

07:12

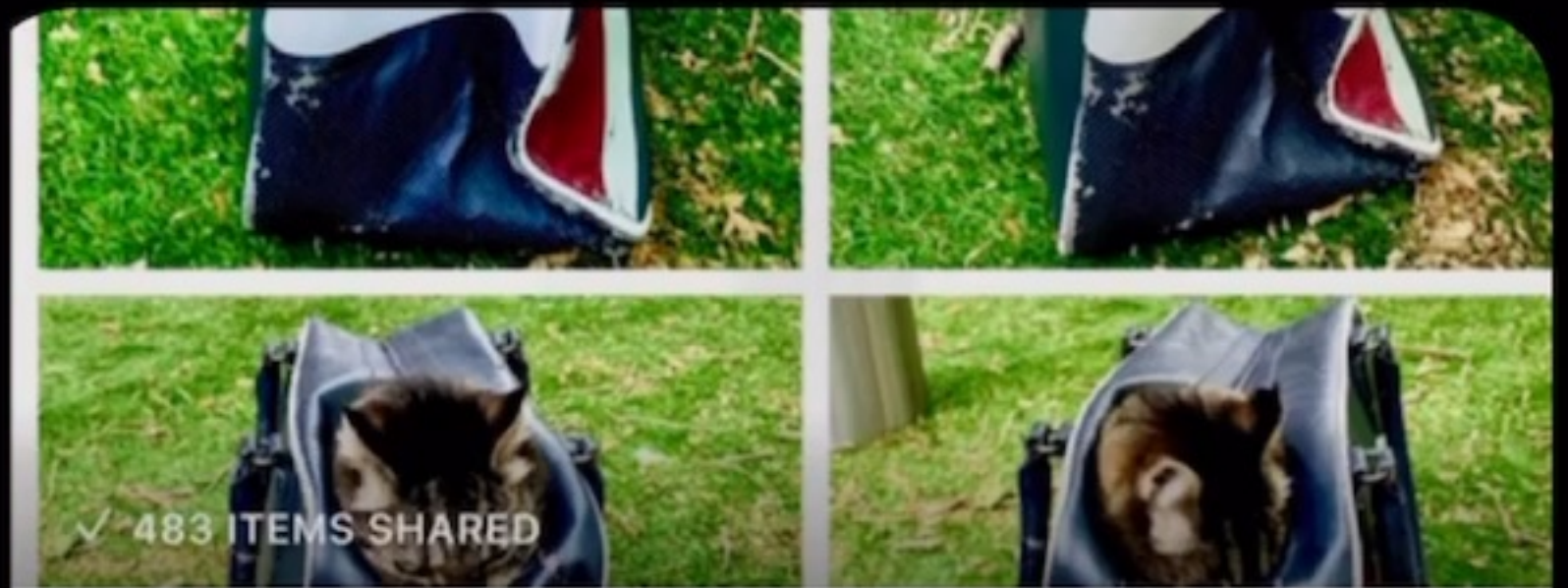


Apple

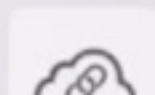
My account was hacked on April 16 2021.

Let me connect you to someone who can help. If you need to step away, don't worry. We'll send you a message when we're ready for you.

My photos were shared to the hacker then my photos were deleted. Can you say what account was the photos shared to?

