

# PINKERTON PHONECALL TRANSCRIPT



**Pinkerton:** Your name was on the list and I just wanted to see if you knew Mr. Earl Graham or had any experiences with Mr. Graham?

**Veterans America Client:** Okay, Mr. Pinkerton... why are you calling me?

**Pinkerton:** I was giving a list of veterans that might have had interaction with him (Mr. Graham). I would like to double-check to see if you've had any negative interactions with him, making sure that... I know Mr. Graham provides assistance in filing compensation claims, but he uses a contract sometimes to do that. And I'm just checking to see if... That's all legal, the contract, him assisting, but making sure that there wasn't nothing outside the contract, that there wasn't no extortion or like he fulfills the contract, his portion of it, and then later on comes back and says that you owe me more, or you need to do something else for me. That's all that I'm just trying to see if that is going on.

**Veterans America Client:** Mr. Pinkerton, do you, do you know Mr. Graham? He's, he's an outstanding person, okay? You know and ah he's been working with the veterans for God knows how long, okay? You know and, and he gets results. You know, and you guys are trying to come after the best person that we have? That doesn't make sense.

**Pinkerton:** I'm not coming after him, I just have to look into any accusations that come across my desk.

**Veterans America Client:** Okay, so someone's saying negative accusations against him?

**Pinkerton:** They're not saying negative accusations, they just felt that there might be something there, and providing the information, or giving the information I was provided. I'm just calling veterans to see if there was anything there.

**Veterans America Client:** How did you get this, how did you get this information though?

**Pinkerton:** It was provided in the complaint that was given to the Office of the Inspector General.

**Veterans America Client:** Okay, and who, who, who...

**Pinkerton:** It was assigned to me to...

**Veterans America Client:** Okay, then who complained? And then you're calling us?

**Pinkerton:** That information I can't tell you.

**Veterans America Client:** You can't disclose, okay? Are you from the Department of Veteran Affairs?

**Pinkerton:** Yes. In Columbia? Office of Inspector... I work for the Office of Inspector General for the VA.

**Veterans America Client:** Okay, is that in Columbia?

**Pinkerton:** The Office of Inspector General is a nationwide agency. We're headquartered out of Washington, D.C. There is a field office in Columbia, South Carolina that I work out of, that field office.

**Veterans America Client:** You're out of that field office, okay, okay.

**Pinkerton:** No, we are not at the VA Medical Center. We have oversight into the medical centers, the cemeteries, and the benefits side of the VA. So we oversee all aspects of the VA, not just the medical centers.

**Veterans America Client:** Do, do you know his results? I mean, the people that he's helped out?

**Pinkerton:** I don't, and I mean no, I'm not trying to cast him in a bad light, or make an accusation against him. I'm simply looking into what I was told, and try to confirm or deny if there's anything there, from what you're reacting to, what you're telling me, that you're pleased with him.

**Veterans America Client:** Are you guys trying to do, as Donald would say, are you guys trying to do a witch hunt? This is crazy. Wow, the guy that does all the help and goes out of his way for people, you guys are going after?

**Pinkerton:** Well, I'm not going after him, because I would have to see if there's anything criminal going on first. I don't make the complaints, but I have to field the complaints as they come to my office, and I have to look into each one if I didn't. I wouldn't be doing my job. Because there is oftentimes veterans that are committing fraud or being taken advantage of.

**Veterans America Client:** So, so why are you guy, why are you guys singling him out when there's so many people out there that are fraudulent?

**Pinkerton:** Again, I'm not singling him out. I just have to look at each case as it comes to my office, and if I don't, then I'm not doing my job. If I look at something and there's nothing there, then I will document that as appropriate, and go on to the next case.

**Veterans America Client:** And who, and who do you report to?

**Pinkerton:** Who do I report to?

**Veterans America Client:** Yes.

**Pinkerton:** My immediate supervisor is Gerr, George Boyles.

**Veterans America Client:** And where's George out of?

**Pinkerton:** George is the resident agent in charge of the Carolinas. And he sits in North Carolina. He sits in North Carolina.

**Veterans America Client:** He sits in North Carolina, okay. And what part of North Carolina?

**Pinkerton:** The office in Fayetteville is in transition right now, but it would be the Fayetteville office.

**Veterans America Client:** Okay, and George reports to whom?

**Pinkerton:** Ah... let me make sure I get his last name correctly, ah... Nate... Land, Land... Landkammer.

**Veterans America Client:** Landkammer?

**Pinkerton:** Yes.

**Veterans America Client:** Okay. All right. Umm

**Pinkerton:** And then there's, of course, all the way up. Eventually, we'll end in Washington.

**Veterans America Client:** Okay. Who is the IG in ah Washington?

**Pinkerton:** The current IG for... the OIG?

**Veterans America Client:** Yes.

**Pinkerton:** Uh, bear with me one second, because we just changed IGs. And I will make sure I get your name. Cheryl Mason.

**Veterans America Client:** Okay. All right. All right. Is there anything else?

**Pinkerton:** No. Only that, like I said, I'm just seeing if there's been any negative experience with it.

**Veterans America Client:** Nothing. Nothing negative. Nothing.

**Pinkerton:** Some, some people I talk to have, they might not have, might have personality differences. And I'm just making sure there's not any fraud, like I said, or any extortion going on, because veterans don't deserve that. There are services out there, and I'm glad that someone is helping them. And if you're telling me Mr. Graham is helping veterans, I'm glad to hear that. I'm a veteran myself. I know the process can be exhausting to get a disability claim through, and you almost have to have a VA whisperer er ah to know the path and how to get these things done. Not everybody knows that, and they definitely won't tell you that when you get out of service.

**Veterans America Client:** Okay.

**Pinkerton:** So... But, I don't have any other questions. When you're telling me he's outstanding and is helping people, I'm good with that, sir.

**Veterans America Client:** All right. Thank you.

**Pinkerton:** All right, sir. Well, if you have anything else for me, I hope you have a good day, and I appreciate your time.

**Veterans America Client:** umhuh, Bye