By: rtb

Case ID #: 

Title: BEST BUY / GEEK SQUAD

POSESSION OF CHILD PORNOGRAPHY

Synopsis: To open case and assign to writer.

Details: On November 3, 2008, a CHS contacted writer and advised that Best Buy - Geek Squad had received a computer 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. The individual who requested the repair work is:

Source said the computer was initially received by the Best Buy located at South Brunswick, 4180 US HWY 1, Monmouth JCT, NJ 08852-1904, 732-438-5790. 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:

On November 05, 2008, writer personally visited the Best Buy - Geek 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 Federal Bureau of Investigation, and placed the computer into evidence.
To: Louisville
From: Louisville
Squad:

Approved By: [Redacted]
Drafted By: [Redacted]
Case ID #: [Redacted]

Title: BEST BUY / GEEK SQUAD

POSESSION OF CHILD PORNOGRAPHY

Synopsis: Do open case and assign to writer.

Details: On November 3, 2008, a CHS contacted writer and advised that Best Buy - Geek Squad had received a computer 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 South Brunswick, 4180 US HWY 1, Monmouth JCT, NJ 08852-1904, 732-438-5790. 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:

On November 05, 2008, writer personally visited the Best Buy - Geek 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 Federal Bureau of Investigation, and placed the computer into evidence.
Title: BEST BUY / GEEK SQUAD
POSSSESSION 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.
FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE Date: 05/29/2008

To: Louisville

From: Louisville

Squad I

Contact: SA

Approved By: rtb

Drafted By: rtb

Case ID #: 004032

Title: BEST BUY / GEEK SQUAD

POSESSION OF CHILD PORNOGRAPHY

Synopsis: To open case and assign to writer.

Details: On May 21, 2008, a source contacted writer and advised that Best Buy - Geek 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:

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 Bureau of Investigation, and placed the hard drive into evidence.
Precedence: ROUTINE

To: Louisville

From: Louisville
Squad 3
Contact: SA

Approved By: 

Drafted By: ktb

Case ID #: 

Title: BEST BUY / GEEK SQUAD
POSSESSION OF CHILD PORNOGRAPHY

Synopsis: To open case and assign to writer.

Details: On May 21, 2008, a source contacted writer and advised that Best Buy - Geek 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:

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 Bureau of Investigation, and placed the hard drive into evidence.
UNCLASSIFIED

FEDERAL BUREAU OF INVESTIGATION

Precedence: PREPARED Date: 10/30/2008

To: Louisville
San Francisco

From: San Francisco
Gr-1/Oakland RA

Attn: SA
Attn: ECT

Approved By:
Drafted By: jrs

Case ID # (Closed)

Title: BEST SUB / GEEK SQUAD
POSSESSION OF CHILD PORNOGRAPHY

Synopsis: To order lead.

Enclosure(s): Enclosed for Louisville division is FD-302 documenting telephonic conversation with advising he had all his data and that he was fine with the writer wiping his hard drive.

Details: On 10/22/2008, called to advise he had all the data he needed from the hard drive that the writer copied to a DVD from the hard drive The Geek Squad in Louisville, KY copied from an image they had stored on their server(s). The Geek Squad in Louisville had discovered child pornography on the hard drive. Further investigation revealed the wife's 15 year-old grandson, had downloaded child pornography onto the computer while visiting his grandmother one weekend. The FBI in Oakland attempted to run image scan on the original and copy hard drives (evidence item 181) that were initially sent to the Oakland RA, but both drives were not functional. The writer contacted The Geek Squad and requested a new drive with the image be sent to the Oakland RA. The new drive image was sent to the Oakland RA. Approximately 5 to 10 movie files were discovered during an ImageScan search by the writer. An agreement was made with to copy the data from his hard drive onto a DVD.
Because the hard drive provided by The Geek Squad contained child pornography the writer had copied data on a DVD and did not provide with the hard drive. Once 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 7A and 1B2 to the Louisville division. The Oakland RA considers this lead covered.
To: Louisville
San Francisco

From: San Francisco
CA / Oakland RA

Case ID #: [ ] [ ] (Closed) [ ]

Title: BEST BUY / GEEK SQUAD

Synopsis: To cover lead.

Enclosure(s): Enclosed for Louisville division is FD-302 documenting telephonic conversation with [ ] advising he had all his data and that he was fine with the writer wiping his hard drive.