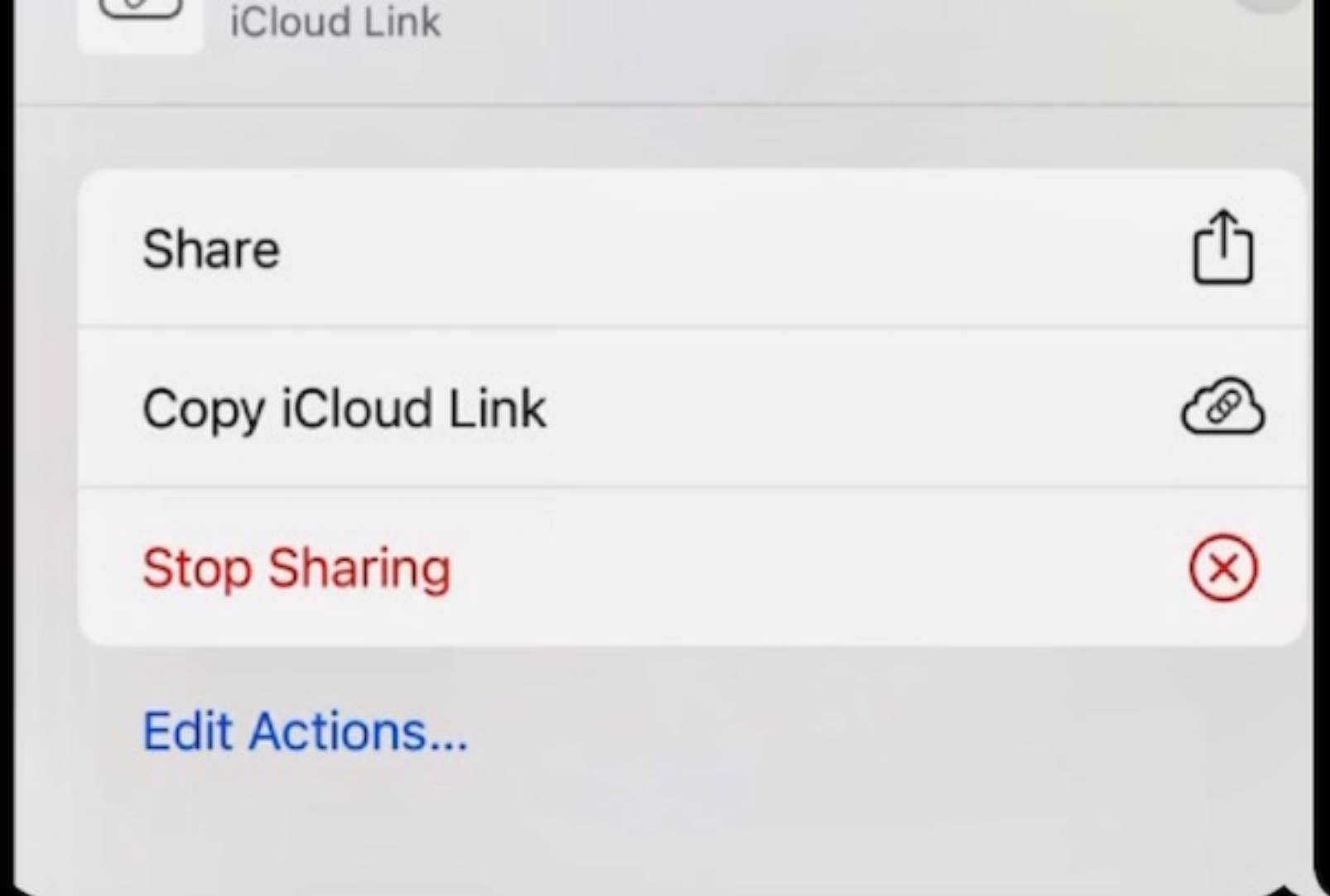


Photos



