

From: "Jean O'Brien" <jobrienappraisal@gmail.com> on 11/10/2007 04:20:01 PM

Subject: Truth in Lending

From: Jean O'Brien [mailto:jobrienappraisal@gmail.com]

Sent: Saturday, November 10, 2007 2:55 PM

To: 'regs.comments@federalreserve.gov'

Subject: Once Again - Wrong Credit Card Practices

Re: My Capitol One Credit Card

It is now November 10, and once again I have received a bill from Cap One! This time they have sent an invoice for \$76.54.....once again I have called.....on Sept 21 the customer service rep I talked with gave me the full amount to pay off the credit card, which I did and then cancelled the account. I was told that I had cleared the account and owed no more. I then received a bill in Oct. for an additional \$60.10 for purchases and \$7.57 for cash advances...!!! I called in Oct. and spoke with another representative and was told that I had closed the account. In talking with another representative, today I was told that I had not paid the finance charge from Sept. 3rd when the bill was sent until Sept 21st when I paid the card off in full. On Sept 21, I had asked the representative to give me the full amount to pay it off completely and I did so at that time. How can they now come back and ask for another \$60.10 plus \$7.57 for cash advances from Sept 3-Sept 21???

I feel that when I asked the acct rep to give me the full amount to pay it off to that date and paid that amount, then cancelled the card, that there should be no other charges.....from Sept 21, as far as I am concerned. However, I am still being charged additional finance charges from Sept 3-21, plus an additional financial charge of \$1.44 and \$15.00 for cash advances punitive payment for not having paid the Oct. amount.

I have just spent another hour arguing with account representatives, including a top supervisor and the conclusion was that if I would pay \$60.10 the account will finally be closed. I have done so, by phone and have been told that the account is closed. What a hassle! Something must be done about the credit card companies that continually make it so difficult to pay off a charge and close an account. Please do something!

Jean A. OBrien, ASA
Senior Appraiser, J.A. OBrien Associates
4817 W. 69th St.
Prairie Village, Kansas 66208
913.722.2460

Senior Member - American Society of Appraisers, Washington D.C.

-----Original Message-----

From: Jean O'Brien [mailto:jobrienappraisal@gmail.com]

Sent: Monday, October 15, 2007 11:38 AM

To: 'regs.comments@federalreserve.gov'

Subject: Again - Wrong Credit Card Practices

Re: My Capitol One Credit Card

Another instance of Cap One's ongoing practice.....I paid off the credit card entirely on Sept. 21, 07, and cancelled the card at that time. I received a bill today and they have charged me another \$67.67. There were no charges, but I was charged \$60.10 for purchases and \$7.57 for cash advances.....first I have not ever used a credit card to have a cash advance....second I did not charge anything.....and I had cancelled the card 24 days ago! This is what I was referring to in my prior letter.....I was charged like this on a continual basis.....often

without any purchases or cash advances, but when I would call to discuss it.....I was connected with someone from 'India or 'somewhere' who I could not sometimes even understand.....then I was treated as if I was a deadbeat and they were extremely rude to me. A friend I was talking with told me that he had cancelled his Cap One card, because he used it only once to help with his wedding expenses, paid it off, but didn't cancel it. He was later sent a bill, even though he had not used the card again, but when he called he was told that they were charging him a fee just for having the card.....I am sure that we are not the only ones who has had a problem with Cap One.....this cannot be right!!! Please do something to protect consumers.....something must be done!!! Credit card companies.....or is it the banks who own the companies.....don't follow the rules that everyone else must.....why is this? They are businesses also, therefore they should have to conform to the same rules that the rest of the business world has to follow.....honesty being the first and foremost.

I implore you, do what is right!

Jean A. OBrien, ASA
Senior Appraiser, J.A. OBrien Associates
4817 W. 69th St.
Prairie Village, Kansas 66208
913.722.2460
Senior Member - American Society of Appraisers, Washington D.C.

-----Original Message-----

From: Jean O'Brien [mailto:jobrienappraisal@gmail.com]
Sent: Thursday, October 04, 2007 4:26 PM
To: 'regs.comments@federalreserve.gov'
Subject: Wrong Credit Card Practices

Re: Capitol One Credit Card

I had a Cap One credit card and I talked to them when I became ill about my situation. I was told by the customer service person, that because I called in and told them that I was ill and I was unable to pay my bill but would catch up within two months. I was told that they would not penalize me and if I could catch up my payments in a month or two, that they would not report me to the credit bureau. They not only penalized me with the maximum percentage of almost 30%, they reported me almost immediately. After the two months, I caught up all my payments. Nevertheless, my limit was \$5000. and it seemed that no matter when I paid my bill, I always was charged a late fee. Even if I wired the money into my account days before, I was told that it was late and charged \$39. late fee. The people that I tried to speak to about this were 'less than polite' on the phone, so I have finally paid off the card and have cancelled it. Cap One is one of the worst credit card companies to have a card with, they changed my rate without notice, not only once, but several times. It was almost impossible to get away from them.

Something must be done! In this day and age, one has to have a credit card, because there are places that will not take a check and if one does not have cash then a credit card is the only answer. Please help by making them set a fixed rate and then leave it at that.....it is really difficult to pay off a loan shark....but even more so to pay off a credit card company, especially when they keep changing the rules.

Depending on you!

Jean A. OBrien, ASA
Senior Appraiser, J.A. OBrien Associates
4817 W. 69th St.
Prairie Village, Kansas 66208
913.722.2460

Senior Member - American Society of Appraisers, Washington D.C.