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Name: Phil B Bartlett

Affiliation: retired

Category of

Affiliation:

Address: 45 Lakeside Drive

City: Narragansett

State: RI

Country: UNITED STATES

Zip: 02882

PostalCode:

Comments:

Banks Overdraft Charge Practices Bank of America is a primary example today of unfair customer practices regarding charges of customer overdrafts. The banks policies and practices are currently borderline fraudulent re the customer use of debit cards for payments. The primary problem with their practices is their procedure for the processing of charges in customer accounts. For example, if you checked your current daily balance by phone and you had a balance of \$60 in your account and during the day you made debit card purchase of \$25 and \$30 and at the end of the workday usually late in the afternoon you checked your balance either in an ATM or by telephone you would show a balance of \$5 since all ATM transactions are digital and are immediately posted to your account. If you checked you balance again late that evening in the time frame of 11:00 to 12:00 p.m. a balance of \$5 would again be indicated. In this situation if you happened to have a check outstanding for \$60 that was processed during the bank processing centers last run, Bank America's practice is to process the largest transaction first which results in 2 overdraft charges totaling \$70. This practice when considering the size of Bank of America increases their fees and

profits each year by tens of millions of dollars and is particularly difficult today for senior citizens on fixed monthly budgets and young working families when you consider the increased cost of getting to work and other essential living costs. If the banking commission happened to audit one or more of Bank of America's regional processing centers regarding this specific practice an understanding of the magnitude of this problem to the consumer would be understood. In addition if regional processing center senior management receives any type of annual bonus compensation for customer fee revenue the existence of such would further damage the credibility of the Bank if known by customers. The practices mentioned herein are totally self-serving and customers should not be penalized financially for questionable practices such as these. Banks have already gained significant productivity and cost savings through use of ATM cards and the customer should not be penalized for application of unfair practices when considering the questionable judgment senior officials of Bank of America and others have exercised regarding large financial losses in the sub-prime mortgage market.