

From: Robin Wilson, Hawley, PA
Subject: Electronic Fund Transfers

Comments:

Feb 26, 2009

Federal Reserve Board Email comments

Dear Email comments,

About a month ago, I had a problem with my ATM card. I evidently had hit the wrong pin number one too many times. I went to the local branch of Wachovia and made sure there was money in the account (there was) and verified my pin number (correct), then went back to shopping. I typically use my debit card exclusively for shopping. Its much easier for me and I keep the receipts, then enter them in my checkbook each night. The specific incident I am referencing happened about 5 days after my visit to the bank to verify that my account was in good standing. I made a purchase using my debit card. The clerk entered the wrong number. The bank approved the transaction even as the clerk was trying to rectify her mistake. So instead of a \$5 purchase, I was charged with a \$50 purchase which made my account overdrawn, even though the clerk had cancelled the transaction. Wachovia in its infinite wisdom then backpedaled a week and charged me \$35 for each of the previous week's transactions in addition to the \$50 error, then the correct \$5 transaction. I ended up with over \$200 of overdraft fees.

I contacted the bank and was told that was how they did their business. So I cancelled the account. I told them I would pay for the amounts charged, but not the overdraft fees. They will probably sue me.

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

Sincerely,

Ms. Robin Wilson
Hawley, PA 18428-0563