

From: Protech Computer Service, Jan Frankel

Subject: Electronic Fund Transfers

Comments:

Dear Sirs

I can tell you of a few times where 1 small debit that was paid by the bank triggered a \$35 overdraft fee and then in turn caused a chain reaction of up to 9 overdrafts because the initial \$35 fee caused the subsequent overdrafts. I have argued with my local bank manager about this unfair practice and have had a few of the overdraft fees returned. I would rather have payment refused at the debit site or be unable to withdraw cash from the ATM than to pay these fees. My bank also has the policy of processing debits before deposits which has on occasion caused me fees. They say this is their policy which makes sense for them as it makes them more money, but this is absolutely unfair to the consumer. I am totally for reforming these policies.

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