

From: Lucille Johnson, Mountain House, 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:

Yes, I had been a Bank of America customer from 1993 to 2008, I canceled my banking with them due to their over-draft banking fees, which were increasing getting out of control. In the past years when we would use our debit/ATM card for purchased if we purchased items and the dollar amount was not in the account the ATM/debit was denied because of insufficient funds in the account... Then about 2 years ago all of a sudden you could buy, buy, buy, and think you'd have the money in your account, then you check your account either at banking institution or online and your account is showing a negative balance of anywhere from -100 to -600, and each transaction even if the transaction was 2.00 or more dollars you were charged a 35.00 fee... (WHAT IS GOING ON!!). You call the bank and ask why are you allowing me to continue to make charges on my account when there is obviously no money in the account, and ask them this did not use to happen, and if this were a credit card it would allow you to continue to make charges if you didn't have the appropriate funds, so why are you?.... Banking officials told me it was up to me to keep an up-to-date tabulation of my daily spending and if I didn't know how to do that they would work with me to show me how. (WHAT?) In this web-based technology world today - we should not have to manually keep track of our spending, that is actually what the bank use to do it actually worked with you not against you and didn't let you to continue to spend when your account funds were not there and this was 2 years ago and now they are telling me they don't have this ability?, if they don't have this ability why do credit card companies have this ability and why was this ability used by the Banking industry in the past available, but now now?

Let's get real, this is an unlawful practice which most banking institution are taking part in and we need to make them responsible for their miss-use of fees.

Please help put a STOP to this practice by these banking institutions.

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,
Lucille Johnson
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