

From: Heather Rumpf, Swannanoa, NC

Subject: Electronic Fund Transfers

Comments:

Board of Governors of Federal Reserve System
20th Street and Constitution Avenue, NW
Washington, DC 20551

Dear Federal Reserve Board Director:

I support the proposed requirement that would require financial institutions to obtain consumers' affirmative consent (or opt-in) before any overdraft fees or charges may be imposed on consumers' accounts.

Banks should get explicit permission before enrolling customers in the most expensive overdraft system, automatically covering overdrafts and charging high fees, and should be stopped from using unfair practices to increase their overdraft fees.

Banks should also be discouraged from using deceptive tactics to incur fees. For example, putting a hold on your entire account when a small check is deposited without notifying the customer, then allowing the customer to continue their normal purchasing routine without letting them know they are overdrafting. This was something that happened to me when I deposited a \$30.00 check into an account that had over \$300.00 in it. I was told that they put a hold on all accounts until the check clears. This seems like a very deceptive way to impose a very unnecessary fee.

Thank you for your attentions.

Sincerely,
Heather Rumpf
Swannanoa, NC 28778