

This is a transcript of a call between a Pindrop Security employee, identifying himself as R. Williams, and a phone fraudster identifying himself as S. Parker. Pindrop identified one of the phone numbers used by a ring of fraudsters alleging to be working with the IRS to collect taxes. Pindrop called the number and purported to be R. Williams, a victim.

S. Parker: Thank you for calling. How can I help you today?

R. Williams: Hi. I got a call from this number. A recording saying to call back. Something about my tax paperwork.

S. Parker: What's your name?

R. Williams: My name is Richard Williams.

S. Parker: Richard Williams?

R. Williams: Yes.

S. Parker: We don't have anybody Richard Williams.

R. Williams: I'm sorry, who is this?

S. Parker: Who are you?

R. Williams: I got a call. Something about my tax paperwork having a problem.

S. Parker: Which number you received the call? Tell me the number on which you received the call.

R. Williams: 404-295-9315.

S. Parker: You received the phone call today?

R. Williams: Yeah, today or last night. I'm trying to find out who I'm dialing. I couldn't make out the message.

S. Parker: Federal Investigation Department.

R. Williams: I'm sorry?

S. Parker: Federal Investigation Department.

R. Williams: Federal Investigation Department?

S. Parker: Yes.

R. Williams: Okay. I mean, is it part of the IRS or something? State?

S. Parker: This is a legal Department working for Internal Revenue Service.

R. Williams: Okay. What do you mean by legal? You got me a little nervous here. I'm trying to find out what's going on.

S. Parker: What is your native country, sir

R. Williams: I didn't hear you. What was that?

S. Parker: Which is your native country? Which country belong to originally?

R. Williams: Which country I belong to originally? I'm an American.

S. Parker: You have born and brought up an American?

R. Williams: I have what?

S. Parker: You have born and brought up in American?

R. Williams: Yeah. American.

S. Parker: All right. We don't call Americans, sir.

R. Williams: You don't call Americans? Okay.

S. Parker: Yes.

R. Williams: Then I'm really confused. Who do you call?

S. Parker: The people who evade taxes.

R. Williams: The people who evade tax boards?

S. Parker: Taxes. Taxes. Income taxes.

R. Williams: Oh, taxes . Yeah, well, so that's the weird thing. They said there was something with my taxes. I couldn't make out theThat's the message. Something about my taxes, but it was really broken up. I think I got a bad reception here again.

S. Parker: All right. Did you pay your taxes. Have you filed your taxed.

R. Williams: I filed my taxes.

S. Parker: You filed your taxes or your CPA files it?

R. Williams: I have an accountant that files it for me.

S. Parker: Why then he is doing many mistakes in the filing of taxes?

R. Williams: Why is he what? I'm sorry. I can't hear you too well.

S. Parker: Sir, are you doing some overseas transactions?

R. Williams: I have some investments.

S. Parker: Because according to the rules and regulations, when there are overseas transactions under your name, you need to pay the full portion of the transaction fees to the IRS Department, which you never did. They have investigated each and every thing, and they have filed a lawsuit complaint against your name.

R. Williams: Are you sure about that? I mean, these are just like miscellaneous investments, and like some stocks and company stuff. It was nothing really big. I think my accountant has taken care of all that.

S. Parker: Still, the transactions are being made for the overseas, and the tax are being pending under you name for the overseas transaction. I'm not talking about the income tax. You pay you pay your income tax perfectly. It has been filed perfectly every year. Nothing is problem in that. But I'm talking about the overseas transactions which are made from your end. For that you need to pay the full portion of the tax of amount to the IRS, which you never did. Which you never showed at the time of your tax filing as well.

R. Williams: Okay. So, I mean, how much are we talking about?

S. Parker: It's \$5,868. The pending amount under your name.

R. Williams: Oh my god. Okay. I mean, are we sure this is for me?

S. Parker: This is including the penalty amount, the late payment charges, as well as all of the court resolution fees, because the case has already been filed under you name.

