



**EMPLOYEE TERMINATED FOR THEFT OF FUNDS FROM CREDIT  
CARDS OF AMTRAK CUSTOMERS**

**Activity Date: July 20, 2020**

**Date Posted: August 25, 2020**

**Case Number: CA-18-0191-O**

**Web Summary: OIG-WS-2020-339**

An Amtrak Customer Service Representative in Reno, Nevada, was terminated from employment on July 20, 2020, following his administrative hearing. Our investigation found the employee stole funds from credit cards presented to him by Amtrak customers purchasing train travel. The cards, known as J-Pay Release cards, were pre-loaded with \$200 in funds and were issued by the California Department of Corrections to inmates upon their release from custody. The former employee surreptitiously switched out fully-loaded J-Pay cards presented to him by those customers after debiting for the requested travel and returned completely depleted J-Pay cards instead. It is estimated that the former employee stole over \$100,000 in stored value from the stolen J-Pay cards.