

From: "Gallagher, Bruce" <Bruce.Gallagher@compass-usa.com> on 10/01/2007 12:05:03 PM

Subject: Truth in Lending

Has anyone told you this one?

Arbitrary cycle date.

Here's what happened. I have had a Capital one Credit Card for seven years. I never really cared about a \$1 or \$2 overlimit because I would go on line and make a payment next day or at least before the 23rd, my has been forever cycle date, to bring balance safely beneath credit limit. After July 23rd 2007 date, through some miscalculation had made small(HA-HA, another article) gas purchase, no really, like \$5. Put my account over limit couple bucks. Again I went to go on line August 2nd to check balance and make a payment if necessary. Found my account had been temporarily suspended. Called, got 'I don't know why response' and was told to try again later or next day. Later produced same result. Next day found my account to be 'restored'. ---- You ready--- The good wonderful benevolent people at Capital One changed my account cycle date to August 2nd 2007. Can you imagine that, what a coincidence - just so happened that on that particular day my account was 2\$ over limit. so it went 'Hey we need to bill this guy our usual and customary \$39 overlimit fee' plus additional interest to August 2nd. Boy did I bitch. to bad they said. " we routinely do this (not to my account in the past 7 years??) to various accounts. Oh! we did push your due date out 4 days from 23rd to 27th". WOW what deal. By the way I really didn't get the memo!!!!!! and if they routinely do this, how many others have paid Cap-one \$39 to have their cycle date arbitrarily adjusted and get a couple extra days to remit payment.

Bruce Gallagher

Sales Tax Accountant

Compass Group USA

704-328-1991

704-328-4274 FAX

Bruce.Gallagher@compass-usa.com