

Paul Ward <pjw10k@hotmail.com> on 06/10/2008 07:40:04 PM

**Subject:** Regulation AA

Jun 10, 2008

Federal Reserve Board Email comments

Dear Email comments,

I experienced after 8 years with Capitol One there changing my interest rate from 6.9% to 12%, a loss of 5000 frequent flyer miles and a late fee of \$35 all because I made my electronic payment at 5 p.m. on the due date. Their not clearly stated policy is that payments must be made prior to 3 p.m. They would not change their penalties in spite of 3 letters on my part. It was a practice clearly designed for their profit only and not reasonable in nature.

Sincerely,

Mr. Paul Ward  
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