Details: On 10/23/2008, [ ] called to advise he had all the data he needed from the hard drive that the writer copied to a DVD from the hard drive. The Geek Squad in Louisville, KY copied from an image they had stored on their server(s). The Geek Squad in Louisville had discovered child pornography on the hard drive. Further investigation revealed the wife's 15-year-old grandson had downloaded child pornography onto the computer while visiting his grandmother one weekend. The FBI in Oakland attempted to run an image scan on the original and copy hard drives (evidence items 1B1) that were initially sent to the Oakland RA, but both drives were not functional. The writer contacted the Geek Squad and requested a new drive with the image be sent to the Oakland RA. The new drive image was sent to the Oakland RA. Approximately 5 to 10 movie files were discovered during an ImageScan search by the writer. An agreement was made with [ ] to copy the data from his hard drive onto a DVD.
To: Louisville  From: San Francisco  
Re: 10/30/2008

Because the hard drive provided by The Geek Squad contained child pornography the writer had copied data and had requested onto a DVD and did not provide with the hard drive. Once 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.
DATE: 10/08/2008

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

To: Louisville

From: Louisville
Squad 3

Contact: SA

Approved By:

Drafted By:

Case ID #: 

Title: BEST BUY / GEEK SQUAD

POSSESSION OF CHILD PORNOPHOGRAPHY

Synopsis: To close case.

Details: On May 29, 2008, a source contacted writer and advised that Best Buy - Geek 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 sent to a Best Buy - Geek Squad store in the San Francisco area.

There is no additional investigations that can be 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.

**
To: San Francisco
From: Louisville

Title: BEST BUY / GEEK SQUAD
POSSESSION OF CHILD PORNOGRAPHY

Synopsis: To forward hard drive at the request of SA
San Francisco Division, Hayward RA.

Enclosure(s): Enclosed for San Francisco Division are the following:
1) A 1st envelope containing the original FD-597 signed
by Justin Meade, technician for Best Buy - Geek Squad,
2) one (1) Cavalry hard drive S/N sent
under separate cover by Louisville ETC.

Details: The referenced hard drive is being forwarded at the request of the San Francisco Division. Writer originally forwarded San Francisco Division a hard drive containing an exact image of the enclosed hard drive in June of this year. For unknown reasons, the original hard drive was inoperable once it reached the San Francisco Division.

for Best Buy - Geek Squad, and
technician Justin Meade were able to make an exact image of the original hard drive forwarded to the San Francisco Division. Writer has not viewed the hard drive.

For background see
To: San Francisco  From: Louisville
Re: 07/31/2008

LEAD(1):

Set Lead 1: (Discretionary)

SAN FRANCISCO
AP, 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
BCT San Francisco.
FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE  Date: 06/02/2008

To: San Francisco  Attn: Hayward RA

From: Louisville Squad  Contact: SA

Approved By: 

Drafted By: Rth

Case ID #: 

Title: BEST BUY / GEEK SQUAD
POSSESSION OF CHILD PORNOGRAPHY

Synopsis: To set lead to San Francisco Division, Hayward RA.

Enclosure(s): Enclosed for Francisco Division are the following:
1) A 1A envelope containing the original FD-597 signed
by [ ] for Best Buy - Geek Squad,
2) a 1A envelope containing a copy of the signed five
(5) page service agreement between [ ] and Best Buy,
including the terms and conditions consent form signed by
3) a CD 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 USB 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 separate cover by Louisville ETC.

Details: On May 29, 2008, a source contacted writer and advised
that Best Buy - Geek 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 4820 Dublin Blvd., Dublin, CA, 94568, 925-
329-7041. Best Buy Dublin then shipped the computer to the
facility in Brooks, Kentucky, for data recovery. The individual
who requested the repair work is:
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 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.

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 Western District of Kentucky. The movies contained images of child pornography. Writer observed three movies that contained child pornography. Writer observed about 8-8 thumb nails 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 characters.

For the purpose of a possible search warrant, in the writer's experience the movies contained images of child pornography. One of the movies
The folder 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. [Redacted] is not aware the hard drives have been seized. No additional analysis of the hard drives have been attempted due to the lack of a search warrant.
LEAD(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., Dublin, CA, 94568, 925-829-7041, for return to

Set Lead 2: (Action)

LOUISVILLE
AT LOUISVILLE, KY

Forward hard drive and AC power cord to ECT San Francisco.
Precedence: ROUTINE

Date: 06/02/2008

To: Louisville

From: Louisville

Squad: 3A

Contact: 

Approved By: 

Drafted By: rtb

Case ID #: 

Title: BEST BUY / GEEK SQUAD

POSSESSION OF CHILD PORNOGRAPHY

Synopsis: To open case and assign to writer.

Details: On May 29, 2008, a source contacted writer and advised that Best Buy - Geek 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, 502-955-3500.

