

From: Johanna York, Brandon, FL

Subject: Electronic Fund Transfers

Comments:

Board of Governors of Federal Reserve System
20th Street and Constitution Avenue, NW
Washington, DC 20551

Dear Federal Reserve Board Director:

To Whom It May Concern;

Recently I made an error when I completed a bank transfer from my Bank of America account to my Citibank account. I transferred OUT of Citibank instead of INTO Citibank. It took 4 days for the transfer to go through. In the mean time, my daughter made 4 debit purchases that cleared, they were very small purchases. The transfer finally cleared - which Citibank then proceeded to BACK DATE and they then charged an overdraft fee on all four small purchases that had ALREADY cleared. The over draft fees amounted to 126.00. I called them over and over again, they credited one overdraft fee and in a very nice "Can I help you today - way" told me "Too bad about all of the NSF fees". This process of negotiation took almost two weeks. My new automatic deposit cleared my Citibank account on 11/29 - Citibank froze my account during our negotiations regarding the above and proceeded to send back the checks I wrote against the deposit which cleared on 11/29. I called customer service again 12/9, 12/14 and every day throughout the month of December - and they reassured me that all of the checks would clear - they actually told me this on two different occasions. It did not happen. Three checks were sent back and finally customer service started referring me to my bank branch which is over 200 miles away. It took 6 weeks to get it all cleared up and cost me over \$200.00. I have closed my account with them. Honestly, Citibank's software system is a rapist. Thank you, Johanna Esmus York, Sr.

I support the proposed requirement that would require financial institutions to obtain consumers' affirmative consent (or opt-in) before any overdraft fees or charges may be imposed on consumers' accounts.

Banks should get explicit permission before enrolling customers in the most expensive overdraft system, automatically covering overdrafts and charging high fees, and should be stopped from using unfair practices to increase their overdraft fees.

Sincerely,

Johanna York
Brandon, FL 33511

