

Behind the Help Desk Call: Insights from the Leaked Chats of an IT-Impersonation Extortion Crew — Sources

Numbered notes cite the leaked chat export by message ID, date and speaker.

1. Chat export, messages: M4299 to M5109 (July 30, 2026 to September 4, 2026).
2. Chat export, message: M0991 (February 20, 2026, Adrian).
3. Chat export, messages: M0066 (September 5, 2025, rocket.cat); M0067 (September 5, 2025, rocket.cat); M4569 (August 20, 2026, rocket.cat); M4798 (September 2, 2026, rocket.cat); M5213 to M5216 (September 10, 2026).
4. Chat export, messages: M0006 (August 27, 2025, Henry); M0127 (November 12, 2025, Spectrum); M1141 (March 13, 2026, Dean); M4799 (September 2, 2026, James); M4800 (September 2, 2026, Mike); M5256 (September 21, 2026, Monty).
5. Chat export, messages: M0556 (January 16, 2026, Adrian); M1041 (February 20, 2026, Henry); M1043 (February 20, 2026, Adrian).
6. Chat export, message: M0433 (December 11, 2025, Henry).
7. Chat export, message: M0412 (December 11, 2025, Adrian).
8. Chat export, message: M2416 (April 22, 2026, Adrian).
9. Chat export, messages: M2751 to M2756 (May 1, 2026).
10. Chat export, message: M4992 (September 2, 2026, James).
11. Chat export, messages: M5025 (September 2, 2026, Adrian); M5027 (September 2, 2026, Adrian).
12. Chat export, message: M0532 (January 16, 2026, Adrian).
13. Chat export, messages: M0048 (September 3, 2025, Adrian); M0057 (September 3, 2025, James); M0124 (October 17, 2025, Adrian).
14. Chat export, messages: M2404 (April 22, 2026, Adrian); M2486 (April 24, 2026, Adrian); M2519 (April 24, 2026, Adrian); M2520 (April 24, 2026, Adrian).
15. Chat export, messages: M2404 (April 22, 2026, Adrian); M2486 (April 24, 2026, Adrian); M2519 (April 24, 2026, Adrian); M2520 (April 24, 2026, Adrian).
16. Chat export, message: M3752 (June 2, 2026, Henry).
17. Chat export, message: M3958 (June 27, 2026, Henry).
18. Chat export, messages: M0666 (January 23, 2026, Spectrum); M1219 (March 13, 2026, Spectrum).
19. Chat export, messages: M1133 to M1135 (March 12, 2026); M1138 (March 13, 2026, Spectrum). Firm and names replaced.
20. Chat export, message: M1646 (March 20, 2026, Adrian).
21. Chat export, message: M1651 (March 20, 2026, Henry).
22. Chat export, messages: M4864 to M4867 (September 2, 2026); M4923 (September 2, 2026, James).
23. Chat export, messages: M0666 (January 23, 2026, Spectrum); M1200 to M1212 (March 13, 2026).
24. Chat export, messages: M0664 (January 23, 2026, Spectrum); M1614 (March 19, 2026, Henry).
25. Chat export, messages: M1612 to M1619 (March 19, 2026).
26. Chat export, message: M1210 (March 13, 2026, Adrian).
27. Chat export, message: M0991 (February 20, 2026, Adrian).
28. Chat export, message: M1005 (February 20, 2026, Henry).
29. Chat export, messages: M4299 (July 30, 2026, Adrian); M4335 (August 4, 2026, Adrian); M4407 (August 10, 2026, Adrian); M4426 (August 11, 2026, Adrian); M4510 (August 12, 2026, Adrian); M4611 to

M4621 (August 26, 2026); M4806 (September 2, 2026, Adrian); M5061 (September 3, 2026, Adrian); M5062 (September 3, 2026, Adrian); M5109 (September 4, 2026, Adrian).

