

From: Joan Miner, MT
Subject: Electronic Fund Transfers

Comments:

Mar 27, 2009

Federal Reserve Board Email comments

Dear Email comments,

Our company received a chargeback from our merchant account which is an automatic deduction from our account without notice or warning. In

this instance the chargeback was for almost \$6000.00. The bank in it's infinite wisdom PAID the charge and returned checks which gave us fees in excess of \$500. We instructed them NOT to pay this chargeback, however, they told us that it was too late and they played a 10 day wait game to see if the other bank would return the money. WE DID NOT HAVE CLOSE TO THE AMOUNT OF THE CHARGEBACK IN OUR ACCOUNT AT THE TIME. WE WERE APPROX. \$4000 SHORT TO COVER JUST THAT not to mention another \$2000 worth of outstanding checks that they bounced.

We NEVER asked them to cover something that there was not enough in the account to pay. They did it on their own and have about put this company into Bankruptcy. They also forced us to use the last \$5000 of an operating loan to cover the overdraft THEY caused. We did not want to go any further into debt to them. They forced us into it. I can't even find anyone to tell me if we have legal recourse against this bank. For more information please call me at

Please allow me the chance to opt-in to overdraft services. This is the only way that I will truly feel protected.

Sincerely,

Mrs. Joan Miner
MT 59451-9629