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Subject: Regulation AA

First Name: Anne Marie & Charles

Last Name: Martinez

Both of us have good credit. With one exception. While Chuck was serving our country in the US Navy in 1994, his ex somehow got the landlord to file a lien against him, while she took off with HIS children, from the rented marital home, to live with her boyfriend. She broke the lease. Anne Marie has to get mortgages and charge cards in her name only, until Bank of America gave us a mortgage, but, forced us to put the amount of the lien in escrow. And, refuse to release it to us, although we have been paying our mortgage on time for the last 5 years. Just yesterday, we contacted Bank of America for a pre-qual letter to buy another home...after selling our present home. Our down payment would be in excess of 50%, they never took into consideration we had a present mortgage with them - and never took into consideration we have never been late, and quoted us a 7% rate! We presently have a 5.75% rate! They refused to budge.

Also, we have had numerous problems with Bank of America Credit cards, which we have stopped using. When there is a dispute, you cannot find anyone to talk to who understands english, and we do not speak the language of India. We also have had difficulties when we have written our complaint...only receiving a letter from India from someone whose name we could not pronounce, and we had to finally contact the President and CEO of Bank of America, regarding a dispute...and the outcome was in our favor, and Bank of America had to credit our account. This entire process took us over 4 months, and many hours of our time to clear up something that was Bank of America's fault in the first place.

US Bank REQUIRES that the credit card be used once a year, or a fee will be assessed. This is not right. We should not be FORCED to use a credit card.

Also, if we want to close our a credit card our credit score goes down. If we apply for credit, our score goes down.

We should not be punished for paying off credit cards, and closing the account. Nor should we be punished for applying for credit, or a new mortgage? This is a one way street in favor of the banks, and needs to be stopped.