

From: Maril M. Bozzo
Subject: Electronic Fund Transfers

Comments:

I would like to include my last little issue with my bank- BB&T-

Basically, my issue is that I have made cash deposits while debit drafts are showing as pending. My cash deposit was made before the bank showed the debits actually being posted to my account.

I sent the following email to my bank-

"I am having a SERIOUS issue with your accounting practices. Despite my best efforts to get to the bank before closing on Monday, I was unable to do so. Fine- I will eat that 35.00 overdraft fee. BUT I was at the bank putting CASH (which is supposed to be IMMEDIATELY AVAILABLE) at 12:16. THIS IS BEFORE THE END OF YOUR BANKING DAY!! At the time I made the deposit- my actual balance was +2 and change but my available balance was negative. I made the deposit- and then my available balance showed as QUITE positive.

Now- I am looking at my current balance- and supposedly you paid out and charged me an OVERDRAFT FEE and THEN you applied my deposit?"

This was their response-

"Thank you for contacting BB&T E-Mail Support about the Overdraft fee on your account.

After posting on 02/02/09, your account balance was \$XXXXXX
The following items posted to your account:

Date	Description	Amount	Balance
02 03	* BB&T Check Card Purchase	XXXX	XXXXXX
02 03	Counter Deposit	XXXX	XXXXXX
02 03	ACH Debit	XXXXX	XXXXX
02 03	Overdraft Item Paid Fee	XXXXX	XXXXX

* Prior day transaction

Transactions continue to be processed on business days, Monday-Friday. However, each processing day now has two groups of transactions.

A "prior day" transaction would be considered a transaction that was initiated before 2:00PM the previous business day. A "current day" transaction would be considered a transaction that was initiated after 2:00PM the previous business day until the current business day at 2:00PM.

Transactions will post as follows:

1) "Prior day" transactions, highest to lowest

2) Deposits made before 2:00PM that business day

3) "Current day" transactions, highest to lowest

Once your account balance became negative, your branch paid the items and charged a \$35.00 Overdraft fee per item.

Your account balance at the close of business on 02/03/09 was \$XXXXX.

Based on this information, the Overdraft fee is correct.

Ms. Bozzo, we apologize for the inconvenience but we are unable to refund fees unless a bank error has occurred."

Maril Bozzo