

**From:** Kay Rhodes <rhod8798@bellsouth.net> on 06/04/2008 08:30:01 PM

**Subject:** Regulation AA

Jun 4, 2008

Federal Reserve Board Email comments

Dear Email comments,

I have had horrible a experience with a Capital One credit card. I paid my balance, called the company and asked them to close my account which they agreed to do. A little later I recieved a bill for a yearly usage fee which I didn't pay because they had agreed to close the account. Then I got a bill for a late fee in addition to the annual useage fee. I called, they said it took 3 months for Capital One to close an account but agreed to remove the charges. They didn't and I again recieved a bill for the annual fee and two late fees. I called again, again they promised to remove the charges but did not. I made at least eight calls as I kept recieving bills for more and more money. Finally after four months and hours of phone calls and aggravation the account was closed. What's in my wallet? Not a Capital One card I assure you. I also have a Citi Bank credit card and they agreed to a 3% rate but bumped it up without notice a few months later to 13% if I remember correctly. We are being abused by credit card companies; please stop these companies from hiking interest rates on existing balances without notice and stop interest charges on debts paid the previous month.

Sincerely,

Ms. Kay Rhodes  
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