



**Ohio Attorney General's Office  
Bureau of Criminal Investigation  
Investigative Report**



2024-1780

Officer Involved Critical Incident - [REDACTED]  
Youngstown, Ohio

**Investigative Activity:** Preservation Letter  
**Involves:** Mathue O'Malley (S)  
**Activity Date:** 06/13/2024  
**Activity Location:** Arlo Technologies Inc  
**Authoring Agent:** SA Jesse Bynum #179

**Narrative:**

Preservation Letter Submitted

Ohio Bureau of Criminal Investigation (BCI) Special Agent (SA) Jesse Bynum (Bynum) drafted a preservation letter for an account that was believed to have video content relative to the officer-involved critical incident which occurred on June 13, 2024. On Thursday, June 13, 2024, SA Bynum drafted and submitted a preservation letter requesting content and non-content account information (associated with the base station with serial number 5BF3887DACBD8 and MAC address [REDACTED]) be retained for 90 days.

On June 13, 2024, at approximately 1534 hours, Arlo Technologies Inc representative Vicki replied to the email submission advising that they preserved and placed a litigation hold on the subject account when they received the preservation request, but there were no videos whatsoever in the account at that time.

**References:**

None

**Attachments:**

1. 2024-06-13 Preservation request Arlo Technologies Inc
2. 2024-06-13 eM from Arlo ref no videos available

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# DAVE YOST

OHIO ATTORNEY GENERAL



BCI  
Office: (330) 659-4107

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Richfield, Ohio 44286  
[www.OhioAttorneyGeneral.gov](http://www.OhioAttorneyGeneral.gov)

June 13, 2024

Arlo Technologies, Inc  
2200 Faraday Ave., Suite 150  
Carlsbad, CA 92008  
[legal@arlo.com](mailto:legal@arlo.com)

Re: Request for Preservation of Records

Dear Custodian of Records:

Pursuant to Title 18, United States Code, Section 2703(f), this letter is a formal request for the preservation of all stored communications, records, and other evidence currently in your possession regarding the following video surveillance account associated with the following address, account holder, and or base station serial number pending further legal process: [REDACTED], **Youngstown, Ohio; Mathue O'Malley; and/or Netgear IP Camera Base Station with S/N 5BF3887DACBD8 and MAC address [REDACTED]** ("the Account(s)").

I request that you not disclose the existence of this request to the subscriber or any other person, other than as necessary to comply with this request. If compliance with this request might result in a permanent or temporary termination of service to the Account(s), or otherwise alert any user of the Account(s) as to your actions to preserve the information described below, please contact me as soon as possible and before taking action.

I request that you preserve, for a period of 90 days, the information described below currently in your possession in a form that includes the complete record. This request applies only retrospectively. It does not in any way obligate you to capture and preserve new information that arises after the date of this request. Furthermore, this request does not obligate you to produce any information at this time. This request applies to the following items, whether in electronic or other form, including information stored on backup media, if available:

1. The contents of any communication or file stored by or for the Account(s) and any associated accounts, and any information associated with those communications or files, such as the source and destination email addresses or IP addresses.
2. Video and Audio associated with the account during the period of June 12, 2024 at 17:00 PM EST to June 13, 2024 at 03:00 AM EST.
2. All records and other information relating to the Account(s) and any associated accounts including the following:
  - a. Names (including subscriber names, user names, and screen names);
  - b. Addresses (including mailing addresses, residential addresses, business addresses, and e-mail addresses);
  - c. Local and long distance telephone connection records;

- d. Records of session times and durations;
- e. Length of service (including start date) and types of service utilized;
- f. Telephone or instrument numbers (including MAC addresses);
- g. Other subscriber numbers or identities (including temporarily assigned network addresses, registration Internet Protocol ("IP") addresses, and records showing IP addresses used to access the Account(s)); and
- h. Means and source of payment for such service (including any credit card or bank account number) and billing records.

If you have questions regarding this request, please call me at 330-636-1021.

Sincerely,

Jesse Bynum  
Special Agent #179  
Ohio Attorney General  
Bureau of Criminal Investigation

## Jesse Bynum

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**From:** Legal <legal@arlo.com>  
**Sent:** Thursday, June 13, 2024 3:34 PM  
**To:** Jesse Bynum; Legal  
**Subject:** RE: ATTN: Custodian of Records

Special Agent Bynum,

We promptly preserved and placed a litigation hold on the subject account (that we were able to locate via the serial number you provided) when we received the preservation request, but there were no videos whatsoever in the account at that time. Of course, this may affect your decision whether or not to pursue a warrant. Additionally, once videos are deleted from an Arlo account (either manually by the customer or automatically because they are too old to be kept by the customer's subscription plan), Arlo cannot retrieve them. The videos are indeed permanently deleted.

Thank you.

Vicki

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**From:** Jesse Bynum <Jesse.Bynum@OhioAGO.gov>  
**Sent:** Thursday, June 13, 2024 6:17 AM  
**To:** Legal <legal@arlo.com>  
**Subject:** [EXTERNAL] ATTN: Custodian of Records

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the contents are safe.

Dear Custodian of Records,

I would like to request the preservation of records related to the account described in the attached preservation request. Please advise if further information is required.

Thank you,



Jesse O. Bynum,  
Special Agent – Office of Ohio Attorney General Dave Yost  
Office number: 234-400-3604  
Fax number: 866-502-7763  
Cell number: 330-636-1021

[Jesse.Bynum@ohioago.gov](mailto:Jesse.Bynum@ohioago.gov)

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