

From: Joanna Jensen, Pleasanton, CA

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:

Help me/us please...

Bank of America has charged us over \$100 for nonsufficient funds. They cash the most expensive checks first then we had a \$7, \$13 then approx \$10 check bounce because they charged us \$35 for each check. All three items were less than \$35 but they charged us over \$100.

Also they did the same thing to my college student daughter age 20. she accidentally deposited the wrong check, she called bof a to tell them what happened. They said to deposit the correct check and they would fix the problem. when she did they held her entire check. Not only did they lie to her and trick her into depositing her check they held all of her funds for two weeks. I have heard of them doing this on several occasions.

B of A nor anyother bank shouldnt be able to do this. they should not be able to charge excessive fees on our money. Please think about the client not the big banks charging us excessive fees.

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,
joanna jensen
pleasanton, CA 94566