R. Williams: Okay, what do you mean by a case?

S. Parker: In a few days, the arrest warrant will also be issued under your name.

R. Williams: An a-what?

S. Parker: Under your name. The arrest warrant will also be issued under your name.

R. Williams: An IRS warrant?

S. Parker: Arrest warrant, sir. Arrest.

R. Williams: Arrest warrant? I got an arrest warrant under my name?

S. Parker: Yes. You will be getting it soon. Because you are running out of the situation right now. You have evaded the tax, and you are under their criminal records right now.

R. Williams: But I...Okay, so, I didn't do anything. I mean, I have an accountant that takes care of this for me. So, is there something we can talk to and just get this cleared up. I mean, I'm sure it's just a minor issue.

S. Parker: Sir. Are you there?

R. Williams: I mean, I'm sorry. I didn't hear you.

S. Parker: Hello?

R. Williams: Yes.

S. Parker: You need to clear out the taxes, the tax amount which is pending under your name.

R. Williams: Okay, I'm sorry. I didn't even catch your name.

S. Parker: Steve Parker.

R. Williams: Okay, Mr. Parker. So, I mean, here's the thing. I don't have that type of money all in one shot. Is there something that, I don't know. I mean, in the past if I had any taxes, I would just make a deposit...

S. Parker: Sir? We are not...Sir? We are not bill collectors. I'm not asking you for any money from you. You are not paying this amount to me. So, if you don't have the funds, then don't talk to me. Because I am telling you to submit this payment to the IRS Department itself. Because we are doing an offer in compromise with them regarding

your case. Because your case is being forwarded to your local county sheriff department. You will be receiving an arrest warrant as soon as possible. I think it will be tomorrow itself.

- R. Williams: Okay, so, how? I don't want to go to jail. So what do I need to do to take care of this? Who do I call?
- S. Parker: You need to pay this amount: \$5,868.
- R. Williams: I need to pay the full amount?
- S. Parker: Yes, the full amount. This is a compromise amount which you need to submit.
- R. Williams: What is compromise amount?
- S. Parker: Offer in compromise.
- R. Williams: Okay, is there a case number?
- S. Parker: 11/100/3636.
- R. Williams: 11/100/3636.
- S. Parker: 3636, yes.
- R. Williams: Okay. And who do I make the payment to?
- S. Parker: You will be making this payment....
- R. Williams: Can you guys take a credit card?
- S. Parker: No, we don't accept any of your credit cards, any of your debit cards, any of your bank account information. Because you need to pay this amount by the tax pay vouchers, which are available to any of the government stores, federal stores nearby you. I will guide you about the stores, but you need to have this amount cash with you.
- R. Williams: Okay. And what do I do? There's a tax voucher or something at one of my local stores?
- S. Parker: Not local stores, sir. Government stores.
- R. Williams: Okay. What government stores would that be?

S. Parker: Home Depot, Food Lion.

R. Williams: Okay. And what do I ask them for? You say you don't take credit card or Visa.

S. Parker: You need to ask them about the tax pay vouchers . There will be tax pay vouchers available to that store. And you just need to take the cash over there, upload the funds from that tax pay voucher so that we can submit that voucher to the IRS Department for the offer in compromise. Once the payment will be submitted you will be provided with the receipt copy as well as the clearance letter from the IRS Department as well.

R. Williams: Okay, so I just go over there, put the money into a tax pay voucher and mail it in?

S. Parker: Yes.

R. Williams: Okay. And where do I mail it to?

S. Parker: I will put all the information. I will write all the information. You don't have to worry about that. First of all, you need to arrange the funds, \$5,868.

R. Williams: Okay. That's fine. I'm going to get that right now. Then do I mail it in, or do I call you back. What do you need me to do, then. What am I supposed to do?

S. Parker: Arrange the funds. Call me back, so I guide you to the nearest store to you. What is your zip code, by the way.

