

From: David Santana, Altamonte Springs, FL
Subject: Electronic Fund Transfers

Comments:

Feb 6, 2009

Federal Reserve Board Email comments

Dear Email comments,

My name is David Santana and I have been fighting with my bank over the phone for the last hour and a half, due to being transferred all around and being disconnected on by a supervisor at no fault of mine. I was on hold and then the call ended. I called back and with no apologies or consideration of my time I finally get no help. What had happened is that overnite \$92.63 was deducted from my account and transferred to my mother's account because her account was overdrawn.

Accts are joint accts but not used as overdraft protection. It had only been overdrawn for about a week and she had even made a \$500 deposit to help rectify the issue but her acct was still overdrawn by \$10 at which point she was still being able to use her debit card only for them to charge her overdraft fees on those charges. She had apparently been in collections this whole time, which to me would give them more reason to stop use of her card but they didnt. She ended up with over \$350 in overdraft fees as a result. Never the less, her acct was negative and so they withdrew funds from my acct to cover her overdraft balance. Let me remind you that she can see my acct but I cannot see hers and we don't live together so I have no idea what she does with her money nor is there a way thru the bank that I can check her acct. So I dont have a clue thats she overdrawn. Thats fine that they can transfer the funds, they have a right to get paid but it would be nice to at least give me an option to pay them or a phone call to state that they will be deducting funds from my acct instead of just doing it and causing my acct to become overdrawn and charge me fees for it. Its impossible to account for monies that unexpectedly vanish from your checking account. As a result of them withdrawing \$92.63 from my acct I ended up getting overdrafts fees of a \$140 and at the time I called the bank I had 4 more charges that were pending and they were going to result in another \$170 in overdraft fees and they refused to do anything about it and refused to compensate me for anything and were fine with me getting overdraft fees on those pending charges. I have been working for Chase bank for over 8 yrs in customer service so I try to be somewhat understanding. They acted like it was my fault for using money that I naturally would of had, if they had not deducted \$92.63 and the \$140 in overdraft fees. They're criminals! I was less furious when my house got robbed. I have to pay for their bailout money so they can rip me off like this. Where is the govt to protect us? This is a joke.

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

Sincerely,

Mr. David Santana

Altamonte Springs, FL 32714-2045