

Subject: Regulation AA

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Comments:

People become customers of banks and financial institutions for two basic reasons safety and convenience. Banks are supposed to be intuitions that we can trust and they have become a necessary evil in our lives. Case in point is to try to live in our society without using banks at all, it is almost impossible. I would liken financial institutions to utilities and regulate them as such. Their fees have become obscene. The original pitch was the bank has to hire fewer tellers if we use the ATM feature. So we are now saving them the cost of salaries and employee benefits plus we still have to pay an average \$2.00 fee if we use a non network ATM. The worst abuse is with credit card fees. The banks are not just waiting for customers to "screw up" and incur a late charge, they are now tricking us into screwing up. For three consecutive months your bill will have a due date of the 13th then all of a sudden, on the fourth month, the due date will have changed to the 11th, whoops gotcha that'll be \$39.00. Also, the banks encourage us to pay our bills online. Some have a policy that your payment is instantly credited 24/7, but then with some, supposedly, they can't credit your account until two or three days later. Weekend payments are another gotcha. If your due date

falls on a Sunday, your payment must be made by the previous Friday at 2 to 3 PM, Why don't they just use Friday's date as the due date? Or have a grace period until the close of business on Monday which has been a time honored tradition in our Country's courts of law? Here are some abuses that should never be allowed charging a late fee AND being allowed to raise your interest rate if an account is not overdue by 30 days or more. If I pay a \$39.00 late fee for the convenience of being late a few days, don't pour salt into the wound by raising interest rates as well. Banks should have to choose one or the other but not both. While we're talking late fees, they should be capped at a rate well under \$39.00 or maybe in a sliding scale, i.e.: 1-5 days late \$5.00, 6-10 days late \$10.00, 11-15 days late \$15.00 and so on. Universal default is another abuse. I personally had my line of credit lowered from \$13,000 to \$1,300 by one credit card company due to a contested account on which I was a cosigner and that was being incorrectly reported by all three credit bureaus as a second mortgage when it was in fact an unsecured line of credit. What made this particularly distasteful was that I have been a customer of this company for 30 years and I have never not paid them on time and I was currently in good standing on all of my other accounts. It hurts to have your financial options abused in such a manner. Please include American Express in whatever regulations you devise to protect consumers. Thank you, Judith Ann Carroll