

From: Barbara A. Crawford
Subject: Electronic Fund Transfers

Comments:

Dear Sirs:

After doing battle with my young son's bank, I am frustrated, to say the least! Being a bright young technology savvy young man, he checks his balance on-line, instead of the old-fashioned way, by keeping a written check register! As an accountant, I have tried to tell him, the new tech. way will get him into trouble. His debit card has been the last straw!

The bank continually puts through the charges, not in the order they come in, but by the largest item first! This, is absurd, but I was told it is the bank's policy, and is explained in the brochure! (I'm sure he really read the brochure from cover to cover! Not!!!) I believe strongly in the fact the banks are deliberately taking advantage of the young, elderly, and low income people, who are the least able to withstand such high overdraft fees! By continually putting through the largest items first, therefore overdrafting the account earlier, and then putting through all the small charges, they can get the maximum overdraft charges out of the account!! This is wrong! Please put a stop to this practice!!

After much stress and fighting over our son's overdrafts, he has been monitoring the account on-line like a hawk, and they still got him, for over \$200.00 in overdraft fees. At midnight one night, he was OK, and by 6:00AM the next day, he was overdrawn! He called the call center for the U.S. Bank and explained. He lucked out and was treated very politely by a representative, who informed him they wanted his business, and it had been quite awhile since he had been over-drafted! He instructed our son to go to the local branch manager and explain, and he was sure she would take the charges off! Our son, did just that, and the branch manager was very rude and told him in no uncertain terms, she would not take any charges off! He has called the call center, and I have called regarding the basic situation and no supervisors ever call you back or help you!

We have instructed him to go back to the local branch office and try again, and if he receives no help, to move the account(now in positive territory, since his pay check hit the same day the charges were posted) and file a complaint against the rude branch manager!

I have read the articles in the Wall Street Journal and the Washington Post! I agree that it is time the people had some say, on how much money these banks can squeeze out of the public, in the form of over-draft fees!

Barbara A. Crawford
Accountant