

From: Jim Jones  
Subject: Electronic Fund Transfers

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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.

Please pass rules which will force the banks to be more transparent in the way they provide overdraft protection. I found out the hard way that I was automatically enrolled in this service and when I tried to cancel the enrollment, my bank BB&T acted like they never heard of such a thing. No one seemed to know how I could unenroll and to this day, I can get no confirmation that I have unenrolled. The customer service people don't seem to know where to check this. I feel it should be an easy to find field on my online banking account details. Also, it would be nice to get a message from the automatic teller before I withdraw money telling me that I am about to overdraw my account. Inform me and let me make the choice - the bank has this information available and they can let me have real-time access to it also. Thank you for your time.

Sincerely,

Jim Jones  
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