

From: Tara Beaudoin
Subject: Electronic Fund Transfers

Comments:

Following is the original e-mail received:

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R-1343: Excessive Overdraft Charges My husband went over on our card from Citizens Bank by \$3.31, and the same day i saw we were negative in our balance (i check our account online several times? a day) so i transfered \$20.00 from our other account to cover the \$3.31. The transfer went fine and we were back positive.? So my husband then made 4 purchases all totaling under \$7 each the next day.? When i checked our account the next day, i noticed it was negative again by about \$15, so i figured it was from the day before and we had still recived the \$38.00 fee.? Even though I was very angry, I transferred yet more money over to cover the fee and make us postive again in our balance.? Well apparently that 38.00 overdraft fee caused all 4 small purchases made that day to cause overdraft fees for each of them. We were charged an additional 35.00 for each 4 charges, and (so far totaling 178.00).? Then that next day part of my husbands check was auto deposited into the account, the bank took his money to cover those bogus fees, and a an 3auto pay bills that were supposed to be paid with my husbands check, that was taken from us by the bank, all were paid, and resulted in 3 more 35.00 charges (now totaling \$248.00 in fees).? I refused to pay anymore of these fees, so I switched banks to HSBC.? Now since I have neglected to pay these fees, they are continuing to add more fees for having a negative account, and we are over 300.00 in just fees alone.? This has to stop.? This all resulted from an overdraft of \$3.31.? It should be illegal.? It is the same as stealing.? The bank institution is Citizens Bank.? I have also had similar problems at Bank of America. Tara Beaudoin