

From: Debra Kindley  
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.

I have been forced to pay overdraft fees for using my debit card - and do not have the choice to deny this overdraft coverage. I would prefer to have the transaction denied. BB&T in North Carolina charges \$35 per each insufficiently funded transaction. In addition, they force the largest payment through in order to be able to extract a fee on the smaller payments. During the course of my work, I see where the banks will waive any overage fees for commercial or large accounts, but they really stick it to the little guys. And if you call to complain, their attitude is, these are the terms of your account, feel free to take your business elsewhere. Consumer protection from the banks is nil in the country.

Sincerely,

Debra Kindley