

**From:** debkbowers@comcast.net on 09/30/2008 02:29:59 PM

**Subject:** Regulation AA

First Name : Debra Last Name : Bowers Address : City : Denver State : CO Zip Code : 80209 Your Message : Thankyou. I borrowed money to buy a rental for a nest egg. Key Bank loaned me part of the money. I found later that my account was engineered by them into an "overage" (over credit limit)and monthly my credit rating decreased although I paid monthly on time and never borrowed from this account. I discovered the negative impact and asked them to fix it by raising the credit limit to include the "overage" amount they loaned me originally. They refused to do this secondary to my credit score (created by them). Later they agreed to give me a second loan with a second payment to cover the "overage" (created and endorsed by them). Now I have two payments (the first did not decrease) and they will not give me a better rate (due to my credit rating-created mainly by them). I paid off a credit card at FIA by phone on the day due prior to the deadline. I received my bill with a \$15 phone charge (I knew this would be there) but also a \$39 late fee because I paid the card off on Labor Day before EST deadline). This is an automated service! I called and paid off the phone fee and they agreed to take half of the late fee off the account. The issue is: another reason to decrease my credit rating. By the way, they allowed me to pay this account off (again) by phone and waived the fee...now they owe me a credit of 19.50 on an account I have paid off...I wonder how screwed up this will get. I am sure you hear many stories about these practices. I don't even know what to call this! I am fortunate that I have a job and my health at present. I will not be retiring unless I move to another country. I started late...I am a social worker and we had no retirement plans in the non-profit agencies that took care of the needy and victims of our nation. I am catchi ng up. I am an intelligent and educated person and yet I am sometimes baffled by economics/money/credit. This subject needs to be taught very early in schools and homes--in innovative ways--to protect our futures-individually and collectively. I would not leave much money to my heirs...but I wish I could leave them better money sense. Stay in the loop! Please sign me up to receive the latest consumer news, action alerts and tips from AFFIL. : 1

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