R. Williams: The zip code I'm in at the moment is 30303.

S. Parker: Hold on. What's your zip code you told me?

R. Williams: I'm actually traveling. This is great.

S. Parker: What's the zip code you told me? What's the zip code, sir? 30....

R. Williams: 303. I'm in Atlanta right now.

S. Parker: Sir, please repeat the zip code one more time.

R. Williams: I'm in 30303. I'm in downtown Atlanta.

S. Parker: Okay, okay. Let me give you a location. All right. You have a Home Depot. 650 Ponce de Leon, Atlanta.

R. Williams: Yeah, I'm sure I can...I think I saw one driving in here. Okay? So, I go there? And then, that's fine.

S. Parker: First you need to have cash, sir. First you need to have cash. Do you have this amount cash with you?

R. Williams: Oh my goodness. I didn't even realize what time it was. I don't have all the cash with me.

S. Parker: Hello?

R. Williams: I don't have all the cash with me and the bank's already closed. I'm going to have to do it first thing in the morning.

S. Parker: How much amount do you have? How much amount do you have right now? We need to cancel your arrest....

R. Williams: I think like \$2600.

S. Parker: \$2600?

R. Williams: Yeah, that's all I have with me at the moment.

S. Parker: You need to submit \$2400 for the warrant cancellation fees today.

R. Williams: Okay. Okay. So, you'll accept that for now, and tomorrow morning I can take care of the rest?

S. Parker: Yes.

R. Williams: Okay. Okay. When I call back, is this your direct number, or...

S. Parker: Yes, this is my direct line number.

R. Williams: Okay, Mr. Parker. Let me go run real quick, get that tax voucher.

S. Parker: You can be on hold with me, sir. You can be on hold so that we will have the evidence for this recording as well that you tried your best in order to arrange the half of the payment. Because you are not paying this amount in one shot, right?

R. Williams: Yeah, but I mean, I need to go wash up real quick. If you can give me 20 minutes. It's not exactly walking distance. I need to go drive there. So can I call you back?

S. Parker: Sir, I need you to keep your phone on loudspeaker so that I am preparing the documentation for the cancellation of the arrest warrant. If I have any queries regarding, I need to ask you. So it's better that you keep your cell phone with you on a loudspeaker, so that I can talk to you.

R. Williams: Okay. But the phone might die, getting into the elevator and stuff.

S. Parker: You don't have a car charger with you?

R. Williams: Yes, yes. I just don't have reception when I go down to the lobby in the hotel. I told you that I'm traveling. I'm not in the city.

S. Parker: Okay, not a problem. So once you reach the parking lot of the Home Depot, but are you sure you have the cash of \$2400 with you?

R. Williams: Yeah. I have \$2600 with me. You told me you'd take \$2400 just to make sure I don't get arrested tomorrow. Right?

S. Parker: Yes, for the cancellation.

R. Williams: Okay, then. Let me go get that real quick, and I will call you right back. It will be 10 - 15 minutes, so I can go get whatever voucher it is. Okay?

S. Parker: You need to call me once you reach the parking lot, first of all, so that I will guide you which tax pay voucher you need to obtain.

R. Williams: Okay, okay. Okay.

S. Parker: Okay? So, once...

R. Williams: You know what? There's a Walmart across the street. Is there a tax voucher there?

S. Parker: No, Walmart people. That's not a government store, sir. I don't know whether they keep it or not, but I'm not sure about that.

R. Williams: Okay, okay. Okay. Give me two minutes. Let me go put on some clothes real quick, and I'll call you when I go downstairs.

S. Parker: All right?

R. Williams: Okay, Mr. Parker. Thank you.

S. Parker: Not a problem.

R. Williams: Bye.

S. Parker: Bye bye.

(Phone ringing):

S. Parker: This is Steve Parker.

R. Williams: Mr. Parker.

S. Parker: Yes.

R. Williams: I was talking to Brian and I got disconnected.

S. Parker: Okay, hold on. Let me transfer this line to Mr. Brian, okay?

R. Williams: Okay.

B. Jackson: Accounting Department. This is Brian.

R. Williams: Hi, Brian. This is Mr. Williams calling you back again, sir.

B. Jackson: Yes, sir.

R. Williams: Sorry about that.

B. Jackson: No problem.

R. Williams: I'm actually crossing the street to the Walmart now.

B. Jackson: Okay, once you reach the parking lot, before you walk in, just let me know.

R. Williams: There's no parking lot here. It's literally across the street from where I'm staying at. It's a lot closer.

B. Jackson: Okay, before you walk in, just let me know.

R. Williams: Okay. I'm right outside the entrance.

B. Jackson: Okay, now. You have to get...The restitution department where the payment has to be submitted. I will guide you with the procedure of how it has to be done. They have a PayPal account, and your check...If you write a check, your check cannot reach in one or two hours to Washington, D.C., to submit the payment.

