

Susan Osada <lilsuzq32@aol.com> on 06/14/2008 01:45:04 AM

Subject: Regulation AA

Jun 14, 2008

Federal Reserve Board Email comments

Dear Email comments,

I recently paid off a substantial credit card balance at HSBC to qualify for a mortgage. I mailed the payoff check, along with several other checks, on the same day at the same post office, all on 5/28/2008. Within 3 business days, all the other checks issued had cleared my bank account ... all except HSBC, that is.

On June 12, noticing that the \$8000+ check I had mailed to them had not yet cleared, I contacted them at their toll-free number. Guess what? My payment, which was due by 6/8/08, and which was not yet posted, had caused a late charge on the account!

When I got in touch with a representative at HSBC, I gave her a piece of my mind. I said that it was obvious that HSBC received checks from their clients, but purposely did not cash them so that they could generate a late fee, and potentially cause a universal default for

their clients. With classic denial, the representative assured me that this was not at all true, that HSBC would never do that, etc., etc. I asked, how could I assure that I could make a payment that would be

credited the same day, and the representative advised that I could make a payment by phone the same day ... for an additional \$15 fee ... but she could not guarantee that the late fee would be removed from my account.

Not very politely, I told her to stick it where the sun didn't shine, that I would handle my late fee with her legal department via a class action suit, ... and yes, I knew this call was being recored and I HOPED that someone was listening to it ... and, I scheduled a same-day payment on the HSBC website for no fee.

The next morning, I woke up, and SOMETHING was gnawing at my gut ... I went to my checking account via my on-line banking, just to see what was happening.

Well, I bet you can't guess what I saw: Not only did the original CHECK that I mailed on 5/28/08 post to my account on 6/12/08 ... but,

the web payment that I processed on the 12th had ALSO posted! Now, I'm overdrawn on my checking account by over \$5000 ... with several overdraft charges, and HSBC getting over TWICE the amount that I owed to them ... AND, getting a late charge assessed to my HSBC account as well!

I managed to catch this in time to stop payment on my original check ... for another \$30 fee, of course ... so that HSBC doesn't actually get twice the amount that I owed them and agreed to pay.

Now, if I can just get through the weekend with no money, no gas in my car, and no food for myself or my family, until the stop payment credits back to my account

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Sincerely,

Ms. Susan Osada
70 S Buffalo Grove Rd Apt 111
Buffalo Grove, IL 60089-2179