

tlslloan@bellsouth.net on 08/01/2008 07:35:04 PM

**Subject:** Regulation AA

Federal Reserve Board Docket No. R-1314

Dear Federal Reserve Board Docket No. R-1314,

Have I been treated unfairly by my credit card companies? - you bet! I can tell you multiple stories of unfairness.

I definitely feel that consumers like me are being taking advantage of with no voice. Let me tell you my stories.

1) What happened to the grace period? Credit card companies are charging you \$25 to \$35 fees for being 1 day late. With all the new electronic payments and banking programs, things can happen. I think that it's unfair not to have a day or 2 grace for payment.

2) Another thing that I noticed with multiple credit card companies is that you used to be able to make an electronic payment a day before it was due. Now, all of a sudden it takes 2 to 3 days to process. Their bill pay calendars do not let you select the next day without paying a processing fee or paying a late fee. We know they can process in a day because they used to do it!

3) The last thing that I noticed is lack of responsibility on the credit card companies to fix your credit report when they make the error. I've had a credit card company incorrectly report a 30-day late payment and then tell me that it's my responsibility to fix it. And, I've had another one in which I underpaid by \$10 (due to auto-payments) and report me late after years of on-time payments.

Please put some responsibility back on the big guys. The individual consumer doesn't get the media coverage and opportunity to complain about their financial woes.

I appreciate the opportunity to file comments in support of Regulation AA - Unfair or Deceptive Acts or Practices [R-1314], the recent proposal to curb unfair and deceptive credit card and overdraft practices. I support the credit card aspects of the rule, while also suggesting that protection is needed against additional unfair credit card practices beyond those covered in this proposed rule. I believe that stronger protection against unfair practices in bank overdraft programs is also needed.

Sincerely,  
Tammy Sloan  
110 Hedge Way  
Dublin, GA 31021