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 Brooks, Kentucky, for data recovery. The individual who requested the repair work is:

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 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.
FEDERAL BUREAU OF INVESTIGATION

Date: 06/02/2008

To: Louisville

From: Louisville

Squad: Child

Case ID #: 

Title: BEST BUY / GEEK SQUAD
POSSESSION OF CHILD PORNOGRAPHY

Synopsis: To open case and assign to writer.

Details: On May 29, 2008, a source contacted writer and advised that Best Buy - Geek 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 4820 Dublin Blvd., Dublin, CA, 94568, 925-329-7041. Best Buy Dublin then shipped the computer to the facility in Brooks, Kentucky, for data recovery. The individual who requested the repair work is:

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 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.
FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE  
Date: 08/01/2008

To: Louisville

From: Louisville

Squad: 

Contact: NA

Approved By: 

Drafted By: 

Case ID #: 

Title: BEST BUY / GEEK SQUAD

POSSESSION OF CHILD PORNOGRAPHY

Synopsis: To close case.

Details: Writer received a cleared lead from the Newark division stating that agents interviewed the current owner of the computer that contained images of child pornography.

A source at Geek Squad/Best Buy contacted writer when the computer came to the Geek Squad facility in Brooks, Kentucky for repair. Writer observed the images of child pornography, copied the images onto a CD, and sent the CD and a lead to Newark.

Newark division conducted a review of the computer and the six discs, which contained the contents of the computer, and did not find any images of child pornography. As a result it is recommended this case be closed.
FEDERAL BUREAU OF INVESTIGATION

Precedence: FOR IMMEDIATE TRANSMISSION

To: Newark

From: Louisville

Subject: Possession of Child Pornography

Date: 04/21/2008

Attn: Garret Mountain RA

Synopsis: To set lead to Newark Division, Garrett Mountain RA.

Enclosures: Enclosed for Newark Division are the following:

1. A large envelope containing the original FD-597 signed
   by [signature] for Best Buy - Geek Squad,
2. A large envelope containing a copy of the four (4) page
   service agreement between [signature] and Best Buy,
3. A large envelope containing a CD of images of possible
   child pornography,
4. Five (5) CDs provided by Best Buy, containing the
   contents of the hard drive, sent under separate cover by
   Louisville ETC,
5. One (1) Seagate 160GB hard drive S/N [number] sent
   under separate cover by Louisville ETC and,
6. One (1) Gateway laptop computer S/N [number] sent
   under separate cover by Louisville ETC.

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 40013, 502-955-3800.

Source said the computer was initially received by a
Best Buy store located in West Patterson, New Jersey. 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
On April 21, 2008, writer personally visited the Best Buy - Geek Squad facility and spoke to source. Writer observed the videos in question. After viewing the videos, which appeared to be of young girls, writer seized the items as contraband and transported the items back to the Louisville office of the Federal Bureau of Investigation, and placed the hard drive into evidence.

Source detailed to writer

Best Buy - Geek Squad was requested by the customer to take all the data from the hard drive and place it on CDs. Best Buy - Geek 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 Buy - Geek Squad technician. Best Buy - Geek Squad requires their customers to sign a consent form before the work is performed (explicit). Two of the videos contained titles that are consistent with child pornography. A third contained images of a sexual encounter with a drugged female. It is unknown if the victim is a willing participant.
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 customers' 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 additional analysis of the hard drive has been attempted due to the lack of a search warrant.
LEAD(s):

Set Lead 1: (Discretionary)

NEWARK
AT NEWARK, 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: (Motion)

LOUISVILLE
AT LOUISVILLE, KY

Forward computer, hard drive, and CDs to ECT NEWARK.
FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

Date: 04/21/2008

To: Louisville

From: Louisville

Squad 3

Contact: SA

Approved By:

Drafted By: XYR

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 345 International Boulevard, Suite 300, Brooks, Kentucky 40169, 502 955-3800.

Source said the computer was initially received by the Best Buy located in the West Patterson, New Jersey 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:

On April 21, 2008, writer personally visited the Best Buy - Geek Squad facility and spoke to source. Writer observed the videos in question. After viewing the videos which appeared to be of young girls, 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.
FEDERAL BUREAU OF INVESTIGATION

To: Springfield

From: Louisville

Date: 01/10/2008

Attn: Bloomington RA

Title: BEST BUY / GEEK SQUAD

POSSESSION OF CHILD PORNOGRAPHY

Synopsis: To be lead to Springfield Division, Bloomington RA, CART Division.

