

From: Jasmine Graham
Subject: Electronic Fund Transfers

Comments:

Mar 30, 2009

Federal Reserve Board Email comments

Dear Email comments,

I am elated that this issue is going before national legislators. Before I today I felt totally alone in this. On March 12,2009 I found out that my account was negative \$637. My account went into a negative status after a \$957 charge was posted to my account by Avis Rental without my knowing. this transaction took place on March 2, 2009 and from that date to March 12 I was unaware that my account was in negative status because I was listing my transaction in my personal register. For 10 days I purchased gas, groceries, paid a cell phone bill, got a pedicure, and used the ATM. Each transaction brought a \$35 overdraft fee. When I called Bank of America I was told there was nothing I could do because this "service" was in place for customers in case of emergency. I asked them to opt me out of this "service" and was told that there was no program in place for that. I spoke with Bank of Americas customer service via phone, and to a bank official in the Hamilton, NJ store. When I went to the BofA in Hamilton, NJ I asked to see the information in writing, The woman had to scan the book they give to new customers to find something that might fit my situation and told me that I am responsible for checking my account online or through the automated 800 number,Neither experience left me feeling satisfied as a customer, and not at all trusting of the overall banking institution. This action on Bank of Americas part has left me penniless at a time that I had to save money just to pay a \$750 for my car to get out of the shop after an automobile accident. It also effected my emotional health as I scrambled to make arrangements with my car loan company, which I had to defer payments on costing me more money, my rent is effected, car insurance, the list goes on and on. This bill NEEDS to go through to protect the cutomers that trust these banking instiutions with our assets.

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

Sincerely,

Ms. jasmine graham