

8/1/08

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Jennifer J. Johnson
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Unfortunately I have been taken advantage of by a bank I thought would be a breath of fresh air. Citizens Bank of Pennsylvania an affiliate of conglomerate RBS has done to my Military Direct Deposit an injustice as I've read in two recent articles of USA Today by Kathy Chu. My military disability check was absorbed up to a figure of \$472.00 out of \$568.00 in fees. As recently as of today I got yet another surprise of something called an internal bank debit of \$1.00. For what!!! I have no idea. This bank allows low-income and elderly persons accounts to go for months receiving bank fees which they seem to keep mysterious by sending confusing statements. There is absolutely no excuse for this abuse of new direct deposit customers who like diligent customers which is what we thought we were here to help keeping track, for instance precisely when a deposit will be made. Citizens has made me a witness others beg for correction and refunds to our accounts. There all smiles when you deposit or open an account, then the horrors begin when you have concerns, please forward my dilemma to anybody that can prevent me from having utilities stopped or my inability to get medicine due to this misinformation and national injustice.

Sincerely
Mr. Cannon

cc: file

Dept. of Banking Pennsylvania