

From: Rosalinda Martínez Gasca
Subject: Electronic Fund Transfers

Comments:

To whom it may concern:

I am personally annoyed with the late, overdraft, and draft protection fees that the banks are charging. For example, I have a checking plus account linked to my checking account with citibank, its whole purpose was to be protected from overdraft and create credit history -since I 'm a relatively recent immigrant. Now, they charge for that too -they didn't for the first four years It seems absurd since that was its reason in the first place, to protect myself from costly overdrafts while creating credit history. Yes, it only costs \$10 as opposed to the \$40 that HSBC charged me for being late 1 day (Because February has only 28 days, and my automated payment system didn't know that)

Another abusive practice is that I have noticed that electronic payments take longer. I used to be able to schedule online payments one day in advance and they would always clear on time. Now, I had to re-schedule all my payments because conveniently for the bank, the payment takes longer and that leads into late fees if you are not on top of it. That happened to me a couple of times. Banks are not letting one mistake go, even if it's for hours, they conveniently changed my billing cycles to the 14th or 15th... knowing that that's the moment when people tend to have less money in their accounts because they're waiting for their deposits.

Another practice I've noticed is an increment in their international fees.

Banks are like SHARKS right now!

Sincerely,

Rosalinda Martinez