

From: Jeanne Solomon
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.

While I understand that many people prefer overdraft protection (I am one) I am against this being an Opt-In option. The fact that it is automatically done, without your knowledge means that if something unexpected occurs, you have no way of knowing until it's too late. If you overdraft, and because you have overdraft protection that you are not aware of, you don't know that you have just overdrafted, then you don't know that the next 3 transactions you do that day are also overdrafted, and you are now stuck with (at an average of \$17.00/transaction) \$51.00 in fees - that you did not know you were going to get - because you expect your card to stop working when there is no more money in your account. If you had known you had overdraft protection, then yes, you are responsible - you should have paid more attention to your account. However, if you don't know, and think there is money in your account because the bank keeps letting you use it - how is this feature to your benefit as the customer? Take into consideration those that do not have internet access, and have more than one person on an account. What happens when one person uses a debit card, and doesn't have a chance to tell the other person before they use their debit card. The account has just overdrafted, and they don't know it because the bank is providing this fee based service without their knowledge. The only way this couple would know their account was overdrawn, is when they talk to each other and share their purchases - and if that is a few hours, several other purchases could be made. Again, if you don't know it is there, major damage could be done to your account, and your finances before you realize the problem. In these economic times, with people already living paycheck to paycheck - this is wrong, and taking advantage of people that have so little to begin with. It's about time banks started taking care of their customers, not taking advantage of them.

Sincerely,

Jeanne Solomon
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