

From: Chris Read, Mashpee, MA
Subject: Electronic Fund Transfers

Comments:

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Federal Reserve Board

Dear Federal Reserve Board:

To our elected officials,

I am a registered voter and I am infuriated by the outrageous practices of Banks, Citizens Bank in particular.

Please stop banks from using unfair practices to increase overdraft fees like processing transactions from highest to lowest, rather than the order in which they occurred.

I recently deposited \$1589. into my account on a Friday, of which \$234. was quickly taken out by the Bank for fees. During that weekend I had 14 transactions with my account. On Monday, I called my Bank and checked my account. All 14 transactions had been processed and my balance reflected that (\$591.). Later that day I used my debit card for a few payments and purchases. When my balance began to get low, I deposited another \$850. into my account. . The last two transactions were two withdrawals for \$200. each. The next morning (Tuesday) the Bank had taken another \$312 in overdraft fees. When I called the Bank to find out why and what the fees were for, they said they were overdraft fees, although I had a positive balance. Even though the 14 transactions from the weekend had already been processed and taken out of my account, the Bank said they had not FULLY UPDATED their records until Monday night and therefore, took out the two \$200. withdrawals first, then the rest of the 14 transactions from the weekend were updated with their records, largest to the smallest, regardless of the order in which they occurred. Because the \$850. had not cleared for another few hours, they were able to adjust my account so at that one point, they could apply 8 overdraft fees for \$39. each (\$312).

All 14 transactions from the weekend had already been taken out of my account and there still was a positive balance. I can understand if they took out 2 overdraft fees for the two \$200. withdrawals because the \$850. check had not cleared, but to backtrack and then hit me with 8 fees is absolutely ridiculous. I tried to get overdraft protection at my Bank but was denied because of my low credit score. Over time, my Bank has charged me in the thousands of dollars for fees. These Banks are THIEFS! I can not believe that this practice could possibly be legal, but if so, please put an end to this outrageous practise ! If this practice is not legal, please help steer me in the right direction to prosecute my Bank. Thank You.

Sincerely,

Chris Read