Enclosures: Enclosed for Springfield Division are the following:

1) A brown envelope containing the original FD-597 signed by

2) a brown envelope containing a copy of the four (4) page service agreement between and Best Buy,

3) per (10) CDs provided by Best Buy containing the contents of the hard drive, sent under separate cover by Louisville ETC and,

4) one (1) Hitachi 60GB hard drive S/N sent under separate cover by Louisville ETC.

Details: On January 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 has a computer repair/data recovery center located at 345 International Boulevard, Suite 300, Brooks, Kentucky 40109, 502-255-3600.

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 was:

[Redacted]
On January 04, 2008, writer personally visited the Best Buy - Geek Squad facility and spoke to source. Writer observed the video in question. After viewing the video which appeared to be of an underage child, 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 detailed to writer

Writer only viewed the video that was first viewed by the Best Buy - Geek Squad technician. The video was approximately 15 minutes long.

Best Buy - Geek Squad was requested by the customer to take all the data 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 then 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 additional analysis of the hard drive has been attempted due to the lack of a search warrant.
To: Springfield
From: Louisville
Re: 01/10/2008

LEAD(s):

Set Lead 1: (Discretionary)

SPRINGFIELD

At SPRINGFIELD, IL

For whatever 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: (Action)

LOUISVILLE

At LOUISVILLE, KY

Forward hard drive and CDs to ECT Springfield.
To: Louisville
From: Louisville Squad

Subject: PROSECUTION OF CHILD PORNOGRAPHY

Date: 01/14/2008

Synopsis: To close case.

Details: On January 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 has a computer repair/data recovery center located at 145 International Boulevard, Suite 300, Brooks, Kentucky 40109, 502-595-6100.

On January 04, 2008, writer personally visited the Best Buy - Geek Squad facility and spoke to source. Writer observed the video in question. After viewing the video which appeared to be of an underage child, 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.

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

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 has been transferred to the Springfield Division.
Precedence: 0/1, 2

To: Louisville
From: Louisville
Squad: 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.

Details: On January 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 has a computer repair/data recovery center located at 345 International Boulevard, Suite 300, Brooks, Kentucky 40109, 502-555-3800.

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:

On January 04, 2008, writer personally visited the Best Buy - Geek Squad facility and spoke to source. Writer observed the video in question. After viewing the video which appeared to be of an underage child, 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.
The computer was initially received by the Best Buy store 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:

On January 04, 2008, writer personally visited the Best Buy - Geek Squad facility and spoke to source. Writer observed the video in question. After viewing the video which appeared to be of an underage child, 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.
FEDERAL BUREAU OF INVESTIGATION

Date: 09/20/2010

To: Los Angeles

From: Louisville

Subject: CCIP-1111

Synopsis: To provide evidence and details re captioned subject to Los Angeles

Details: On September 8, 2010, a CHS contacted SA and advised that Best Buy/Geek Squad had received a hard drive for data recovery repair that contained images of child pornography. Best Buy/Geek Squad has a computer repair/data recovery center located at 141 International Boulevard, Suite 300, Brooks, Kentucky 40109, 502-855-3800. All computers received at Best Buy stores nationwide are sent to this facility for data recovery.

The OF advised that the hard drive was initially received by the Best Buy store #109, located at 11301 West Pico Blvd., Los Angeles, California 90064. Best Buy store #109 then

Package Copy: Being forwarded under separate cover is one Western Digital 160 hard drive, Serial [blank], Model # WD800BE-00HBA1.

Enclosures: One 1 A containing the Receipt of Property (FD-397), SA notes and copies of the GEEK Squad Service Order and Terms of Service.
shipped the hard drive to the facility in Brooks, Kentucky, for data recovery. The individual who requested the repair work is:

On September 9, 2010, SA [redacted] personally visited the Kentucky Best Buy/Geek Squad facility and spoke to the CHS.

The CHS advised that [redacted] (see Service Order)

The CHS advised that [redacted]

It should be noted that SA [redacted] only observed the images that the Best Buy/Geek Squad technician observed. SA [redacted] did not examine the hard drive in any other manner due to the lack of a search warrant.

The following .jpg images and details are just some of what SA [redacted] observed with the CHS:
To: Los Angeles  From: Louisville  
Re: 09/20/2010

After viewing the above detailed images of child pornography, SA 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.

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 Geek Squad/Best Buy requests that Los Angeles return the hard drive to them in Kentucky so they are able to complete their processes.
To: Los Angeles  From: Louisville
Re:  99/20/2010

Set Lead 1:  (Action)

LOS ANGELES

AT TORRANCE, CA

Continue investigation on captioned subject.
FEDERAL BUREAU OF INVESTIGATION

Precedence: POLYRIA

Date: 04/04/2011

To: Louisville

From: Louisville

Squad 6

Contact: SA

Approved By:

Drafted By: smt

Case ID #: (Pending)

Title: (CF-1791)

Louisville Innocent Images:

Control File:

(CDF-1791)

Synopsis: Open and assign case.

