

denise@platinum-universe.com on 06/27/2008 02:00:10 AM

**Subject:** Regulation AA

Comments Federal Reserve Board

Dear Comments Federal Reserve Board,

I HAVE BEEN SCAMMED BY CHASE WHEN I SIGNED UP TO PAY MY BILL ONLINE THEY AUTOMATICALLY STOPPED SENDING MY PAPER STATEMENTS AND THEN BLAMED ME FOR SIGNING UP FOR THEM TO STOP THE STATEMENTS, BUT I NEVER DID SIGN UP. LUCKILY I HAVE BEEN DILIGENT AND HAVE PAID OFF ALL OF MY CARDS NOW. THEY REALLY DON'T CARE IF THEY ARE THE PROBLEM OR NOT, AND IF YOU ARGUE WITH THEM THEY WILL PUT A BLACK MARK ON YOUR CREDIT HISTORY AND HAVE YOUR CREDIT LINE REDUCED. I WAS LATE ONCE BECAUSE THEY DID NOT SEND ME A STATEMENT, SO I PAID INTEREST FOR 3 MONTHS. THE CREDIT CARD COMPANIES HAVE NO INCENTIVE TO MAKE SURE YOU GET YOUR MONTHLY STATEMENT, IN FACT ON THE CONTRARY, THEY HAVE MUCH TO GAIN IF YOU NEVER GET YOUR MONTHLY STATEMENT AS THEY GET TO CHARGE YOU INTEREST FOR 3 MONTHS AND POSSIBLY A FEE AND THEY GET TO RAISE YOUR INTEREST RATE ON YOUR REMAINING BALANCE. WHEN YOU CALL AND COMPLAIN ABOUT SOMETHING ,THEY USED TO TAKE INTO CONSIDERATION IF YOU'VE BEEN A LONG TIME LOYAL CREDIT WORTHY CUSTOMER, BUT NOT ANYMORE. THEY ARE OUT FOR BLOOD AND THE CONSUMER HAS NO RECOURSE.

The new proposed credit card rules curb some abusive lending practices that drive consumers deeper in debt. I urge you to implement these rules to provide relief to people like me who just want a fair deal from credit card companies.

Sincerely,  
DENISE KASTNER  
4715 YENDER AVE  
LISLE, IL 60532-1654