

From: Robert Charlton, Jr., MO
Subject: Electronic Fund Transfers

Comments:

Mar 27, 2009

Federal Reserve Board Email comments

Dear Email comments,

Bank of America charges overdraft fees out the ying yang, especially since I have a monthly fee free checking account. I have repeatedly contacted BofA, gotten nothing but rudeness or no call back at all when my finances are on the brink of destruction because BofA thinks they can charge overdraft fees when they want to -- I even have a print screen of their "online" transaction system showing that I had a positive balance, which wasn't overdrawn, and I was charged anyway. I think it's improper to be charged in excess of \$250 for a \$5 error...they are clearly gouging the customer and the "it's bank policy" line has gotten old. I am tired of being dictated to on how my money is being spent by BofA. Even when transactions are chronologically in order (and I have the APPROVAL codes for using my debit card, the bank will turn around and process them in whatever order they see fit. Legally I have received an approval for my transaction, without my account being overdrawn, then they overdraw it anyway, because "it's bank policy". So they receive hundreds of dollars of my money, and are so arrogant and untrustworthy as to not call back. I simply can't trust BofA anymore.

When I overdraft my account and make an error, it should be because I overdraw it for ONE transaction...not SIX or SEVEN or eight. Bank see this as a revenue opportunity and that's why they have this policy in place. I think it's wrong, deceitful, dishonest, and I feel as though I'm being taken advantage of.

I AM TIRED OF BEING DICTATED TO! You should also make this retro active...so we consumers can get our money back. We simply cannot afford to do business in this fashion with BofA.

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

Sincerely,

Mr. Robert Charlton Jr
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