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Subject: Truth in Lending

Ok, I figure you guys have probably received a huge quantity of comments on this. Well here is another one.

Please fix the 'fixed' interest rate. Especially when 'merging' with a subsidiary company. They should be required to honor agreements in place prior to the merge. I would like to see agreements pending to be included but I think that would be asking too much.

I was told by Chase that we would have a 'permanent' (yes I got it in writing) 4.99% rate after contacting them. They were offering one of their balance transfer specials. I called and asked them if they wanted me to go get a temporary loan from our bank to pay off the balance then do a balance transfer or if they would save everyone the hassle and just do it. I was told they would offer a 'permanent' interest rate of 1% higher and just do it. Ok. Remarkably everything went smoothly. Three months later they merged with another subsidiary company and changed the rate higher than it was before. No changes acceptable. No record with the new company you know. Never mind that it was an existing subsidiary of Chase that they merged with. Also of course the balance transfer option was expired.

Thanks for listening. I have many more complaints but in light of the number of the comments you are undoubtedly receiving I will only list the most aggravating. :)

Kim Smith