25 December 2020 – 6 April 2021



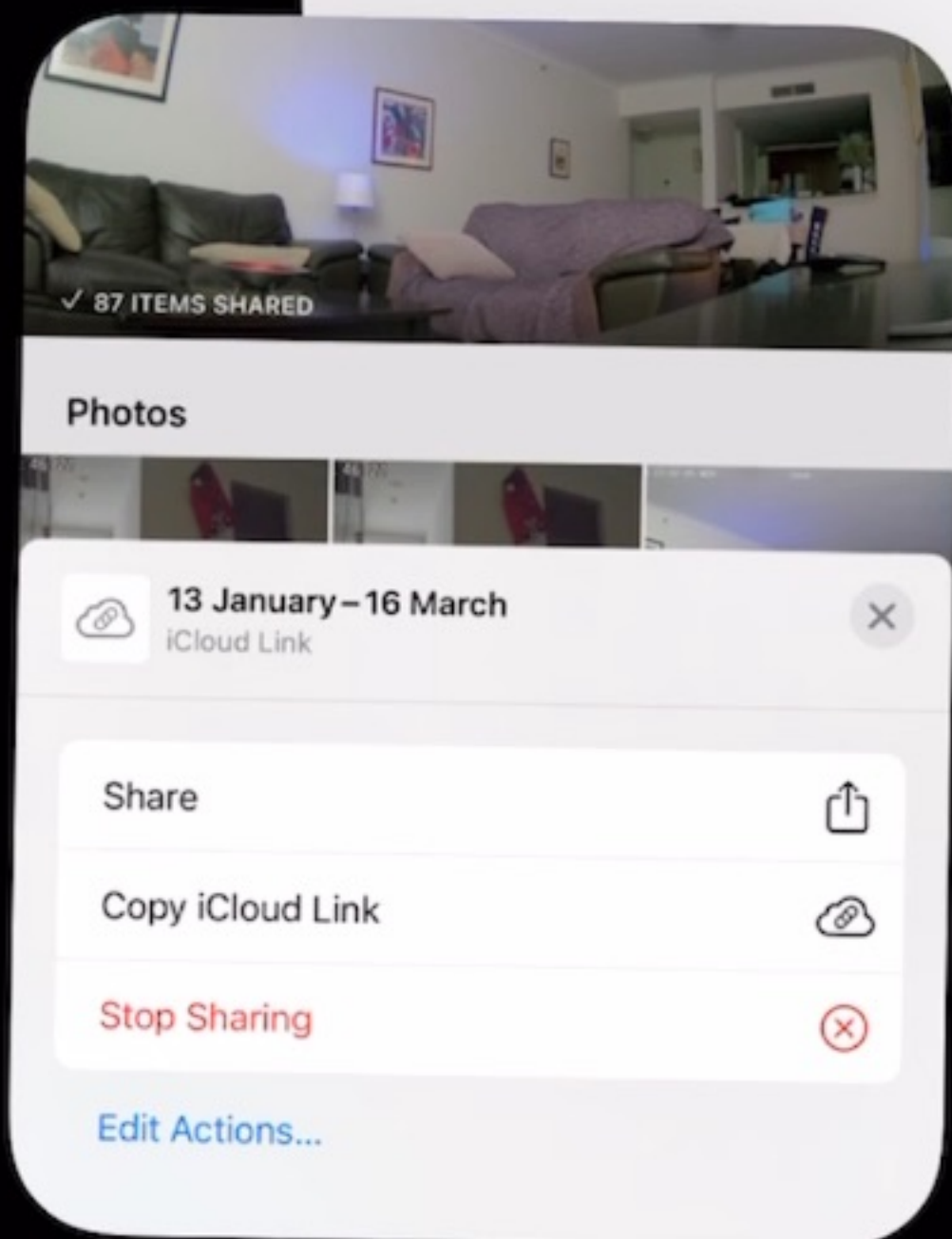