Enclosures: Case 1-A containing the Receipt of Property (FD-597) and copies of the Geek Squad Service Order and Terms of Service.

Details: This document replaces serial 69 due to the fact that a new case needs to be opened before evidence can be sent to Boston. On March 23, 2011, a CHS contacted SA and advised that Best Buy/Geek Squad had received a hard drive for data recovery 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, Brookline, Kentucky 40109, 502-955-3600. All computers received at Best Buy stores nationwide are sent to this facility for data recovery. The individual who requested the repair work is:

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Eff-71
To: Boston
From: Louisville
Re: 03/25/2011

On March 24, 2011, SA [redacted] and SA [redacted] personally visited the Kentucky Best Buy/Geek Squad facility and spoke to the CHS.

The CHS advised that [redacted]

(see Service Order)

The CHS advised that [redacted]

It should be noted that SA [redacted] and SA [redacted] only observed the images that the Best Buy/Geek Squad technician observed. SA [redacted] and SA [redacted] did not examine the hard drive in any other manner due to the lack of a search warrant.

After viewing the images of child pornography, SA [redacted] and SA [redacted] 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.

SA [redacted] and SA [redacted] 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 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 that states that the customer is “on notice that any product containing child pornography will be turned over to the authorities”. Please contact SA [redacted] if there are any additional questions.
LEAD(s):

Set Lead 1: (Action)

BOSTON

AT BIRMINGHAM, ALABAMA

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

From: Louisville

Squad & Contact: SA

Approved By:

Drafted By:

Case KD #:

Title:

Synopsis: Open and assign case.

Enclosures: CHS 1 A containing the Receipt of Property (PD-597) and copies of the Geek Squad Service Order and Terms of Service.

Details: On October 28, 2011, a CHS contacted SA and advised that Best Buy/Geek Squad had received a hard drive for data recovery repair that contained images of child pornography. Best Buy/Geek Squad has a computer repair/data recovery center located at 341 International Boulevard, Suite 300, Brooks, Kentucky 40123, 502-955-3800. All computers received at Best Buy stores nationwide are sent to this facility for data recovery. The individual SA requested the repair work is:

On October 31, 2011, SA personally visited the Kentucky Best Buy/Geek Squad facility and spoke to the CHS.
To: Louisville From: Louisville
Re: 11/01/2011

The DHS advised that 
(see Service Order)

The DHS advised that 

It should 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 lack of a search warrant.

After viewing images of child pornography, SA 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.

Open and assign case to SA
To: New York
Attn: SSA Cyber / IINI
Attn: ECC

From: Louisville
Squad 6
Contact: SA

Approved By: Y/M
Drafted By: jak
Case ID #: 

Title: UNSUB(3).
CCP IINI

Synopsis: To open case and provide information/evidence.

Enclosures: For New York, 1-A containing the Receipt of Property (PD-697) and copies of the GEEK Squad Service Order and Terms of Service.

Details: SA requests opening a new case file for transfer of information and evidence to New York Division.

A CHS contacted SA and advised that Best Buy/Geek Squad had received a computer for data recovery 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, 502-955-1300. All computers received at Best Buy stores nationwide are sent to this facility for data recovery.

The individual who requested the repair work is

On 02/04/2011, the CHS advised SA

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EFF-76
It should be noted that SA □□□ and SA □□□ only observed some images that the technician observed.

A description of observed images are as follows.

After viewing the above detailed images of child pornography, SA □□□ seized the hard drive as contraband and transported it back to the Louisville Division of the Federal Bureau of Investigation.

If no investigative 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.
To: New York From: Louisville
Re: [Blank] 02/07/2011

Set Lead 1: (Action)

NEW YORK

AT NEW YORK

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

Set Lead 2: (Action)

LOUISVILLE

AT EVIDENCE CONTROL CENTER

Transfer HP Computer Serial # to

New York EOC.

#
UNCLASSIFIED

FEDERAL BUREAU OF INVESTIGATION

Precedence: 300 Mthr.

To: Louisville

Chambolle

From: Louisville

Evidence Control Technician

SSA Michael D. Deleon

Greensboro RA

Attn: Dishona K. Rogers

Date: 06/30/2009

Approved By: Donald John A Jr

Drafted By: Cardwell Jennifer D:Jdc

Case #: (Pending)

Title: PROSECUTION OF CHILD PORNOGRAPHY

Synopsis: To request captioned case be opened and to release and send evidence to our code (803975459) to the Greensboro RA of the Charlotte Division.

