

From: jutta_holzhaus@intuit.com on 06/20/2008 09:00:05 PM

Subject: Regulation AA

Here is my story re: Compass checking account xxxxxxxxx.

I balance my checkbook by hand to avoid overdrafts. I am a responsible citizen who last bounced a check in 1985.

After grocery shopping on Saturday, June 14 my account was \$60 in the black. On Sunday I accidentally used the debit card at WalMart which put me \$50 in the hole. The transaction was "approved." I only realized my error when I saw the pending transaction in my online account that evening.

The following morning, Monday June 16, my husband deposited \$300 cash to cover the overdraft. However, on Tuesday, June 17, my account showed 4 NSF fees of \$38 apiece (\$152 total) caused by Compass Bank's clever manipulation of Saturday's grocery purchases made at 3 different stores. I asked the bank manager to reverse 3 of the charges and I would own up to the 4th one. They refused, based on the grounds that they had no control when the credit card company would post the transactions (which is pure baloney). I am now afraid to use my debit card.

Sincerely,
Jutta Holzhaus