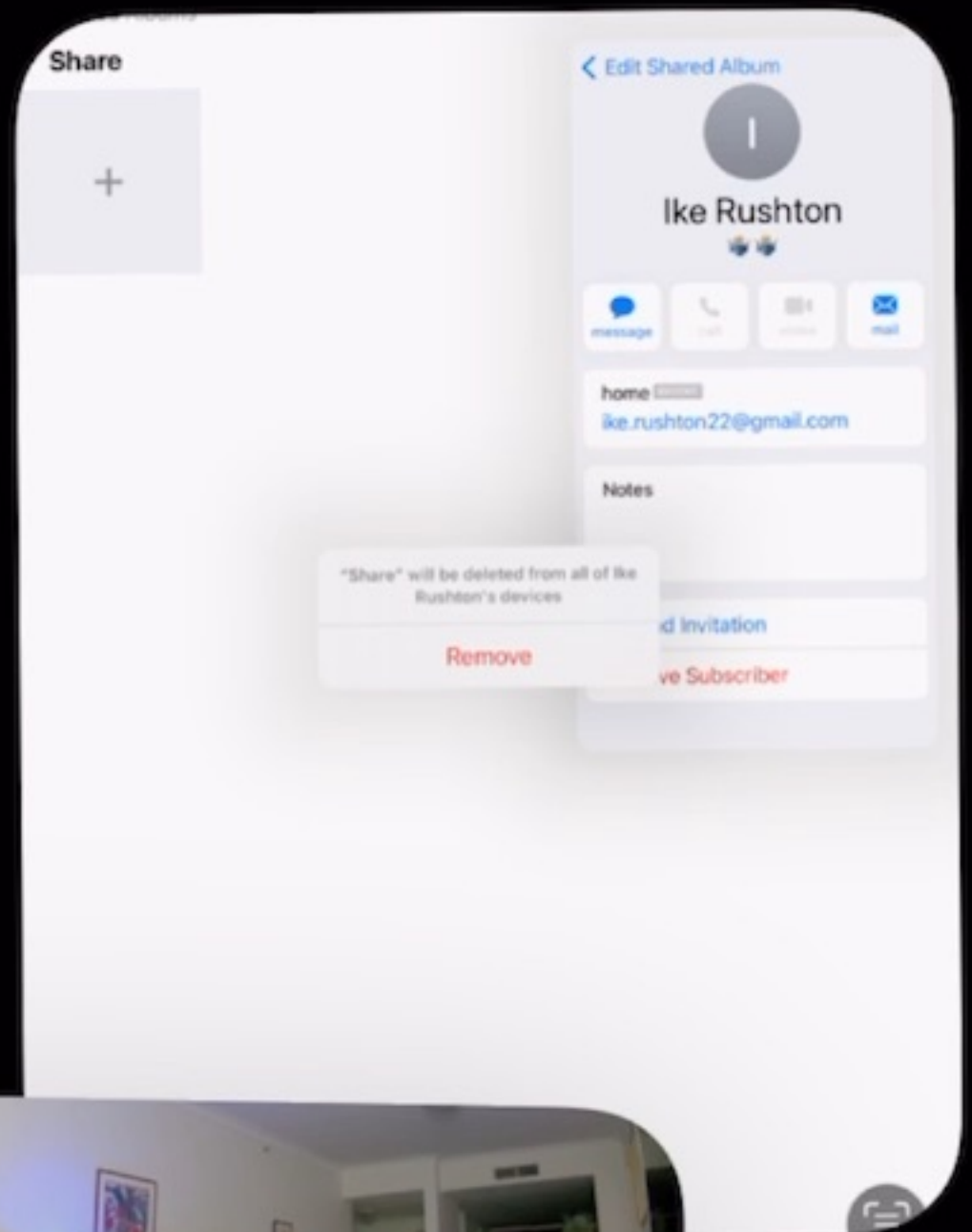


