From: Diadra Decker, Inver Grove Heights, MO

Subject: Electronic Fund Transfers

Comments:

Jan 27, 2009

Federal Reserve Board Email comments

Dear Email comments,

I am age 64, have an MBA education, have been a business consultant, have a 785 credit rating, and still occasionally have timing problems managing my accounts. It is unfair to allow banks to trap customers into charges that easily could be avoided with a little SERVICE!

Recently, because I temprarily lost touch with my balance, I incurred a small overdraft, for which I was charged $31 and sent a notification. by the time I received this mail and acted on it (deposting more in my account), I was charged another $31 for this same instance because 7 days had lapsed.

Later, I happened to find out that my online banking program could send me an email alert when I reached a TRIGGER amount set by me. This would have been sufficient to avoid all instance of overdrafts over the past several years, with one exception.
This simple service ads more value than advertising and should be required as a free online bank offering, even as they push sales of expensive options.
How many other Amercans would this help?
Banks should NOT be allowed to charge by default for overdraft protection.

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

Sincerely,

Ms. Diadra Decker
Inver Grove Heights, 55076-2004