

From: Heather Mullins, Chelmsford, MA

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:

I used my debit card at a Starbucks 3 days in a row - each day was a \$4.41 charge. Each day, the computer approved my purchase and each day when i checked my balance on line Bank of america showed the debit as pending. 5 days after the first debit, another item hit the bank that put the account in an overdraft situation. Rather than charging me 1 overdraft fee for the one item that bounced - the bank went back five days charging me \$35 overdraft fees for each cup of coffee that I had bought at Starbucks - making each cup cost \$39.41 - this action compounded bouncing everything else on the weekend and in the end Bank of America charged me \$245.00 in overdraft 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,
heather Mullins
Chelmsford, MA 01863