Hello Tony! You have reached to the live agent and I hope you are doing good despite the issue at hand.

And Before we continue, I would like to make you aware that, if by any chance this chat disconnects due to any internal technical error or some other reason, this is your Case ID: 101746478857. With this number you will be able to come back and continue your case by visiting to this link :

Tap to Load Preview

getsupport.ap... >



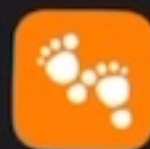
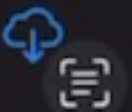
So it seems like you want to know that to what account your photos were shared after It got hacked??

Yes

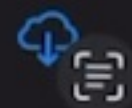
I've had these installed on my devices as well



Toggl Track: Hours &
Time Log
20 Apr 2021



FollowMee GPS
Location Tracker
13 Apr 2021



I see.

A few times recently the phone app failed and this showed on the screen

UNKNOWN APPLICATION

I'm concerned that it's a type of spyware

Alright! Tony, May I confirm that how did you isolate that you

account got hacked/
compromised ??

And how did you get these
screenshots which you're saying
the things you were using back
then?

On 16 April it was missing 5 months
of photos

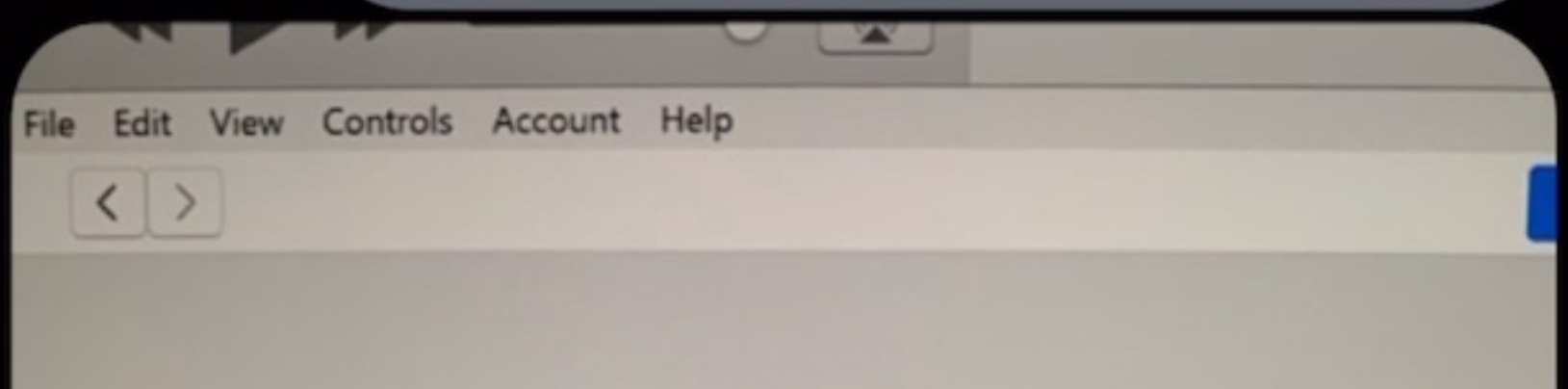
And emails and files

Alright! And you've reported it just
today??

I mean have you report this issue
before ?

I know who did it he had access to
my iPad when I was at work. But I
don't know the email address that
he used

He also bricked my phone



Activation Lock

This iPhone is linked to an Apple ID. Enter the Apple ID and password that were used to set up this iPhone. "i●●●●●@t●●●●●.au"

[Activation Lock Help](#)

Apple ID

Password

[Forgot?](#)

Continue

Okay, Please Don't Worry! I can understand your concern, Tony. You did the right thing to contact here. Let me see what best I can do for you to help you in this case.

Tony, I'll be asking a few probing questions to isolate certain things and then we perform some troubleshooting steps to help us get into a path of resolution and if in any case the matter needs to be

escalated then I'll arrange a call back from our senior phone support advisor to help you further

Ok

Alright! Tony, May I know that have you shared your Apple ID details to any unknown party?

Or has somebody enable Two Factor Authentication security type for your Apple ID without your consent ?

