

From: hilary malyon <hmalyon@mindspring.com> on 06/12/2008 02:55:07 PM

Subject: Regulation AA

Jun 12, 2008

Federal Reserve Board Email comments

Dear Email comments,

Credit card companies (banks and all financial institutions) should not be allowed to impose penalties on any account where the User has not defaulted - even if the user of the account has problems with another account. Each account must be regarded as individual.

The rules for each account must be required to be clear and within the expected comprehension of the 'average' user. None of the incomprehensible small print, and changeing of the rules after the

account has been opened. (Those statement included slips of paper that most don't read, and those that do cannot understand.)

Docket no. R-1314 is a start only and further work is required to stop financial institutions stealing from their Customers. Something that is against the law for the 'ordinary' individdual who has to use these accounts.

Please support the Rights of the Customer for fair and equitable treatment.

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Sincerely,

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