

From: Karin Field-Smith
Subject: Electronic Fund Transfers

Comments:

I had a line of credit (overdraft protection) attached to my free checking with M&T Bank until the bank manager changed me to Select Checking in Nov. 2007. This had problems with minimum balances that didn't work for me so I changed it back in July 2008, but apparently the line of credit wasn't reinstated. The only paperwork I received on either occasion was in July 2008 regarding another account that I changed. So, I was pretty upset when I received two overdraft charges this month.

Because I used my check card when the overdrafts occurred, the card should have been declined and I would have paid another way. The SNAIL MAIL letters I received sound like M&T did me a favor by paying these purchases but in fact the bank is working against my interest in order to generate additional fees. M&T has no problem emailing me on a regular basis, but used snail mail to notify me that I overdrew - by that time it was too late to prevent the 2nd overdraft.

In addition, when I checked my balance online on 3-19 and transferred funds, there was only one overdraft charge and I had not received either letter. An additional overdraft was charged later that day.

M&T makes enough money on my deposits that I should never have these problems with additional charges, but they seem to be a constant problem.

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