

Subject: Regulation AA

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Comments:

Complaints about the Credit "Industry" CITI Citibank Credit Card Offer November 26, 2006 "We have the right to change your rates, fees, and terms at any time, for any reason, in accordance with the card member agreement and applicable law." Their beginning rate is 0% interest until 11/01/07. These types of credit offers often charge the full amount of interest for the time in which it was supposedly 0% if the balance is not paid by the end of the specified 0% time period (adding the past interest to the balance due). Chase increased my children's credit card rate to 30% from an initial rate of 14%, because, due to a business failure, they had a tax lien, even though they had never been late paying Chase. They paid for three years \$140.00 each month on \$4500.00 and reduced the debt by only \$200.00. They were not late on any payment to Chase and Chase refused to reduce the interest rate. "We'll let you know". My children paid off the tax lien and Chase. Credit abuses include: A. Usury interest rates 30% or more simply because the consumer is paying after a certain time on the due date, one day or a few days late on making payments. B. Adding \$39.00 late fees. \$35.00 over the limit fees (together \$74.00 for that month + interest). C. Changing the due date arbitrarily so that

the consumer cannot keep a list of debts and due dates and then pay them on time. D. Requiring the consumer to make on time payments for 12 months before a reduction in the usury interest rates will be considered. One bank buys out another bank then refuses to honor the conditions under which the credit card was originally obtained, even if the credit closed account. E. Charging \$30.00 over draft charges (such as a \$30.00 overdraft fee on a \$15.00 overdrawn account even though a regular \$1700.00 electronic deposit was in the bank when the decision was made). F. Failure to notify the consumer of periodic charges to the consumers account, which overdraw bank accounts or place the credit account over the limit so more late fees, and over the limit fees can be charged. Often, the consumer is working at more than one job, commuting an hour to/from work, and working 9-10 hour days plus weekends, caring for family members, trying to pay bills, very fatigued, and having difficulty keeping track of changing due dates on multiple accounts. G. It seems that each member of the credit "industry" deliberately sets the due date for each card/debt on a different day of the month from other creditors and changes it at will so that the consumer will have a difficult time remembering when the due date is, therefore the consumer will be late and thus receive late charges, high interest, over-the-limit charges, etc. The creditor hires cheap overseas telemarketing companies to harass the consumer at all hours of the day/night if the consumer is a few days late on paying the bill. The people who call can barely speak English and do not understand appropriate calling times or the few laws that do protect the consumer in this country. Other countries do not allow these travesties and usuary interest rates.