

MEMORANDUM

TO: H. David Kotz  
SEC Inspector General

FROM: Kristin J. Kaepplein  
Director, Office of Investor Education and Advocacy (OIEA)

DATE: December 19, 2008

RE: Investor Contacts concerning Bernard Madoff received by OIEA

Attached to this memorandum are the results of the searches conducted by OIEA to gather investor contacts concerning Madoff. We searched the OIEA ACTS+ Database and archives of the [oiea@sec.gov](mailto:oiea@sec.gov) and [help@sec.gov](mailto:help@sec.gov) email boxes. The latter email box includes emails forwarded to OIEA by the Chairman's Correspondence Unit, which are recorded in ACTS+ only when OIEA provides a response.

We have organized our search results into two tables.

- **Table 1** contains information regarding investor complaints relevant to the Madoff investigation received by OIEA through 12/15/08.
- **Table 2** contains information regarding investor complaints not relevant to the Madoff investigation received by OIEA prior to 12/11/08.

The underlying documentation for **Tables 1 and 2** is organized as follows.

**Appendix A:** Emails documenting OIEA attempts to obtain other archived materials

**Appendix B:** OIEA files identified in Table 1 and emails documenting OIEA attempts to locate file for 2002 complaint referenced in Table 1

**Appendix C:** OIEA files identified in Table 2

**Appendix D:** NRSI summary indicating staff searches for "Madoff Bernard."

The ACTS+ database includes records going back approximately six years. In general, files prior to 2002 are not available. As indicated in Appendix A, we have asked [redacted] to search the database archives for any older records. No relevant information was located.

OIEA keeps paper files on site for two years. They are archived for an additional two years before they are destroyed. Emails and complaints received through the OIEA complaint forms are maintained in the ACTS+ database. OIEA establishes a paper file only if there is a written response from an outside entity. OIEA archives emails received in [oiea@sec.gov](mailto:oiea@sec.gov) and [help@sec.gov](mailto:help@sec.gov) going back to October 2000.

When searching ACTS+, we used various searches, including "Madoff", "Bernie Madoff", "%Madoff%" (%=wild card); and "Bernard L. Madoff Securities" to help ensure that we captured all relevant files. We used "Madoff" as the search term for the OIEA email boxes and the search being conducted by [redacted]

If you have any questions or require additional information, please call me at [redacted]

DIVISION  
EXHIBIT

MADOFF\_EXHIBITS-05749