R. Williams: Right.

B. Jackson: Correct?

R. Williams: That's why you said I needed to get cash. Right.

B. Jackson: So you have to wire that money onto the restitution's PayPal account. Okay? And you need to walk up to the money center.

R. Williams: Uh huh.

B. Jackson: In the money center, there will be different racks where you can see several cards available over there.

R. Williams: Okay.

B. Jackson: Yeah, can you reach the money center?

R. Williams: I'm trying to get to it. This one is weird. This Walmart is actually pretty small.

B. Jackson: No problem. Just ask anybody where is the money center. Once you see all the cards, let me know.

R. Williams: I don't see a money center here.

B. Jackson: Where you can see all those cards hanging around.

R. Williams: All the cards hanging around. I'm so nervous here right now. Oh dear, oh dear.

B. Jackson: Don't worry, sir. You will find them. Just ask anybody.

R. Williams: I'm trying to find someone here. It's 5:02 and I can't find anyone. Oh dear. I see some cards here. Okay. I see some cards. What do you want me to with the cards?

B. Jackson: Okay. Which all you can see? Can you just give me one or two names?

R. Williams: Yes. I see in-store credits, gift cards, Subway, Starbuck's.

B. Jackson: Okay. Can you see...We need it for a PayPal account, which is known as Green-dot-money pack.

R. Williams: A Green-dot-money pack.

B. Jackson: You tell them you need Green-dot-money pack for PayPal account.

R. Williams: Money pack? Yeah, they got it behind there.

B. Jackson: Okay, yeah. Just take three of them in your hand.

R. Williams: He's got it behind the register here. So, what do you want to do? Ask him for three?

B. Jackson: Okay, just tell them on one money pack you can only upload \$1,000. So tell them you need three of them: two for \$1,000 and one for \$400.

R. Williams: Okay. I'm waiting in line. So, bear with me, sir.

B. Jackson: No problem. If there is a limit, one money...It is a green color coupon. Can you see that? It's a green color voucher.

R. Williams: I'm sorry?

B. Jackson: It is a green color voucher. Can you see the money pack, green color?

R. Williams: Yes, it was green color. He showed me.

B. Jackson: Okay, great. Just tell that you need three of them: two for \$1,000, one for \$400.

R. Williams: Okay. Two for \$1,000.

B. Jackson: Okay? And once you have uploaded...two for \$1,000 and one for \$400. Once you upload the funds, once you made the payments, they will give you a receipt copy. Once you get the receipt copy, just let me know. I will hold on.

R. Williams: Okay.

B. Jackson: Take the cards, take the receipt copy, and say Hello, and upload the funds.

R. Williams: I'm waiting. I understand. I'm waiting for the person in front of me.

B. Jackson: No problem, sir. No problem. I will hold on. No problem.

R. Williams: How much are the green cards?

Clerk: About \$5.

R. Williams: Okay. Can I get three? Two for \$1,000 and one for \$500? Yeah, two for \$1,000, one for \$400. Hello?

B. Jackson: Yes, sir. I'm here.

R. Williams: Okay, so I'm walking back now.

B. Jackson: Okay, you got the three cards and the receipt?

R. Williams: I'm sorry. I can't hear you. You're breaking up. Hello?

B. Jackson: Okay, you got the cards and the receipt copy?

R. Williams: Yes.

B. Jackson: Okay. Once you reach your room, just let me know. I will tell you how to use it.

R. Williams: Okay. But I'm telling you once I get to the lobby, I don't have any reception.

B. Jackson: I understand.

R. Williams: Oh my goodness. I'm going to need a big drink after this. Oh dear, oh dear. If it's not one thing, it's another. Okay. All right.

