



## Complaint Referral Form Internet Crime Complaint Center

### Victim Information

Name: Shirley Nelson  
Business Name:  
Age: 50 - 59  
Address: 11775 SW 135 Ct  
Address (continued):  
Suite/Apt./Mail Stop:  
City: Miami  
County: Miami Dade County  
Country: United States of America  
State: Florida  
Zip Code/Route: 33186  
Phone Number: 7865194580  
Email Address: shirley.nelson@amobiledevice.com  
Business IT POC, if applicable:  
Other Business POC, if applicable:

### Financial Transaction(s)

Transaction Type: Other  
  
If other, please specify: Paypal paid on Ebay Merchandise  
Transaction Amount: \$355.13  
Transaction Date: 04/05/2017  
  
Victim Bank Name: PayPal  
Victim Bank Address: www.paypal.com  
Victim Bank Address (continued): 2211 First Street  
Victim Bank Suite/Mail Stop:  
Victim Bank City: San Jose  
Victim Bank Country: United States of America  
Victim Bank State California  
Victim Bank Zip Code/Route: 95131  
Victim Name on Account: Shirley Nelson  
Victim Account Number:  
  
Recipient Bank Name: Paypal

Recipient Bank Address: www.paypal.com  
Recipient Bank Address (continued): 2211 First Street  
Recipient Bank Suite/Mail Stop:  
Recipient Bank City: San Jose  
Recipient Bank Country: United States of America  
Recipient Bank State California  
Recipient Bank Zip Code/Route: 95131  
Recipient Name on Account: Liberty Coin  
Recipient Bank Routing Number:  
Recipient Account Number:  
Recipient Bank SWIFT Code:

**Description of Incident**

Provide a description of the incident and how you were victimized. Provide information not captured elsewhere in this complaint form.

I purchased a 2017 American Gold Eagle (1/4 oz) \$10 - BU coin. Order Number 245232. Paypal has the item number as Item #302200172919. When I received the box with no merchandise inside I had signed for the empty box. I opened the box and saw there was no coin. I showed the empty box to the USPS employee who had asked me to sign. I opened a USPS case concerning the empty box. The employee said they noted the box is empty. I went inside and called Liberty and a man answered. He told me the coin was in a cardboard sleeve and to rip it apart and the coin would be inside. I said this looks like a piece of the box and not a coin sleeve and I feel no coin inside. I did as he said and there was no coin in the cardboard. He said he checked his video and the coin was sent. He sent a link via Ebay message. The video shows what appears to be a man packaging a coin but during the video he completely blocks the view of the box with his head, also since he didn't put the shipping label on the box in the video there is no way of knowing if the box he packaged is the same box he shipped and when I mentioned this to him in an Ebay message he did not respond back. I noted he gave my prompt payment a bunch of exclamation marks as though he was excited for the fast payment but he refused to refund my money or send me a coin stating his video proves he wrapped and shipped the coin. I feel the video evidence he provides is faulty because he blocked the view of the packaging and also because he at no time shows the shipping label attached to the box and thus he or someone at Liberty coin could have taken the coin and sent an empty box.

Orlando is the USPS employee who delivered the empty box and his number is 305 498 8595.

**Seller Info:**

Liberty Coin, LLC (liberty.coin)  
562-988-1516  
<http://sap265.channeladvisor.com/>  
[paypal@libcoin.com](mailto:paypal@libcoin.com)

**Ship to:**

Shirley Nelson  
11775 SW 135th Ct  
Miami  
FL  
33186-4430

## Track your shipment

9402115901674545086133

April 5, 2017, Sent by USPS

Status: Shipped one empty box with no merchandise inside. It did have an order sheet and bubble wrap plus a torn section of the box that is a rectangle inside the box taped with clear transparent tape.

## USPS Transaction ID

0V2908718B015700G

Which of the following were used in this incident? (Check all that apply.)

- ☐ Spoofed Email  
☐ Similar Domain  
☐ Email Intrusion  
☒ Other     Please specify: Mail Fraud

*Law enforcement or regulatory agencies may desire copies of pertinent documents or other evidence regarding your complaint.*

*Originals should be retained for use by law enforcement agencies.*

**Other Information**

If an email was used in this incident, please provide a copy of the entire email including full email headers.

[No response provided]

Are there any other witnesses or victims to this incident?

[No response provided]

If you have reported this incident to other law enforcement or government agencies, please provide the name, phone number, email, date reported, report number, etc.

Reported to USPS.

**Who Filed the Complaint**

Were you the victim in the incident described above? Yes

**Digital Signature**

By digitally signing this document, I affirm that the information I provided is true and accurate to the best of my knowledge. I understand that providing false information could make me subject to fine, imprisonment, or both. (Title 18, U.S. Code, Section 1001)

Digital Signature: Shirley Nelson

Thank you for submitting your complaint to the IC3. Please save or print a copy for your records. ***This is the only time you will have to make a copy of your complaint.***