



911 Call

Audio_1009372.WAV (00:08:50)

Incident #19-258074

CT – Call Taker

C – Caller

?F – Unidentified Female

12 CT Vancouver Police Emergencies.

13 C Hi, I'm calling from Bank of Montreal, 595 (unintelligible) Street.

14 CT Sorry, 595...?

15 C Burrard Street.

16 CT Burrard Street, okay.

17 C It's the Bank of Montreal on the corner of Dunsmuir and Burrard. We have...

18 CT Okay.

19 C ...customers here ha-, that have prevented, one of them has pre-, presented a
20 fake ID that we have confirmed.

21 CT Okay.

22 C Um, we were on hold for about 10 minutes with the non-emergency line but, uh,
23 we were told by the Indian, uh, the government, to contact the police because the
24 ID's that they have are fake and they're trying to open accounts as well as, um,
25 try to be a part of another customer's account, which I cannot con-, cannot
26 confirm if this is him or not.

27 CT Okay. Gimme one sec here. Um, uh, so you're staff there?

28 C Yeah, I'm the branch...

29 CT Okay.

30 C ...manager.

31 CT Okay, and then, um, I'm sorry, it was a Royal Bank...

32 C No, Bank of Montreal.

33 CT A Bank of Montreal, sorry.

34 C It's okay.

35 CT And are you stalling the customers?

1 C Yeah. Yeah, we told them that we needed to verify the ID, uh, and so, that's w-,
2 we had verified it. It is fake.

3 CT Okay. Okay, and sorry, you verified, um, that it's fake.

4 C Yeah.

5 CT And sorry, um, why were we told by the Indian government to call?

6 C I said, do I need to keep their ID and do you recommend that I call the authorities
7 because they have fake ID that they're trying to access, uh, this customer's
8 account has \$23,000 in it, and they said, yes, to contact, uh, the police and keep
9 the ID.

10 CT Okay, and sorry, so who, who exactly said that?

11 C I contacted the number (makes noise), what number was it, right here, it's on the
12 Canadian Government website in regards to verifying Indian status.

13 CT Ah, okay, okay. Perfect, okay.

14 C Yeah.

15 CT So, you contacted them, okay.

16 C Yeah.

17 CT Gimme one sec here. Okay. Um, I'm just gonna get that last bit in here and
18 then...

19 C Yeah.

20 CT ...give me one sec, okay?

21 **Short pause**

22 CT Okay, so I'm just, um, just putting up the file here. Okay, and then, so, the, that
23 number has said to confiscate and to, uh, and then advise authorities, right?

24 C Yeah.

25 CT Okay.

26 **Short pause**

27 CT Okay.

28 **Short pause**

29 CT Okay, and where are they right now in the, um, in the bank?

30 C They're in the branch on the main floor, in the lobby, sitting down.

31 CT Okay, and do we have a description of them?

32 C One seems to be like a teenager...

1 CT Okay, and then...

2 C ...and the other one seems, uh, uh, claiming to be her grandfather. A older...

3 CT Okay.

4 C ...g-, white gentleman.

5 CT Okay. So, um, so the teenager, is it a male?

6 C A female.

7 CT And then we said, um, South Asian, South Asian race...

8 C Yeah.

9 CT ...right?

10 C Yeah.

11 CT Okay. And approximately how old do you think?

12 C Well, her ID...

13 CT Uh, actually, no, that's okay 'cause, yeah, exactly. No, it's okay, and then

14 approximately how tall?

15 C How tall, ²²⁽¹⁾? Oh, man, how tall?

16 CT Just, just a guess...

17 C She...

18 CT ...is fine.

19 C A guess. Five feet, five-...

20 ?F (Unintelligible)

21 C Five-two...

22 CT Five foot?

23 C ...five-three.

24 CT Yeah.

25 C Yeah.

26 CT Yeah, that's fine. Yeah, so we've got police on the way.

27 C Okay.

28 CT Um, so I'm just gonna get the descriptions and then your info, okay?

29 C Okay.

30 CT Um, and slim, medium or heavy build?

31 C Slim, medium or heavy build, ²²⁽¹⁾?

32 ?F Um, as to the gentleman or the girl?

1 C The girl.

2 ?F The girl, she's, she's heavy build.

