

~Carol Pendergrast <pendergrastc@yahoo.com> on 08/04/2008 07:35:00 PM

Subject: Regulation AA

This is in favor of legislation to clamp down on unfair practices of credit card companies. My latest example was with the Chase company. They gave me an extremely small credit limit on a new card, which I didn't realize as I have very good credit and am usually granted a large credit limit when I apply for a card. Unknowingly, I went over the credit limit on my first bill and was fined \$39. I called to protest this and was told that as long as I paid my bill in full each month, any over-limit charges would be eliminated. Well, I did pay that bill in full, but by then my 2nd cycle was already over limit. When that bill arrived, I also paid it but noticed that I was charged \$39 again. When I called to dispute this and reported that I had been told that such charges would be deleted whenever I paid my bill in full (which I did each time), the representative I talked to said the first representative was incorrect in telling me that. I continued that I shouldn't be held responsible for something that one of the company's representatives told me! However, this 2nd representative refused to eliminate the second \$39 from my account, even though I said I would cancel the card if he refused to treat me fairly and honor what I had been told by the other representative. So I did cancel that card! Incidentally, I have had problems with a Chase card several years ago and am sorry to see that they have not improved in their policies or Customer Service!

Sincerely,

\Carol Pendergrast
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