

From: Sylvia Moore
Subject: Electronic Fund Transfers

Comments:

Mar 29, 2009

Federal Reserve Board Email comments

Dear Email comments,

I have been subjected to overdraft fees several times as a customer of the former Washington Mutual, now Chase. One of those times, I was withdrawing money while overseas in Germany, so I was not able to check my balance on the machines there. Another time, I mistakenly used my debit card instead of a credit card to purchase a slot for a university class. Each overdraft charge cost about \$50.

I also find that when a customer deposits money, not all of it is available at the time of deposit, leaving people more vulnerable to overdraft charges.

Overdraft programs are really a scam. Charging \$50 for an overdraft of only a few dollars - or a few cents in some cases - is nothing more than loan-sharking. This allows banks to steal from people who have little money to begin with. If there is not enough money in the account to cover the debit, then the debit should not go through in the first place and the customer should be alerted to that fact.

The banks should be required to allow customers to opt into an overdraft program, rather than opt out, and the banks should clearly inform customers what the terms are of the overdraft program so customers can make an informed decision. I want banks to stop charging ridiculously high fees for an overdraft service I didn't sign up for.

Finally, if I opt into an overdraft program, I want the right to choose the type of transaction that triggers the fee, whether check or ATM.

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

Sincerely,

Ms. Sylvia Moore