3 C Heavy build.

4 CT Heavy? Okay. And what was she wearing, um, for clothes, uh, jacket-wise, a
5 dark jacket?

6 C Colour, like what's she wearing? Ripped jeans.

7 CT Ripped jeans? Okay. And for a top?

8 C And her top colour? No? We can't remember. We don't wanna...

9 CT That's okay.

10 C ²²⁽¹⁾, if you could go and see what colour her top is?

11 CT That's fine, that's fine, and was she carrying any bags or anything?

12 C Uh, no.

13 CT 'Kay. And what's, um, what's her name?

14 C Her name, she (unintelligible) her name is Torianne [REDACTED].

15 CT Okay. So, uh, Tori, T-O-R-I hyphen A-N-N?

16 C A-, uh, no, Tor-, yes, T-O-R-I-A-N-N-E, no hyphen.

17 CT Okay.

18 C [REDACTED] ...

19 CT Okay.

20 C [REDACTED]

21 ?F Pink shirt.

22 C Pink shirt.

23 ?F (Unintelligible) purple.

24 **Short pause**

25 C Yeah, but all they verified was that this (unintelligible).

26 CT Okay, and then the other gentleman?

27 C The other gentleman...

28 CT South Asian male?

29 C Yeah.

30 CT And how old do you think?

31 C He seems to be like 50s.

32 CT 'Kay, and, um, his height and...

1 C Height.

2 CT ...and build. Yeah, just approximate is fine.

3 C Tall. Six feet.

4 CT Okay, and his build, slim, medium or heavy?

5 C Slim, medium or hel-, heavy?

6 ?F He's, he's, I would say heavy.

7 C Heavy.

8 CT Heavy? Okay. And what was he wearing for jacket or shirt?

9 C What's he wearing, ²²⁽¹⁾ ?

10 ?F He's wearing a grey hoodie.

11 C Grey hoodie.

12 ?F And then he's...

13 CT Okay. Okay, and then for pants?

14 C Jeans and a backpack.

15 CT Jeans and then a backpack, okay.

16 C Yeah.

17 CT And, um, what name was he giving you?

18 C Maxwell Bert Johnson.

19 CT B-I-, B-I-R-C-H?

20 C Uh, no, B-E-R-T.

21 CT Oh, Bert, sorry.

22 C Bert, yeah.

23 CT Okay, and...

24 C And then Johnson.

25 CT 'Kay, Johnson, uh, normal spelling, J-O-H-N-...

26 C Yeah.

27 CT ...S-O-N?

28 C Yeah.

29 CT Okay. Okay, yeah, so I can see, um, okay, I can see there's members on the

30 way, so I'm gonna get your information.

31 C Yeah.

32 CT Can I get your last name?

1 C 22(1) [REDACTED]

2 CT 'Kay, and your first name?

3 C 22(1) [REDACTED]

4 CT And your date of birth, 22(1) [REDACTED] starting with the year?

5 C 22(1) [REDACTED].

6 CT And you're calling me from the business line, right?

7 C Yeah.

8 CT Is there an extension to the 22(1) [REDACTED]

9 C No.

10 CT Okay, and do you wanna provide your cell phone?

11 C 22(1) [REDACTED]

12 CT Yeah.

13 C 22(1) [REDACTED]

14 CT 'Kay, and your home address.

15 C Um, 22(1) [REDACTED]

16 CT Mm-hmm.

17 C 22(1) [REDACTED], and then 22(1) [REDACTED]

18 CT 'Kay, is 22(1) [REDACTED] ?

19 C Um, 22(1) [REDACTED].

20 CT 22(1) [REDACTED] okay, perfect. And, uh, they're, they're still there, right?

21 C They're still there.

22 CT Okay. Okay, so they're still in the lobby, sitting, of the main floor.

23 C Yeah.

24 CT Okay. So, if they leave or anything changes, just give us...

25 C Yeah.

26 CT ...a call back, but like I said, um, officers are on the way, and...

27 C 'Kay.

28 CT ...um, yeah, if anything changes, call us back.

29 C Thank you.

30 CT Okay. Thanks 22(1) [REDACTED] bye-bye.

31 C Bye.

32 **RECORDING ENDS.**

1

Transcribed By: VA5343 / 2020-01-20

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