

MICHELLE SHENTON <micheesfriends@hotmail.com> on 08/04/2008 05:15:05 PM

Subject: Regulation AA

I just wanted to comment about how unfair I think the overdraft procedures are at the banks. National City is the one in particular we had an issue with. My now ex-husband had looked at the account balance at the bank and used his debit card for a series of small purchases that day. The same day the electric company took out their charges for \$80ish. That happened later in the afternoon. By the time I got the email or the letter, they had already charged \$34 for each small transaction because of the one charge that really put him over. So for instance there were 5 transactions under \$20 that would have gone through and then the one charged later put him over, they should have charged him one over draft fee. By charging 5, they put him into a cycle where he got even further behind.

They should either put the charges in order of when they were actually taken out, not from highest to lowest, or why not lowest to highest and help the customer? Why do they do it from highest to lowest? The excuse I got was because the higher payments we would want them to pay (rent, car, etc) first. Well, if they pay ALL of the overdrafts anyway, what is the difference?

I just think they use bad practices and make up any rules they want because they can. I do think they should be regulated and should conform to better practices.

Thank you,
Michelle Shenton