

D Wolak <markmartin12197@aol.com> on 06/28/2008 12:10:09 PM

Subject: Regulation AA

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Federal Reserve Board Email comments

Dear Email comments,

I've been with a certain credit card company (RBS) for at least 15 years and I pay online prior to my due date anywhere from 2-3 days prior and usually not a weekend involved. I get highly annoyed when I find that they won't accept my date and instead provides a date that makes my payment late! Last month to my disgust, I find a note that I

am being charged a late fee and my interest rate may change. I'm irate to say the least. I haven't been late prior to this. Why is it that some companies can electronically deduct from your account instantly when others cannot and this is a fairly large credit card company. I

think it is just a ploy to gain more money for them. In this instance, they are not dealing with a short term customer and unfortunately this is the acct. that I am carrying a \$5,000 balance but I will be looking

to take my business elsewhere and transfer the balance to another card.

I am not one that jumps from card to card looking for a better rate but in this case, they have forced me to do so. PLEASE LOOK INTO THIS AND PUT A STOP TO IT!

I also have a problem with their applying payment to low-interest balances first.

Grace periods between the bill and due dates are being shortened and shortened as they wish another ploy to make it harder for one to make payment on time especially if you pay per paycheck received.

I find at times, with store credit cards, that when you pay off your balance, they sometimes still send you a final bill for interest charges on account previously paid off a month before. I've stopped using these as much as possible. Don't like the tactics.

Credit card companies need to be regulated. Please do something as it's especially annoying to those long and loyal and good paying customers when they do these type of things. Thank you.

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Sincerely,

Mrs. D Wolak
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