30. Chat export, messages: M4608 (August 26, 2026, Adrian); M4609 (August 26, 2026, Adrian).
31. Chat export, messages: M4636 (August 26, 2026, Henry); M4640 (August 26, 2026, Henry); M4652 (August 26, 2026, Henry); M4654 (August 26, 2026, Henry); M4661 (August 26, 2026, Henry); M4429 (August 11, 2026, Henry).
32. Chat export, messages: M5141 (September 4, 2026, Henry); M5142 (September 4, 2026, Henry).
33. Chat export, messages: M4343 (August 4, 2026, Adrian); M5068 (September 3, 2026, Adrian); M5145 (September 4, 2026, Adrian).
34. Chat export, messages: M5193 (September 4, 2026, Adrian); M5194 (September 4, 2026, Adrian).
35. Chat export, messages: M4335 (August 4, 2026, Adrian); M4510 (August 12, 2026, Adrian); M4611 to M4614 (August 26, 2026); M4616 (August 26, 2026, Adrian); M4618 to M4621 (August 26, 2026); M4806 (September 2, 2026, Adrian); M5109 (September 4, 2026, Adrian).
36. Chat export, message: M4484 (August 12, 2026, Henry).
37. Chat export, messages: M5102 (September 4, 2026, Mike); M5355 (September 23, 2026, Mike); M5356 (September 23, 2026, Mike).
38. Chat export, message: M0027 (August 31, 2025, Henry).
39. Chat export, message: M2007 (April 4, 2026, Henry).
40. Chat export, messages: M5355 (September 23, 2026, Mike); M5356 (September 23, 2026, Mike).
41. Chat export, messages: M0328 (November 24, 2025, Spectrum); M0348 (November 24, 2025, Henry).
42. Chat export, message: M0871 (February 13, 2026, Henry).
43. Chat export, message: M1127 (March 10, 2026, Henry).
44. Chat export, messages: M0920 (February 13, 2026, Henry); M3603 (May 20, 2026, Dean).
45. Chat export, messages: M0418 (December 11, 2025, Henry); M0442 (December 13, 2025, Henry).
46. Chat export, message: M0442 (December 13, 2025, Henry).
47. Chat export, message: M0135 (November 12, 2025, Adrian).
48. Chat export, message: M2124 (April 7, 2026, Adrian).
49. Chat export, message: M2793 (May 1, 2026, Adrian).
50. Chat export, message: M3196 (May 9, 2026, Adrian).
51. Chat export, messages: M0317 to M0360 (November 24, 2025).
52. Chat export, messages: M1656 (March 21, 2026, Adrian); M1667 (March 22, 2026, Spectrum).
53. Chat export, messages: M1867 (April 3, 2026, Henry); M2238 (April 13, 2026, Henry); M2239 (April 13, 2026, Henry); M2287 (April 20, 2026, Adrian).
54. Chat export, message: M5232 (September 21, 2026, Adrian).
55. Chat export, message: M5232 (September 21, 2026, Adrian).
56. Chat export, messages: M3491 to M3493 (May 15, 2026); M3522 (May 18, 2026, Adrian); M3524 (May 18, 2026, Adrian).
57. Chat export, message: M3622 (May 25, 2026, Henry).
58. Chat export, message: M3615 (May 23, 2026, Adrian).
59. Chat export, messages: M0449 (December 15, 2025, Adrian); M1008 (February 20, 2026, Adrian); M4086 (July 19, 2026, Adrian).
60. Chat export, message: M2098 (April 7, 2026, Adrian).
61. Chat export, message: M4823 (September 2, 2026, Henry).
62. Chat export, message: M4865 (September 2, 2026, James).

63. Chat export, messages: M5174 (September 4, 2026, Adrian); M5203 (September 4, 2026, James); M5205 (September 4, 2026, James).
64. Chat export, messages: M5264 (September 21, 2026, James); M5389 (September 23, 2026, James).
65. Chat export, message: M5261 (September 21, 2026, James).
66. Chat export, messages: M5223 (September 16, 2026, James); M5224 (September 16, 2026, James).
67. Chat export, messages: M0871 (February 13, 2026, Henry); M0418 (December 11, 2025, Henry); M0442 (December 13, 2025, Henry); M5099 (September 4, 2026, Mike); M5101 (September 4, 2026, Mike).
68. Chat export, messages: M0824 (February 6, 2026, Henry); M1846 (April 2, 2026, Henry); M5408 (September 23, 2026, Henry); M5411 (September 23, 2026, Henry); M5412 (September 23, 2026, Henry); M5413 (September 23, 2026, Henry).
69. Chat export, messages: M0920 (February 13, 2026, Henry); M1625 (March 19, 2026, Henry).
70. Chat export, message: M0824 (February 6, 2026, Henry).
71. Chat export, message: M0803 (February 6, 2026, Adrian).
72. Chat export, message: M1625 (March 19, 2026, Henry).
73. Chat export, message: M0920 (February 13, 2026, Henry).
74. Chat export, messages: M5408 (September 23, 2026, Henry); M5411 to M5413 (September 23, 2026).
75. Chat export, messages: M3187 to M3190 (May 9, 2026).
76. Chat export, messages: M3234 (May 11, 2026, Henry); M3237 (May 11, 2026, Henry).
77. Chat export, messages: M5557 (September 24, 2026, James); M5558 (September 24, 2026, James).
78. Chat export, messages: M1364 (March 13, 2026, Adrian); M1505 (March 15, 2026, Spectrum); M1506 (March 15, 2026, Spectrum).
79. Chat export, message: M2007 (April 4, 2026, Henry).
80. Chat export, message: M3603 (May 20, 2026, Dean).
81. Chat export, message: M1656 (March 21, 2026, Adrian).
82. Chat export, messages: M3605 (May 20, 2026, Adrian); M3647 (May 29, 2026, Adrian).
83. Chat export, messages: M5641 (September 25, 2026, Henry); M5662 (September 28, 2026, Adrian).
84. Chat export, messages: M5689 (September 29, 2026, Henry); M5690 (September 29, 2026, Henry).
85. Chat export, messages: M4868 (September 2, 2026, James); M5099 (September 4, 2026, Mike); M5101 (September 4, 2026, Mike).
86. Chat export, messages: M1646 (March 20, 2026, Adrian); M1852 (April 2, 2026, Henry).
87. Chat export, message: M4864 (September 2, 2026, James).
88. Chat export, message: M0991 (February 20, 2026, Adrian).
89. Chat export, messages: M5087 to M5095 (September 3, 2026).
90. Chat export, messages: M4936 to M4941 (September 2, 2026).
91. Chat export, message: M3190 (May 9, 2026, Adrian).
92. Chat export, messages: M5355 (September 23, 2026, Mike); M5356 (September 23, 2026, Mike).
93. Chat export, messages: M0666 (January 23, 2026, Spectrum); M1219 (March 13, 2026, Spectrum).
94. Chat export, messages: M0664 (January 23, 2026, Spectrum); M0666 (January 23, 2026, Spectrum); M1612 to M1619 (March 19, 2026).
95. Chat export, message: M1210 (March 13, 2026, Adrian).
96. Chat export, messages: M5083 (September 3, 2026, Henry); M5084 (September 3, 2026, Henry).
97. Chat export, message: M1566 (March 19, 2026, Adrian).
98. Chat export, messages: M4429 (August 11, 2026, Henry); M4636 (August 26, 2026, Henry); M4652 (August 26, 2026, Henry).

