

From: Deborah Gordon-Brown <dgbrown@gmail.com> on 06/27/2008 12:40:04 PM

Subject: Regulation AA

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Federal Reserve Board Email comments

Dear Email comments,

Thanks for taking action to look at abuses in the credit card industry.

We've paid our bills on time for years. We pay by mail. Last month

something happened and CitiBank claimed not to receive payment on time.

They raised our rates. They asked us to pay on line in order to reduce rates (that or do an automatic deduction which we don't want).

Okay, we will but we didn't want to.

Then Bank America said our bill was late and asked us to pay on line for which they charge \$15.00 extra. WE DON'T PAY LATE! WE USE THE US MAIL!!!!!!!!!!!!!! They claimed the U.S. Mail often delivered "late".

Others who have missed a payment are seeing their rates rise on ALL cards.

Isn't this criminal? Like Loan Sharking?

Please, at minimum regulate these credit card companies to a human level. Consumers' Union makes some good suggestions.

Other stories are far worse than ours. You have an obligation to prevent crime in a legalized business, particularly now when people have turned to credit cards to pay sky high emergency medical bills or

to pay for fuel to get to work. We owe the money and some interest for use, but 18%?, 25%, 12%...come on. We get 3% on Savings Accounts!!!

Thank you.

What the banks need are regulations like those suggested by Consumers' Union! We are college educated professionals, proud of our credit ratings and careful. What is happening to us

Sincerely,

Mrs. Deborah Gordon-Brown
10 Linden Ln
Kingston, NY 12401-7867