(Phone ringing):

S. Parker: Thank you for calling. This is Steve Parker. How can I help you?

R. Williams: Mr. Parker. Okay, sir.

S. Parker: Yes.

R. Williams: This is Mr. Williams again. I need to talk to Brian?

S. Parker: Okay, hold on. Let me transfer this line.

B. Jackson: Brian Jackson. Accounting Head.

R. Williams: Okay, Mr. Jackson. This is Mr. Williams again. Sorry about that.

B. Jackson: Yes, sir. Do you have the packs right here? No problem.

R. Williams: Yeah, I got all the stuff with me. The three cards. All right.

B. Jackson: Yeah. Flip the card one by one. You will see a silver color scratch-off part on the backside.

R. Williams: Yeah, I see it here.

B. Jackson: Yeah, scratch it off carefully, and make sure you don't lose any numbers. And help me out with the numbers one by one which you can see below that.

R. Williams: And you want to do what?

B. Jackson: Once you scratch it off, you will see some numbers, which is used to wire the money to the PayPal account of the restitution department. And do you have the receipt copy with you?

R. Williams: Yeah, I do.

B. Jackson: First of all, just help me out with the store number on the receipt copy. There will be ST written on that.

R. Williams: All right. Store number 3775.

B. Jackson: Okay. And the store phone number?

R. Williams: All right. Looks like it's 404-352-5252.

B. Jackson: 404-352-5252. Okay. Yeah. Now, at the backside, scratch it off the first card and help me out with the number.

R. Williams: Okay.

B. Jackson: Once you scratch it off, the number you can see just after. Help me out with that.

R. Williams: Okay, what do you want me to do? Do you want me to just give you this number?

B. Jackson: Yeah, you have to give me those numbers.

- R. Williams: Oh, no. I don't know about that. Aren't I supposed to go to a PayPal.com website or something like that for this? How do I know...
- B. Jackson: That is a receipt copy for your information, sir, which has been given to you. And we will just verify that. We will just mention that you bought it from the store with phone number 3775. And if there are some problems to verify that, we will call them and verify the transaction.
- R. Williams: I mean, can't I just do this. I'd feel a little bit more comfortable if I can do this online so print out the receipt right away in case the cops show up or something. I can at least show them, hey, look I took care of something.
- B. Jackson: Yes, you are to bring the receipt copy with you. Sir, you are keeping that receipt copy with you for your conformation that, yes, you are the owner of those money packs and you made those payments. This is what the reason....
- R. Williams: Yeah, but you know, if the cop comes here, he's not going to care about I got some receipt here. He's going to be like, "I got a warrant here for your arrest unless you have something, you know."
- B. Jackson: Yes, sir. Once you pay those off. Once we withdraw the warrant, you will get an out-of-court restitution certificate. That will be...Yes.
- R. Williams: Okay, and how do I get that?
- B. Jackson: If you have a fax machine, once you make the payments, once we withdraw the charges under your name and put your case on hold, then they will issue an out-of-court restitution certificate. If you have a fax machine around you, we can fax it to you. Or if you don't have access to a fax machine, as you told me you're in a hotel, so we can email it you.
- R. Williams: Yeah, the lobby might have a little office place or something. But, I don't know.
- B. Jackson: No problem. But do you have access to your email? We can scan that copy and send it to your email as well. No problem with that.
- R. Williams: Man, all right. I got nothing here to scratch it with. It's just crazy. Like I said, if I could go through the IRS website and pay this online.

B. Jackson: I understand your concern, sir. I understand. But the IRS would not give you certain information. That's the whole point. As the reason as IRS penalty accepts check. But as it was a short notice that we need to drop these charges under your name, we need to directly submit this payment to the restitution department, and make an assurance that, yes, your case has been put on hold and you get your out-of-court restitution certificate. So that we can make your records clean and make is as clear as it was in the past.

R. Williams: Yeah, but all I want to do...

B. Jackson: But sir, if you have a problem about that, I will connect this line to Mr. Stephen Parker, and you can go and talk to him that you don't want to make the payments, and he can do whatever he needs to do. I'm just an accounting department guy, sir. My job is to just submit the payments to the restitution department and guide you how you make the payments. If you have any problems with payments...I'll connect your line to Stephen Parker.

