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Subject: Regulation AA

706 West Valley Road
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Proposals for Comment
Regulation AA- Unfair or Deceptive Acts or Practices
(R-1314)

I appreciate this opportunity to tell you about my dealings with Chase Card Services on my Chase Mastercard ending in 7640.

I had a Chase account for several years, never missing a payment, never paying lower than the amount due. During a period of financial stress, my account balance grew to near the limit of the card. Yet still I was able to meet the monthly request, even at the APR of nearly 15%.

Then, over a year ago, Chase increased my APR to above 25% because I was "carrying too much debt." I often reflect on the idiotic, illogical absurdity of such a decision: I'm carrying too much debt, so to help me, they raise my APR to put me even deeper in debt.

I complained and Chase said they would lower the APR if I closed the account. This I did and my APR was lowered to about 12%.

For each month after that I have paid at least the minimum amount, on time. Over time, this rate has slowly crept upward to around 15%.

Then, in April of 2008, I made a payment late.
And Chase's response? They raised my APR to 28.99% !!

Now, that really helps me get out of debt, doesn't it?

I phoned Chase about this, requesting that the rate be returned to 15%, still a usuriously high rate, but one I'm willing to put up with. After phoning and then writing to the company, I was sent a condescending reply telling me the rate would not be changed.

So, what do they have now? A customer carrying too much debt, whose former account is now back to 29%. This is my punishment for being late, once.

Thanks,

Joseph Brand

