

**From:** cheeks.bridget@yahoo.com on 07/28/2008 01:25:03 PM

**Subject:** Regulation AA

Board of Governors of Federal Reserve System  
20th Street and Constitution Avenue, NW  
Washington, DC 20551

Dear Federal Reserve Board Director,

I am a concerned customer that has fallen prey to the ugly overdraft practices of Wachovia bank. I have recently been charged \$245.00 of overdraft fees from Wachovia. I have been told by three rep(s) that there's nothing that they can do about these fee, but they can not explain to me how my register & their online balances don't add up to the balances they are reviewing. The only way I have figured this out is that the bank show after each debit transaction that I make the show the monies being deducted & my balance will reflect it showing both my available & posted balance along with hold that are waiting to be cleared. But, once they do whatever it is that they do, it like that rearrange the clearing process in a way that will cause multiple items to bounce instead of one item like mine it caused seven item to bounce causing me the have overdrafts of \$245.00 for items that only amounted to \$143.00. No one has been able to explain this process to me that if my balance reflect the money being deducted as I make my debit charges & How as I record in my check register these fee how their records can be so drastically different. I also want to know how is it that a institution that's suppose to house my money & protect it seems to be the thieves & not the person on the street. If I wanted to give away my hard earned money I it seems like I should just leave it out for the everyday Joe to steal since I can't tell the difference from them & the bank. I would like to see that the bank regulators step in & do something about these seeminly unethical business practices & set down & take a closer look at this. For I know that this effects the lower income group & senior citizen those of whom need their hard earning money more than others. But, whether they need it more or not this in my opinion is not right & should be investigated.

Sincerely,  
Bridget Cheeks