

From: jenster <chattyjenster@yahoo.com> on 10/04/2007 03:50:04 PM

Subject: Truth in Lending

I am writing to comment on the reform bill for credit card companies. I am sure my story is similar to that of many Americans. I used to pay my balances off each month. Then we tried to start our own business and because its difficult now (if now impossible to get one of the guaranteed SBA loans) we used our credit cards to help start our business. And because in the past I had acquired such good credit, I was able to get a higher limits on my cards. Then without warning, Chase raises my interest rate to 29.99% and I had never missed a payment. I noticed this on my statment in December of 2006. When I called to inquire about the increase in interest rate, they said they had sent me a notice in the mail and because I didn't respond in 30 days it meant that I accepted their new terms. Mind you, the terms I agreed to on this card included a 7.99% interest rate! The notice they had sent me DID NOT have their name on the envelope and looked like a piece of junk mail or a solicitation. I know this because the same thing had happened to my husband a few months earlier. They had raised his interest rate up without warning (besides the non descript letter they sent in the mail). If this isn't playing dirty than I don't know what is.

Fast forward 4 months. Our business is not doing well and we have our first child. I am in the hospital with him for over a week because he was born with pneumonia. We miss one payment and all of our credit card interest rates go to 29.99%. So the \$70,000 in debt we acquired basically in place of a business loan is now all at 29.99%. And while I am in the hospital having my child, I am getting countless phone calls on my cell phone starting at 8 am and going on all day from these credit card companies. We tried to call and explain our situation and all we got over the phone is the credit card companies demanding large payments to get current and dangling a carrot and giving us hope that if we pay our **account minimum payments at 29.99% for at least 6 months**, they may have an offer of a lower interest rate. We tried to pay our payments but the increased interest rate more than **tripled** our monthly payments. I ended up joining a consumer credit counseling service to get lower interest rates because the credit card companies were **unwilling** to work with me. By this time I had become their CASH COW and they were making too much money on me to want to lower my interest rates. While getting set up with consumer credit counseling, I had to endure countless derogatory and constant calls from the credit card companies. One day Citicard called me **12 times** on my personal cell phone. Washington Mutual left threatening messages on our business' answering machine. Each time I tried to call the credit card company back, they demanded payments on the order of magnitude of \$1200-1500 to get my account current due to all of the fees and interest they were charging. At this point, I am contepalating Bankruptcy. Even with consumer credit counseling's help, my minimum payment each month is over \$1300 more than our last mortgage payment!

What these credit card companies do to consumers should not be legal. They are best on the same level as a LOAN SHARK, especially with their threatening phone calls.

Please pass legislation on behalf of the consumer who is sick of the abuse and unfair treatment from the credit card companies.

Sincerely,

Jennifer S Deibel

A consumer hurt by the unmoral and dirty tactics of the credit card companies.