Tap to Load Preview

support.apple... >

Thank you for contacting Apple

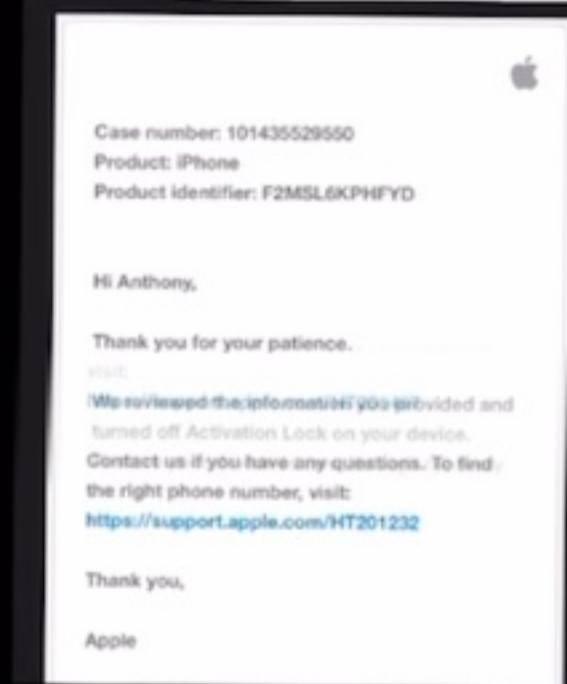


Hi,

Thank you for contacting Apple. Your Apple Support case number is

101435529550. Please keep this for your records.

We'll review your request and contact you with updates.



I was hoping on getting the email address that bricked my phone

He must have seen me using the password to open my iPad

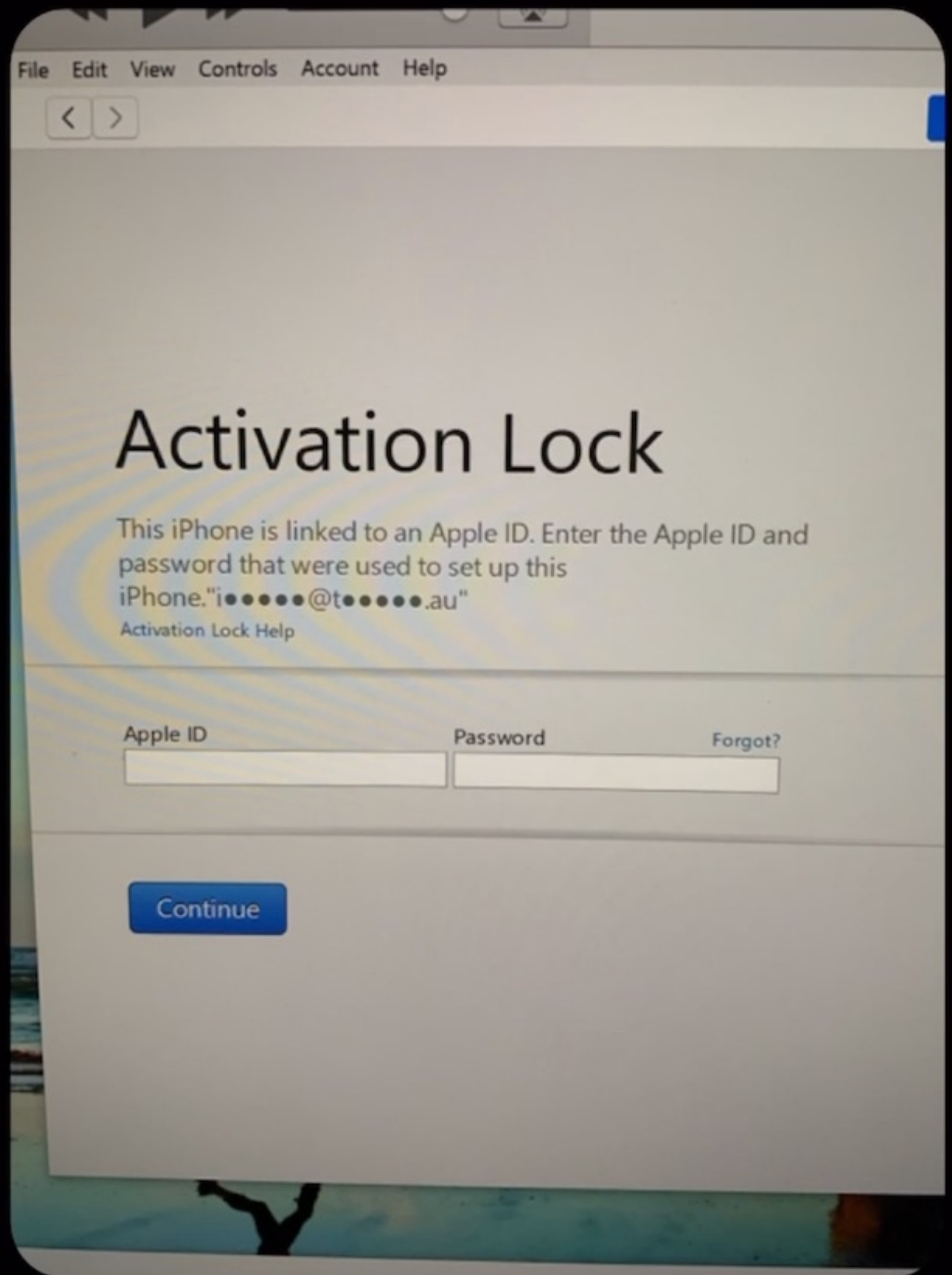
Alright! So you've interacted with us before ?