Enclosure(s): 10 envelope containing one Geek Squad Service Order for laptop and the FD-597 showing receipt of item.

Details: On June 26, 2009, writer met with Randy Ratliff of Geek Squad, address: 145 International Boulevard, Suite 300, Brooks, Kentucky, telephone number: Ratliff advised that he had a computer received for repair that he believed has child pornography on it. Geek Squad has a disclaimer, their Service Order, that if at any time any product is determined to contain child pornography the product will be turned over to the authorities.

Ratliff showed writer the computer (grey Acer laptop, S/N: ) and to the right of the screen a reel of images cyclic (the reel took a few minutes to load). The images were those of girls, approximately under the age of 10, wearing bathing suits and executing inappropriate, suggestive poses. Ratliff advised that in his experience in service repair and as a former police officer, when he has seen images, like

UNCLASSIFIED
UNCLASSIFIED

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

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 [Redacted]
address: [Redacted] telephone number: [Redacted]

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

From: Louisville

Re: 06/30/2009

LEAD(s):

Set Lead 1: (action)

LOUISVILLE

AT LOUISVILLE, KY

For [redacted] 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
12/21/16
View Case
14:02:22
Case migrated (view Sentinel for recent information), then press Enter
Case ID: .................................................................................
Class: .................................................................................
Status: P PENDING
Squad: 3 VCMO
Source: 11 OTHER
Originated From Case ID: ......................................................
Case Type: ..............................................................................
Opened: 11/30/2011

Title

Summary

Identity Theft: N

Command . . > .................................................................  + 
F1=Help, F3=Exit, F4=Prompt, F6=Multv, F7=Bkwd, F8=Fwd, F11=NextPg, F12=Cancel
F13=ListSerial
4AU 03,074
12/21/16 View Case
14:05:13
Case migrated (view Sentinel for recent information), then press Enter.

Case ID: 
Class: 
Status: P PENDING
Squad: 3 VCMO
Source: 11 OTHER
Originated From Case ID:
Case Type: C
Opened: 02/17/2011

Title
INNOCENT IMAGES COORDINATOR

Summary

Command . . > .......................................................... +
F1=Help,F3=Exit,F4=Prompt,F6=Multv,F7=Bkwd,F8=Fwd,F11=NextPg,F12=Cancel
F13=ListSerial
4A0 03,074
FEDERAL BUREAU OF INVESTIGATION

Precedence:  DFTINE Date: 01/18/2012

To: Los Angeles Attn: Santa Ana RA, Squad CY-6

From: Louisville SA Cynthia Kayle
    Squad 1C
    Contacts: SA Tracey L. Riley,

Approved By: Dallas Mark J / JMK

Drafted By: Riley Tracey L:tlr-

Case ID #: 

Title: MARK BETTMANER
26143 Airpark Circle
Laguna Hills, CA 92653
(714) 685-7268

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

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

Enclosures: Cop. l: 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 by 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.
To: Los Angeles
From: Louisville
Re: 01/18/2012

The individual who requested the repair work is:

MARK NETTENMAIER
25462 Rodeo Circle
Laguna Hills, CA 92653
Primary Phone: 249-705-9015
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 Squad technician was scrolling through the thumbnails he observed the images he suspected were child pornography. The technician then contacted the CES, 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 jpegs images. Since the Geek Squad uses tools similar to forensic tools used by the FBI's RCFIs 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.
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

LEAD(s):
Set Lead is: 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.

4

A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of days that the product is out of the buyer's hands for warranty repair. If a defect exists within the warranty period, the warranty will not expire until the defect is fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repair did not remedied the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within six days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return the product for replacement or a return subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.
**Service Report**

**Date:** 11/25/2011

**Service Order:** 00101-966536638

**Agent:** 7.752

**Customer Name:**

---

**Customer Note:**

Log notes: Client approved on-site service for internal 3.5" seagate 1 TB 7200 RPM drive. Please inform client of estimate and proceed appropriately, quoted 2-3 weeks.

**Product:** Hard Drive

**Manufacturer:** Seagate

**Model:** ST31000333AS

**Serial:** 9TE243V2

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**Agent Name:**

---

**Notes:**

- Client approved on-site service for internal 3.5" seagate 1 TB 7200 RPM drive. Please inform client of estimate and proceed appropriately, quoted 2-3 weeks.

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Use us: GEEKSQUAD.COM 1-800-GEEKSQUAD

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**Eff-93**
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.

