

barbara azan <bazan111@cablespeed.com> on 06/27/2008 04:40:04 PM

**Subject:** Regulation AA

Jun 27, 2008

Federal Reserve Board Email comments

Dear Email comments,

We need rules that are for the customers and about the customers. it is not fair that credit card companies can charge ridiculous fees/service charges and get away with it. I have had enough. they're making money on top of money at their own customers expense. It is also not fair that they can change any of their rules and just provide

their customers a courteous notice and if we don't like it we can close

our account and pay off our balance immediately or just bite the bullet and deal with whatever rules/interest rate change they've inlisted.

You have no real recourse.

Banking needs to be about keeping customers happy, not just stockholders or the bottom line. What ever happened to customer service.

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Sincerely,

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