I got help to unlock the phone. But didn't go into details

He stalks me and knows what I do.

I see. So the phone is still Locked and you're not aware about the Apple ID password or the account doesn't belongs to you?

No the phone is now ok. But I wanted to know what email address Apple ID is being used.



This one

I have a TPG internet account. And I found he had access to that as well. It looks like TPG

I see.

And his name is Ike

Tony, May I confirm that is it your personal device or it's an enterprise unit which has been given by any company to their employees??

Personal

Got it. And I was scrolling up and saw that you've shared an image regarding this name "Ike" which also shows an email "<mailto:ike.rushton22@gmail.com>"

Yes. He has no apple products so I was surprised that he had an Apple ID that he's used to brick my phone

That gmail
ike.rushton22@gmail.com

Is that a Apple ID ?

Alright! Tony, So all you want to know about the email id showing

under Activation Lock Screen which starts with "I*****@t*****.au" ?

Yes if possible and when the track toggle was installed and if the phone has any spyware on it as slows in the Unknown Application screenshots

Alright! Tony, If the Activation Lock on this iPhone is already removed that mean now there's no information for this Apple ID anywhere on our tools.

Oh. Is there something like a account activity history for the 16 April 2021 ?

And Just to inform you If in case it might be there then also I won't be able to help you with the information for this Apple ID because it's about somebody's private information due to which Apple Doesn't even design any tool with which we'll be able to crack this information from our end so

this information from our end so
that we can share with your or any
one else as you know Apple is too
much concerned about Customer's
privacy

UNKNOWN APPLICATION

Have you seen this before?

So all and all now there'll be no
such information existing on our

portal. But if in case it is then also I won't be able to help you with that because there's no such tool with which I'll be able to check any activity associated with any Apple ID

But Tony, It seems the case needs to be escalated to my senior phone support advisor for further investigation. If you allow may I schedule a call back?

Yes please.

Alright! But before that please help me with these 2 answers for the questions I've asked above.

"Alright! Tony, May I know that have you shared your Apple ID details to any unknown party?

Or has somebody enable Two Factor Authentication security type for your Apple ID without your consent ?

Two-factor authentication for Apple ID

ID "

I haven't shared my ID details but he access my device so must have known the password. I've changed the password a few times since then

Alright! Tony please help me with your Phone Number and the Time Zone?

Sydney +11 Timezone.

Phone is +61433813180

Thanks! I'll be right back in 2 minutes with further information.

Alright! The call back has been arranged which you'll be getting in any moment from now. Please make sure to have your Ringer turned on and that "Silence Unknown Callers" is turned off so you don't miss their call (Settings > Phone, then scroll down, Silence Unknown Callers

And here's a Toll free number : [\(61\) 1-300-321-456](tel:(61)1-300-321-456) in case you wish to directly reach out to our phone support if in case the call doesn't lands on time because sometimes due to large volume of call backs happening on the same region we might face some delay. So you simply need to share this Case ID : 101746478857 and they'll be assisting you further.

Alright! Tony, I wish your concern will get sorted and have a pleasant rest of the day. Thank you for taking your precious time to contact Apple Chat Support. Keep safe!

Thank you

Delivered

You are more than welcome Tony. Nothing to be thank full for, thank you for letting me assist you.



Message Apple



