

Re: Docket # R-1314

Kathleen D'Armand
Jason P. Collard
1409 Harness Horse Lane – Apt 201
Brandon, FL 33511

May 16, 2008

Kenneth B. Lewis
Chairman, CEO and President
Bank of America
Bank of America Corporate Center
Charlotte, NC 28255

Dear Mr. Lewis:

I am writing to request your intervention to reverse outrageous, unacceptable, and inappropriate charges imposed on my son's checking account.

My son is a hard working young man who does not earn much more than minimum wage. I have made sure he understands the importance of avoiding overdrafts in his account as evidenced by the recurring charges to his account for ATM balance inquiries as well as his frequent telephone balance inquiries.

In late April, after he had checked his account balance on April 25, a payment for his car insurance was debited from his account. In good faith that that he had sufficient funds he charged 5 items to his account on April 28 totaling \$86.76. Four of these caused overdrafts. For this he was charged two Overdraft Protection Fees of \$10.00 and \$1.11, even though no money was credited to his account, and all 4 of the debits were allowed to go through with a \$35.00 per item overdraft charge for each item. In total he was charged \$150.00 in fees for 4 transactions ranging from \$6 to \$24 and totaling less than \$51. As soon as the overdraft was discovered, on April 30, funds were added to the account to cover the shortfall.

Bank of America should have a fiduciary responsibility to it's depositors to help them avoid excessive and unnecessary charges. I can understand a 1-time charge for the overdrafts, but allowing each one to process and, for example, charging a \$35 fee to advance \$6.61, instead of simply saying "insufficient funds" is unacceptable. These are all electronic transactions – there is no additional clerical or administrative time or effort required to handle these matters.

We would like to remain customers of Bank of America, and would appreciate your intervention to provide some measure of satisfaction to my son.

Thank you in advance for your attention to this matter.

Very truly yours,


Kathleen D'Armand

cc: Jennifer J. Johnson, Secretary
Board of Governors of the Federal Reserve System
20th Street and Constitution Ave, NW
Washington, DC 20551