Incident Management
EthicsPoint

Case

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Case 498-Fraud
Reminders Join Chat Delete Case
Opened
02/13/2026
Days Open
3
Last modified
02/17/2026
Intake Method
Hotline Web
Status
In Process

Alert Status
None

New Translation

Case Details

View Versions

Reported tier information

Case type:
Allegation

Intake method:
Hotline Web

Location

Organization/Building name:
City of Las Cruces, NM (Public)

Location/Address:
Unknown for sure but was done with: Truist Bank, main office address is: Headquarters Address: 214 N. Tryon Street, Charlotte, NC 28202.

City:
charlotte

State/Province:
nc

ZIP/Postal code:
28202

Country/Territory:
United States

Location Name:
City of Las Cruces Main

Reporter Information

Reporter anonymous:
No

Reporter first name:
Karie

Reporter last name:
Kinzie

Phone number:
9514250395

Email address:
kariekinzie@gmail.com

Case Information

Relationship to the Company or Organization?
Other

Please identify the person(s) engaged in this behavior:
Corey Matheson

Do you suspect or know that a supervisor or management is involved?
Do Not Know / Do Not Wish To Disclose

Is management aware of this problem?
Do Not Know / Do Not Wish To Disclose

Where did this incident or violation occur?
On line

Please provide the specific or approximate time this incident occurred:
I had my identity stolen. I started receiving emails about fraudulent accounts that have been opened in my name by Truist bank, as well as a line of credit that was applied for through Truist Light Stream lending. I was told that I have to report this to protect myself from further obligations of identity theft. The email used by the applicant is: Coreymatheny@hotmail.com

How long do you think this problem has been going on?
1 to 3 months

How did you become aware of this violation?
It happened to me

Case Details:
I have been having hits on my credit report showing a person, possibly with the name Corey Matheson, email coreymatheson@hotmail.com, opening bank accounts and applying for lines of credit under my name. I have put a freeze on my credit, filed an identity theft report, and spoke with the bank, but I was told I needed to file a police report to make it official. The false accounts/applications thus far have been done t Wells Fargo Bank, Truist Bank, Truist Lightstream, and Citibank. I have contacted the

Better Business Bureau, Truist Bank, Wells Fargo Bank, the SSA, and all of the credit agencies. I do not know who this person doing this is, they are using an old name of mine (Karie Hagman) as well as an old cellular phone number (951-286-4317).

Legacy information