Troy Westphal

12/20/11
United States Department of Justice
Federal Bureau of Investigation
Property Received/Returned/Released/Seized

File #: ____________________________

(Date) ____________________________

Item(s) listed below were:

☑ Received From
☐ Returned To
☐ Released To
☐ Seized

Received From:

(Signature)

Eff-95
FEDERAL BUREAU OF INVESTIGATION

Precidence: REMOTE

Date: 01/18/2012

To: Los Angeles

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

From: Louisville
Squad 1C

Contact: SA Tracey L. Riley

Approved By: Dallas Mark J

Drafted By: Riley Tracey L.

Case ID #:

Title: INSMOKE IMAGES-LS
UNERCOVER GROUP II

Synopsis: To provide evidence and details regarding MARK.
BETTENMAIER, DB#62 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 # 9TE243Y2.

Enclosures: One, I-A containing a copy of the Receipt of Property
(PD-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.
To: Los Angeles  
From: Louisville  
Date: 01/18/2012  

The individual who requested the repair work is:

MARK PETTENMAIER  
25411 Rodeo Circle  
Agana 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 jpegs images. Since the Geek Squad uses tools similar to forensic tools used by the FBI's NCIC is it 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.
SA Riley understands that every United States 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 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.
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 ID
Contact: SA Tracey L. Riley

Approved By: Dallas Mark J

Drafted By: Riley Tracey

Case ID #: 

Title: INNOCENT IMAGES-LS
UNDERCOVER GROUP II

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: 1 copy of the Receipt of Property (FD-1371) and copies of the GEEK Squad Service Order/Terms of Service, and a copy of the receipt generated by Best Buy located at 14395 Kipahulu 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.
The individual who requested the repair work is:

MARK HETTENMAIER
25462 Budge Circle
Brea, CA 92621
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 NCFLs 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.
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.
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.

------ Original message -----
From: (USACAC) 4
Date: 12/22/2016 5:34 PM (GMT-05:00)
To: (LS) (FBI)    
Cc: (USACAC) 4 
Subject: Are you around this afternoon? If not, how about tomorrow?

Which number do you want me to call?
FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE
Date: 06/30/2009

To: Louisville
Charlotte

Attn: Dishona K. Rogers
Evidence Control Technician

Attn: SSA Michael D. DeLeon
Greensboro RA

From: Louisville
Squad 6
Contact: SA Jennifer D. Cardwell

Approved By: Morgan John A Jr

Drafted By: Cardwell Jennifer D:

Case ID #: [ ] (Pending)

Title: POSSESSION OF CHILD PORNOGRAPHY

Synopsis: To request captioned case be opened and to release and send evidence (1B Bar code #:E03975459) to the Greensboro RA of the Charlotte Division.

Enclosure(s): 1A envelope containing one Geek Squad Service Order for [ ] laptop and the FD-597 showing receipt of item.

Details: On June 26, 2009, writer met with Randy Ratliff of Geek Squad, address: 345 International Boulevard, Suite 300, Brooks, Kentucky, telephone number: [ ]. Ratliff advised that he had a computer received for repair that he believed has child pornography on it. Geek Squad has a disclaimer, on their Service Order, that if at any time any product is determined to contain child pornography, the product will be turned over to the authorities.

Ratliff showed writer the computer [grey Acer laptop, S/N: [ ]] and to the right of the screen a reel of images cycled (the reel took a few minutes to load). The images were those of girls, approximately under the age of 10, wearing bathing suits and executing inappropriate, suggestive poses. Ratliff advised that in his experience in service repair and as a former police officer, when he has seen images, like
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: __________________________ telephone
number: __________________________

Writer is sending the computer to the Charlotte Division to conduct whatever logical investigation is deemed necessary.
LEAD(s):

Set Lead 1: (Action)

LOUISVILLE

AT LOUISVILLE, KY

For [redacted] 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
UNCLASSIFIED

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 PORNOGRAPHY

Synopsis: To request captioned case be closed.

Reference:

Details: On June 17, 2009, New Orleans opened a case regarding the captioned subject after receiving the computer and communiqué. Writer provided a supplemental FD-302 to the case agent per request.

Due to the fact that New Orleans has opened a case on the captioned subject (resides in the New Orleans territory) and that the case was opened in Louisville for administrative purposes in order to provide New Orleans the information and evidence, it is requested that the captioned case be closed.

***

UNCLASSIFIED
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.

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.
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: [redacted]) 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.

