

From: Jessica O'Connell <jessoconnell@yahoo.com> on 06/03/2008 02:00:08 PM

Subject: Regulation AA

Jun 3, 2008

Federal Reserve Board Email comments

Dear Email comments,

Dear Federal Reserve,

I can't put into words the unsavory practices of Orchard Bank Mastercard (HSBC). Suffice it to say that in a word where electronic payments can be immediately applied to a balance, HSBC takes up to a week before a payment is processed and applied to your balance. They're crooks and should be forced to apply electronic payments immediately just like any other company. For example, when I pay my phone bill online, they process it immediately. That's not the way HSBC does it. You pay electronically, then they take their sweet time to apply payment to your balance. In the meantime, they slap a late fee because they don't process online payments immediately. They're crooks. Do something.

Sincerely,

Ms. Jessica O'Connell
3607 Greystone Dr Apt 1413
Austin, TX 78731-2231