

From: John Graybill <jgrayb@infoteam.net> on 06/19/2007 11:20:57 AM

Subject: Truth in Lending

I would like to see the following amendment to Regulation Z. Whenever a consumer pays his credit card bill by phone using his checking account and without the assistance of customer service personnel, that credit card companies not be permitted to charge a fee for the transaction. My understanding is that Canada has such a law. It ought to be enacted in the USA as well.

Here is the situation. I have a Visa card with Bank of America and I pay my complete balance every month. I attempted to pay it one month by phone (computer interaction only) and only after I went through the grief of entering all of my bank routing and account number information was I informed that I was going to be charged \$15.00 for the transaction. I was furious. I cancelled the transaction and sent them a check instead. I barely use that card anymore.

It is ignorance in action on Bank of America's part. In addition to pissing me off and losing a lot of my business, they now have to pay someone to process the check payment I send in. It would be much cheaper for them to process my payment by phone.

Please take a lesson from the Canadians and make charging for unassisted telephone payments illegal.

Thanks,

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