

From: tkunch@hotmail.com on 07/06/2008 11:15:02 AM

Subject: Regulation AA

Comments Federal Reserve Board

Dear Comments Federal Reserve Board,

I have always had perfect credit, that is, until Bank Of America made a mistake and charged me twice for a monthly bill. I made numerous phone calls to try to rectify the situation and with each call was told it had been rectified, only to find another past due bill in the mail the following week. This went on and on and I can't tell you the frustration I felt trying to fix an error that wasn't at all my fault but if not fixed could negatively impact me, And that is exactly what happened. After months of phone calls to automated machines and being directed to extensions where no person existed on the other end I ended up with Bank Of America admitting that they made a mistake by charging me twice. But this happened too late, the late payment notices had affected my credit score. AND not just a little - it went from excellent to good - and without me being able to do anything about it, and without it being my fault. Thus I embarked on another round of pointless phone calls, to Bank Of America, to try to get them to fix this mistake. They always promised that they would and they never did. And again the frustration I experienced, the rude B Of A phone people, the empty promises, made me determined to never deal with this sorry excuse for a cooperation again! They are the worst! But the sad truth is a lot of people out there have experienced similar situations. Yes, it sure would be nice if something was done about the abuses that happen daily with respect to credit card companies!

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,
Theresa Kunch
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