This document contains neither recommendations nor conclusions of the FBI. It is the property of the FBI and is leased to your agency. It and its contents are not to be distributed outside your agency.
Precedence: ROUTINE

To: Louisville
Attn: ECC

From: Louisville
Evidence Control Technician

Contact: 

Approved By: 

Drafted By: dkr

Case ID #: (Pending)

Title: POSSESSION OF CHILD PORNOGRAPHY

Synopsis: Document reason for delay in entering evidence into ACS, Collected Item.

Details: The reason for the delay in entering the laptop acquired from the Geek Squad on 06/26/2009, into Collected Item, was due to a delay in opening the file.
FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

To: Louisville
New Orleans

From: Louisville
Squad 6
Contact: SA

Date: 06/30/2009

Attn: Evidence Control Technician
Attn: SSA
Cyber Program Manager

Approved By: [Signature]
Drafted By: [Signature]
Case ID #: [Pending]
Title: POSSESSION OF CHILD PORNOGRAPHY

Synopsis: To request captioned case be opened and to release and send evidence (1B Bar code #: E03975461) to the Cyber Program Manager of the New Orleans Division.

Enclosure(s): 1A envelope containing one Geek Squad Service Order for laptop and the FD-597 showing receipt of item.

Details: On June 26, 2009, writer met with Randy Ratliff of Geek Squad, address: 345 International Boulevard, Suite 300, Brooks, Kentucky, telephone number:. Ratliff advised that he had a computer received for repair that has child pornography on it. Geek Squad has a disclaimer, on their Service Order, that if at any time any product is determined to contain child pornography, the product will be turned over to the authorities.

Ratliff showed writer the computer (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 computer should be analyzed further to determine if there are more images of child pornography (CP) on the system, to determine if the owner of the computer was also distributing CP images and to determine the method of which the owner was acquiring the images (P2P, e-mail, websites, etc...)

UNCLASSIFIED

jdc06302009B.EL
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 whatever logical investigation is deemed necessary.
LEAD(s):

Set Lead 1: (Action)

LOUISVILLE

AT LOUISVILLE, KY

For ECT, to release and send evidence, bar code #: 003975461, 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

FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

To: Louisville
    Chicago

From: Louisville
      Squad 6

Date: 11/18/2009

Attn: Evidence Control Technician

Contact: SA

Approved By: __________

Drafted By: ____________________

Case ID #: ____________________ (Pending)

Title: POSSESSION OF CHILD PORNOGRAPHY

Synopsis: To request captioned case be opened and to release and send evidence (IB Bar code #: E03975718) to the Chicago Division to take whatever action deemed appropriate regarding captioned subject.

Enclosure(s): 1A envelope containing one Geek Squad Service Order for computer (signed by _______ and the FD-597 showing receipt of item.

Details: On October 30, 2009, writer met with Justin Meade of Geek Squad, address: 345 International Boulevard, Suite 300, Brooks, Kentucky, telephone number: 502-955-3901. Meade advised that he had a computer received for repair that has child pornography (CP) on it. Geek Squad has a disclaimer, on their Service Order, that if at any time any product is determined to contain child pornography, the product will be turned over to the authorities. Each customer is required to sign the disclaimer. By way of background, Geek Squad receives computers for repair, from all over the country, to the Brooks, Kentucky location.

MEADE advised that during the repair process, technicians found files containing images that were believed to be child pornography. MEADE showed writer the computer (Hewlett Packard, S/N _______ and writer confirmed numerous images of
child pornography on the system. In addition there were many video files with titles indicative of CP. The files were unable to be opened to confirm CP. Writer opines that the computer should be analyzed further to determine if there are more images of CP on the system, to determine if the owner of the computer was also distributing CP images and to determine the method of which the owner was acquiring the images (P2P, e-mail, websites, etc...).

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 [redacted]

address: [redacted] telephone number: [redacted]

An alternate phone number for [redacted] was listed as [redacted].

On November 17, 2009, at 6:33pm MEADE contacted writer via e-mail and advised that [redacted] had called Geek Squad inquiring about his computer's repair.

Writer is sending the computer to the Chicago Division to conduct what ever logical investigation is deemed necessary.
LEAD(s):

Set Lead 1: (Action)

LOUISVILLE

AT LOUISVILLE, KY

For (Action) 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.
FEDERAL BUREAU OF INVESTIGATION

Precedence: ROUTINE

To: Boston

From: Louisville
   Squad 6
   Contact: SA

Date: 04/20/2011

Approved By: ____________________

Drafted By: ____________________

Case ID #: _______

(Pending)

Title: CCP-IINI;

Synopsis: To provide additional details regarding captioned subject to Boston.

Details: Below are descriptions of the images viewed by SA _______ and SA _______ with the source at Best Buy/Geek Squad.
To: Boston  From: Louisville
Re: 04/04/2011

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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