R. Williams: So, if I give you this number...I mean the thing is, how do I get proof?

B. Jackson: I promise you one thing once you help me out with numbers, I'm not going to dominate this phone call. I will be on hold with you on the same phone call I will forward the information to the restitution department on their PayPal account. And unless and until you get your out-of-court restitution certificate, I am not going to disconnect the call from you.

R. Williams: Yeah, you know, no. I need to turn around. I'll feel a little more comfortable if I can get some proof right away. You can't fax it to me or something. I get nervous about that. I need to think about this. I'll call you back if anything. No, no, no. I have to talk to my accountant.

B. Jackson: Sir, you have to tell this to Stephen Parker, sir. You have to tell this to Stephen Parker that you're not making the payments, and he can issue the arrest warrant or do whatever he wants to. Just hold the line. I'll connect the line to Stephen Parker, okay? Tell him that you're not making the payments, and we will go from there. Okay? Just hold on for a second.

R. Williams: Okay. Okay.

S. Parker: Steve Parker.

- R. Williams: Yeah, Mr. Parker. I was speaking with Brian. But I can't just take this without some type of proof on my side protecting the money goes out. Cop comes here, knocks on my door. I can't.
- S. Parker: I will explain everything. Okay, sir?
- You are making this payment to the restitution department directly, sir. As it was a short notice, and this was a final notification phone call as I told you before, as well. This was a final notification phone call. I don't want to pay this amount, sir. I told you first, as well, we are not concerned about the amount. We are concerned about you. Because, as we looked into your past records, you have very clean record. You are a good citizen.
- R. Williams: Well, I always pay my stuff on time. That's what I pay an accountant for.
- S. Parker: This is the reason that we have given you this final notification phone call. If you would have been a criminal, then we would have never given you a phone call, and we have directly served you with an arrest warrant, sir. The reason behind the phone....
- R. Williams: Okay, so let's me ask you a question. Can I go online somewhere, to turn around at least see this information?
- S. Parker: What information you want, sir? I already told you you are running out of your time. I give you a chance in order to resolve this issue. I will provide you time until tomorrow. But you need to cancel your arrest warrant today, sir. If you will not pay this, I will also not be able to help you out in this case. And you're not making your payment.
- R. Williams: I understand you're trying to help.
- S. Parker: Sir, you are not making your full payment today. Then also I told Mr. Brian Jackson that please issue him a clearance letter from the courthouse, so that if he is in any sort of problem, he can have proof with him that, yes, he has made a partial payment and has the records with him. This was the reason we are trying to help you.
- R. Williams: But my problem is I just need something so I turn around when a cop come here, I can say, "Look. I made a payment. Here's the case number. And here's the receipt." I just don't know. I don't know.

- S. Parker: Sir, I told you, sir. I told you. You will get each and everything once they received payment. Before making the payment, how can we provide the receipt copy and the clearance letter? How can we get you that. Once the payments are submitted to them, within 5 to 10 minutes, your clearance letter will be coming from there, and we will mail it to you on the same phone call. We will not disconnect this line until the time you will not get your clearance letter. Because you are..
- R. Williams: I got to talk to my accountant, Mr. Parker. I appreciate it. I understand what you're saying. But I got to talk to my accountant and get this straightened out. I will call you in the morning, first thing in the morning. I will call him right now.
- S. Parker: Not a problem, sir. I think you are giving me a flat refusal. Now I also want...(unitelligible)
- R. Williams: I didn't understand a word you said. You're breaking up really bad.
- S. Parker: I'm telling you, sir. We are now taking this matter in legal ways, because I think you are running out of the situation, and I will forward this file to your local county sheriff department right now. And make sure if you receive any phone call from you local county sheriff department, you receive their phone call. Because they will come to arrest you, sir.
- R. Williams: I want to talk to my accountant. I understand, Mr. Parker. I've just got to take this quick chance here. But you know. I need to make everything okay.
- S. Parker: Not a problem. You are making a flat refusal on this recorded line, sir. It will go against you inside the courthouse, as well. Not a problem. Take care.
- R. Williams: Okay. I will verify. Thank you.
- S. Parker: Thank you.