

From: Jodena Boring - 08/01/2008 03:50:06 PM

Subject: Regulation AA

August 1, 2008

To Whom It May Concern:

Please get the credit card companies and banks under control. They have been charging USERY fees, using UNFAIR trade practices, and RUINING US citizens' lives and health.

Let me begin by saying that I have never been late in paying my bills and have excellent credit, until 2004 my husband also had excellent credit, now Chase is the only bad mark on his credit.

In 2004, just prior to my husband having a heart attack and a triple-by-pass, he errantly was a few days late in paying Chase Bank his monthly credit card payment (our apartment number was missing from their statement, we'd called several times to get it corrected). Note: Chase said his payment was less than 14 days late and he paid the full monthly payment due. Not only did they charge him a \$39.00 late fee penalty, they permanently raised his interest rate to 29.99%! That is USERY!!! With Chase's 30% interest rate the interest was \$228.14 a month, with the minimum payment due \$229.00 almost every cent he paid went toward their interest and only a few cents went to pay the principal. He paid an extra \$30 every month trying to pay it down, but realized we would never get the account paid off at that rate, and no one else will either. [Note: We were not using the card and requested they close the account, but before all was said and done their interest rate eventually threw the outstanding balance over his line of credit, so they charged him another \$39.00. It also caused other credit card companies to raise his interest rate when he had paid every one of them on time! That is UNFAIR trade practices.] **I ask you, since Chase charged my husband a \$39.00 penalty fee for his payment arriving late, why did they raise his interest rate?** They should not raise the interest rate!!! That is double dipping and is unfair lending practices!

While my husband was recovering from his surgery, I called Chase to try to work something out with them before it got to where we couldn't make a payment. When I called to try to talk to them it was all recorded messages and when I finally spoke to someone they said "that's the way it is and they couldn't do anything to change the interest rate or help us since the account was not delinquent." I'd ask to speak to a supervisor and after holding on . . . the phone would disconnect. I tried this several times and repeatedly got disconnected (Note: each call took about an hour after all the recordings and holding).

After much deliberation and frustration, I told my husband the only way I knew to get to speak to a person who could help would be for us to deliberately withhold payment and sooner or later someone would call us when the account became delinquent. After 2 months someone finally called, but he lied to us telling us the only way he could lower the interest rate was for the account to be closed. We told him it would be fine if they would note it was closed by the customer's request. He closed the account per Chase's request (not the customer's request) and did not get the interest rate lowered. I spoke to a Chase Customer Service representative and she said I should pull my husband's credit report and we would "see" the problem. We requested his credit report and everything looked fine, there was nothing derogatory. I believe it was simply another one of Chase's ploys to waste our time. One person at Chase told me that there was an outstanding credit amount, I asked her what she meant, she said when a credit card company mails you an "offer" it shows on your credit as an outstanding credit amount. I explained to her that we had shredded the offers and not signed anything with them and she said it didn't matter since it was offered to us it shows as an outstanding balance like we had actually accepted the loan or credit. [Note: she told me that those loan and credit offers would not show on the credit report we request, it would only show on a lender's records.] I ask you, how is a cardholder supposed to know that and why should we be held responsible, and our interest rate increased (and credit score reduced) because someone without our approval mailed us an offer and we shredded the offer? We did not ask for their offers and we shredded them. We can not control the US Postal Service.

By now, I was afraid for my husband's health and mine! In desperation and frustration we wrote two letters to Chase, the second one addressed to the Vice President of Executive Correspondence at Chase worked. He had a female over the Card Services Executive Office call us and we were able to discuss what had happened, she lowered the interest rate and over time we paid the account in full. She was polite to me, but I know she did not believe me when I told her that two of Chase's employees had lied to me (the first was "James" in the "Chase Customer Assistance Team" who closed our account via Chase's request and then never returned my calls, and the second one was the female in Customer Service who said we would "see" the problem on the credit report). We still have a copy of the credit report and our correspondence with Chase. Chase said they would not correct my husband's credit report because he did withhold payment, even if it was in order to speak with them.

Please force the credit card companies and banks in particular to not have a recording, but an English speaking person answer their phones, and be willing to transfer a customer to someone "helpful with authority" when requested or needed. Please know that sometimes customers have a legitimate reason for withholding payment, and that should absolutely NOT give any other creditors the right to increase an individual's interest rate.

Again, I ask you, if a lender charges a \$39.00 penalty fee for the payment arriving late, then why do they raise an individual's interest rate? They should not raise the interest rate!!! That is double charging the customer!

If Chase treated us this poorly I can only imagine how pitifully they may treat cardholders who have been less diligent than us.

If you would like to see copies of the correspondence from 2004, or like more information about this nightmare that we experienced, please feel free to contact my husband, Haskell

Sincerely,

Jodena Böring
Houston, TX 77073-1349