

Katherine Lovell <klovell@projectopenhand.org> on 07/25/2008 10:15:05 AM

Subject: Regulation AA

Jul 25, 2008

Federal Reserve Board Email comments

Dear Email comments,

Here is a letter I sent to Bank of America re:

January 23, 2008

FIA Card Services, N.A.

Post Office Box 15026

Wilmington DE 19850

RE: Amendment to Credit Card Agreement for Bank of America VISA
account ending in xxx

Exp xxx Katherine A Otto (my maiden name)

To Whom it may Concern:

I received the letter from Bank of America notifying me of the above

mentioned Amendment to Credit Card Agreement effective on the first day following my statement closing date in March 2008, indicating my "account will have variable APRs which are higher than your current APRs" corresponding to an increase from an APR of 20.7% to that of 24.99%.

I DO NOT UNDERSTAND HOW YOU CAN JUSTIFY THIS INCREASE! For the past year, my minimum payment on this account has been \$62 per month. Here are the payment dates and amounts Bank of America has received on this account for that period:

1/3/08	\$449.09
11/27/07	\$300.00
11/3/07	\$200.00
9/28/07	\$648.23
8/29/09	\$652.06
7/30/07	\$452.06
6/28/07	\$908.89
5/25/07	\$451.23
4/27/07	\$609.77
3/30/07	\$700.00
3/1/07	\$ 91.33
1/29/07	\$516.02

(Only 1 of these (the March 1) was considered "late" only because it was paid after 3 PM.) If I had paid them their \$62/month they would have \$744 in payments, NOT \$ 5,978.68! It should be noted that I also have paid my mortgage on time each month and I paid off my GM Mastercard (\$2500 credit limit) from May December also by paying more than the minimum monthly payments.

I consider the received notice a punishment. The VISA, Mastercard and my mortgage are the biggest expenses I have, and all three have been paid in a timely manner. My expenses this year were unexpectedly high due to house repairs for bats in the attic, paying for rabies shots, expensive car repairs, and getting married (without benefit of someone

else to pay wedding expenses). Yet payments exceeding the monthly minimum were paid on both credit accounts. Thus, I do NOT UNDERSTAND how ANYONE can justify increasing my APR based on this payment history AND I RESPECTFULLY REQUEST THIS RATE INCREASE BE REVERSED!
Respectfully,
Katherine Otto

Also, it should be noted that although a written response was promised within a set period of time, I never received any response to my

letter. I realize banks are having a hard time these days - who isn't! - but when a customer is faithfully paying their accounts, and paying well above the minimum payment, they should not be penalized and taken to the cleaners just because the bank has all the power.

Sincerely,

Mrs. Katherine Lovell
1795 Cheyenne Trl
Jonesboro, GA 30236-5174