

From: Cynthia Buehling, Little Rock, AR

Subject: Electronic Fund Transfers

Comments:

Jan 27, 2009

Federal Reserve Board Email comments

Dear Email comments,

Our college-student son depends on federal loans for college. He will graduate in May. He is learning to deal with the money, but Bank of America doesn't help much. He was about \$2.50 overdrawn at Christmas time; wham - \$35 charge. He received money for Christmas; put \$150 in the bank. Made the mistake of thinking he had money in the bank and spent - in three different purchases - a total around \$20. WHAM, WHAM,WHAM: three \$35 charges. There went his Christmas money. The \$100 check he deposited was on the same account I deposited a \$1200 check from. My money was available immediately; his was available in FIVE DAYS. This smacks of age discrimination to me. I complained to BOA; they said I couldn't complain because the account wasn't mine. He did not want to complain because he was afraid they'd make his life worse. He actually connected BOA with an obscenity on his facebook page and got MANY replies from fellow students and newly working grads who agreed completely with him. I don't approve of the favorite profanity of the youth of today, but somehow I can't blame them. Bank of America has lost him as a customer and he will be earning money in a few months. Some Texas-based bank will get his money.

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

Sincerely,

Mrs. Cynthia Buehling
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