

**From:** Nuris Calhoun - 07/29/2008 10:05:02 PM

**Subject:** Regulation AA

Gentlement:

I am writing to specifically mention unfair and deceptive practices by Capital One, one of the major credit card companies in the U.S.. My main two concerns are as follows:

1. Our Capital One card had a \$2,300 credit limit. The card had a zero balance. We decided to go to Glacier National Park in Montana from Florida. We decided to only take two credit cards and our debit card on vacation to help control the expenses. Needless to say flying from Florida to Washington state, renting a car and driving to Montana and staying a full week was very expensive. We charged \$2,225 dollars on our Capital One. When we arrived home, there were several messages from Capital One, once we spoke to them, we were advised that we were over our credit limit, had incurred a \$39 overlimit fee and had to pay \$465 to bring our account back within the new \$1,800 limit. They would not waive the \$39 charge and demanded payment immediately, even though the charges had been incurred while we had a \$2,300 limit, and that the credit limit was changed without notice while we were on vacation. If we had been made aware of this change or policy of being able to make changes at any time, we would not have used this credit card. We had no choice but to pay the overlimit amount immediately.

and;

2. While going over tax records with the IRS, they advised us that Capital One had paid us \$1-\$3 during the past seven years. Although the amount is very small and may not seem worth mentioning, we have NEVER received any money from Capital One. Nothing was credited on our account or in check form or etc. My point is that how many people does Capital One claim to pay and advises the IRS in order for them to receive some sort of tax savings, while they do not pay the consumer anything at all. I still cannot believe that Capital One claims to pay cardholders money every year - how many Millions of dollars are they saving in taxes, when in effect they do not pay cardholders anything.

There are other several small items, but the two biggest are those mentioned above. Thank you and please do something - in this day and age, everyone lives on credit.

Mrs. N. Calhoun