



Equipment Theft Alert

Repeated Rental Frauds 8/9/2018

On August 9th, 2018, the below described Bobcat Loader and Better Built trailer were reserved over the phone by a subject using the name Gary L. Hayes. The equipment was picked up by a subject using the name Patrick Obrien, pictured at right.

The rental company was later in contact with a subject Juwell Castleberry, Castleberry Properties, Winchester, KY who identified himself as the company owner and provided numerous credit cards. To date the equipment has not been returned and none of the subjects can be located.

Soon after the machine was picked up, a concerned buyer alerted the rental company that the machine was offered for sale in Detroit through Facebook Marketplace. The image below was taken of the stolen machine and a subject offering the machine for sale.



Stolen Bobcat T190 and seller

The stolen Better Built trailer was used by the same subject Patrick OBrien to pick up a Bobcat Excavator in another rental scam in Columbus, Ohio.

Please forward this alert to anyone who may encounter the equipment in the area, and investigators working on similar crimes. Reply to this message if your business was also victimized by this group.

This is another of several equipment thefts from the area. Follow these links for alerts on the [June 22](#), [June 24](#) and [June 27](#) thefts, where equipment was rented and never returned or was reportedly stolen from the renter. The names Juwell Castlebury, Juwell Castleberry and Castlebury Construction came up in these transactions.



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Machine Details:

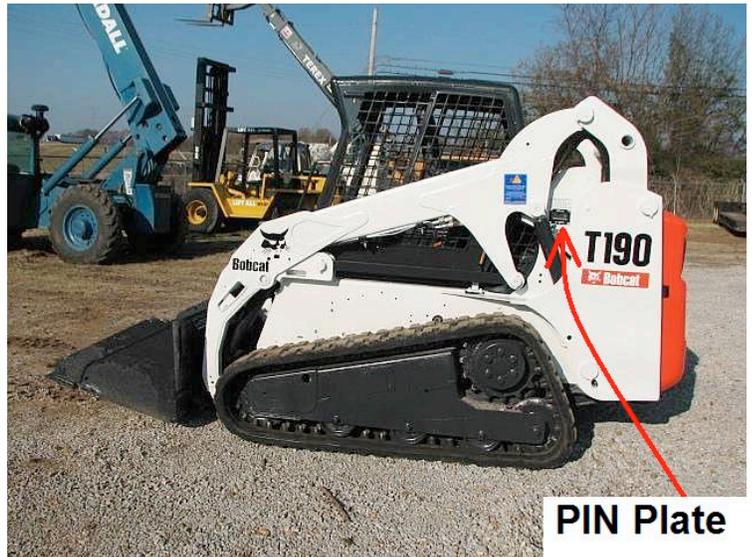
Make/Model: 2004 Bobcat T-190
Type: Compact Tracked Loader
Product Identification Number: **527714541**

Trailer Details:

Make/Model: 2004 Better Built 16'
Type: Flatbed equipment trailer
Vehicle Identification Number:
4MNFP162441002061

Cincinnati Police Case#: pending

Pictured is a similar T-190. The PIN plate is on the left, rearward of the cab and inset from the loader boom.



Fraudulent rentals of this kind are not new, yet annually they plague the rental industry.

At this time of year, counter staff may be stretched thin working to get customers out the door as quickly as possible.

The criminal element prey on this, knowing that staff may overlook discrepancies in documentation, credit card issues or even their gut feeling that something doesn't seem right.

In hindsight, staff often say that they had a feeling about the client that ended up being a fraudster; arm your staff with training to act on that and control the transaction.

- Train your staff to stick to their procedures to prevent fraud, even when its 5 minutes past closing and there's still half a dozen customers to go.
- Review with staff the red flags of a potentially bad rental, so that they have training they can lean on in the urgency of the transaction.
- Have policies in place to put the brakes on a transaction when things don't add up.

Trust but verify. Your staff's goal should be to complete a verified transaction, not just to get an aggressive customer out the door as quickly as possible.

Law Enforcement - For access to NER's equipment ownership registration and theft records, and for machine identification assistance, call NICB: **800-447-6282**. For online access, see www.ner.net/law-enforcement.html

Industry – Report suspicious activity involving equipment – **Dial 911**

Register to receive NER's email alerts at: www.ner.net/theft-alerts.html

National Equipment Register
545 Washington Blvd Jersey City, NJ 07310

866-663-7872

www.ner.net