

From: Mary  
Subject: Electronic Fund Transfers

---

Comments:

I had been with xxxxxx, for 7 years. I used online bill pay and would occasionally receive an overdraft notice. In February, the \$35 fee ricocheted within my account and the bank kept approving biller request for payment - even after the account was in the negative. One biller re-sent his request for payment of \$10 four different times, with \$140 charged to me. He was not the only biller to do so. The total of overdraft fees is \$433.00; the bank, of course, has closed the account since I did not have the \$433.00 to pay them immediately. The account is now in collections and I have made arrangements to pay \$50 per month. Why is a bank not watching out for its customers? Why constantly accept payments coming in when the account is already in the minus?

Thank you,  
Mary