99. Chat export, messages: M2007 (April 4, 2026, Henry); M4611 (August 26, 2026, Adrian).
100. Chat export, message: M1646 (March 20, 2026, Adrian).
101. Chat export, messages: M2221 (April 10, 2026, Henry); M2241 (April 13, 2026, Henry).
102. Chat export, messages: M1502 (March 15, 2026, Spectrum); M2007 (April 4, 2026, Henry).
103. Chat export, message: M1005 (February 20, 2026, Henry).
104. Chat export, message: M4865 (September 2, 2026, James).
105. Chat export, messages: M1127 (March 10, 2026, Henry); M0920 (February 13, 2026, Henry); M3603 (May 20, 2026, Dean).
106. Chat export, messages: M4611 to M4621 (August 26, 2026).
107. Chat export, messages: M4611 (August 26, 2026, Adrian); M4614 (August 26, 2026, Adrian); M4618 (August 26, 2026, Adrian).
108. Chat export, message: M0027 (August 31, 2025, Henry).
109. Chat export, messages: M4936 to M4941 (September 2, 2026); M5087 (September 3, 2026, Henry); M5095 (September 3, 2026, Adrian).
110. Chat export, message: M3190 (May 9, 2026, Adrian). Proposed.
111. Chat export, messages: M4608 (August 26, 2026, Adrian); M4611 (August 26, 2026, Adrian).
112. Chat export, messages: M4992 (September 2, 2026, James); M5355 (September 23, 2026, Mike); M5356 (September 23, 2026, Mike).
113. Chat export, messages: M1135 (March 12, 2026, Spectrum); M1138 (March 13, 2026, Spectrum).
114. Chat export, messages: M0991 (February 20, 2026, Adrian); M1646 (March 20, 2026, Adrian).
115. Chat export, messages: M1612 to M1619 (March 19, 2026).
116. Chat export, messages: M1135 (March 12, 2026, Spectrum); M1646 (March 20, 2026, Adrian); M3753 (June 2, 2026, Henry).
117. Chat export, messages: M1646 (March 20, 2026, Adrian); M1852 (April 2, 2026, Henry); M4864 (September 2, 2026, James).
118. Chat export, messages: M1566 (March 19, 2026, Adrian); M5389 (September 23, 2026, James).
119. Chat export, message: M0991 (February 20, 2026, Adrian).
120. Chat export, messages: M4868 (September 2, 2026, James); M5099 (September 4, 2026, Mike).
121. Chat export, message: M4865 (September 2, 2026, James). See the ledger entries in the Money section.
122. Chat export, messages: M4974 (September 2, 2026, Mike); M4981 (September 2, 2026, James); M4984 (September 2, 2026, James).
123. Chat export, messages: M0016 (August 28, 2025, Henry); M0025 (August 31, 2025, Henry); M0085 (September 9, 2025, James); M0095 (September 10, 2025, Henry); M0103 (September 11, 2025, James).
124. Chat export, message: M5102 (September 4, 2026, Mike).
125. Chat export, message: M5101 (September 4, 2026, Mike).
126. Chat export, messages: M0068 (September 5, 2025, James); M0177 (November 13, 2025, Adrian).
127. Chat export, messages: M5462 (September 24, 2026, James); M5558 (September 24, 2026, James).
128. Chat export, message: M5095 (September 3, 2026, Adrian).
129. Chat export, message: M4940 (September 2, 2026, Henry).
130. Chat export, message: M3190 (May 9, 2026, Adrian).
131. Chat export, messages: M0048 (September 3, 2025, Adrian); M0057 (September 3, 2025, James).