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Proposal: Regulation Z - Truth in Lending

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Comments:

It is clear that competition has not been working in the credit card industry as terms have become more onerous, fraud has increased, and the quality of customer service has noticeably deteriorated. It is time for the regulators to step in and aid consumers, whose voices have largely gone unheard in the proposal for Regulation Z. The following changes are needed in order to shield consumers from being taken advantage of by credit card companies: - The concept of universal default must be prohibited. - APR ranges specified in the disclosure must be specific and not cover a broad range, such as 9.9% to 21.9%. - If the consumer receives a rate increase notice, they have the option to freeze the account and pay off the remaining balance under the original terms. This protects consumers from credit card companies increasing their rates if they think it would be difficult for a consumer to move the balance elsewhere. - Retroactive changes to the agreement are not allowed. - Binding arbitration clauses for disputes should not be allowed as creditors have used these clauses to 'shop' for favorable arbiters. - Credit card issuers should never be allowed to share its customers' personal information with other for marketing purposes unless the customer explicitly allows this through an opt-in mechanism. The current opt-out mechanism puts an undue burden on the consumer, increases the potential for fraud, and leaves the consumer clueless as to who has what information about them. - Anytime a customer's personal information is shared with anyone else for marketing purposes, the customer must be notified, in writing, what information was shared, who it was shared with, and how that information will be used. I beg of you, please start thinking about those of us who do not have access to huge, powerful lobbies. We are sick and tired of being abused by companies we do business with. Consolidation and government protection has nullified the effects of

competition to the point where it will now take regulation to make things right. I am asking you to take a step in that direction and add at least some of the elements I proposed into Regulation Z.