

From: staceyorillion@yahoo.com on 06/26/2008 01:26:36 PM

Subject: Regulation AA

Comments Federal Reserve Board

Dear Comments Federal Reserve Board,

I don't understand why credit card companies are no longer interested in working with, rather than against, their customers. There have been many occasions where I've asked a credit card company to compete by lowering my interest rate, waiving the annual fee, changing my due date, etc. and they have refused - only to offer just those things when I call later to cancel the card after I have transferred the balance. I remember when these companies worked with customers to help them pay their debts and remain in good standing, not drive them deeper into debt. I am fortunate not to be in that situation, and to be an informed consumer, as I believe that we as customers have to take responsibility - however, if the occasion arises where you do need help.....I have to say that I can't remember the last time I called any of my credit card companies and spoke to a representative who was polite and knowledgeable. Apparently that seems to be rare, and much of the time these representatives can be downright rude and in some cases, abusive. That can be a helpless feeling for anyone. Please work with your customers - implement the rules.

The new proposed credit card rules curb some abusive lending practices that drive consumers deeper in debt. I urge you to implement these rules to provide relief to people like me who just want a fair deal from credit card companies.

Sincerely,
Stacey Orillion
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