

From: Omar Sultan, Hayward, 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:

To whom it may concern:

I support the opt-in initiative, and this is why. A few months ago I deposited a check for approximately \$2000 into my Bank of America checking account. A few days after depositing the check, I noticed the funds were available in my checking account and chose to transfer the funds to my savings account. I was surprised when I noticed an overdraft charge on my account a few days later. I telephoned Bank of America and was told that there was a "hold" on my deposit and the funds were in fact not available when I had transferred the money. I asked as to why I had not been notified about the hold, and the representative told me that they mail notices to the customer shortly after the funds are deposited. I was surprised to hear that they do not email or telephone customers regarding holds on deposits, especially since this would have been the fastest way to notify customers before they have a chance to use the funds.

I do not have overdraft protection on any of my accounts for one simple reason: I always ensure that my account balances can cover my transactions and cannot afford to pay additional charges such as overdraft fees. I was appalled when the representative told me that on occasion they do make exceptions with certain transactions, even if the customer has no overdraft protection. I wholeheartedly support the opt-in initiative.
Regards, Omar Sultan

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,

Omar Sultan
Hayward, CA 94542

