

From: Robert Guilez
Subject: Electronic Fund Transfers

Comments:

Dear Sir or Ma'am

My name is Robert Guilez and I have been one of these people that has suffered from unfair bank fees. My wife and I have had over \$xxxx taken from us in under a year. This is due to the bank charging overdraft fines after holding and manipulating our account.

We have also experienced them pulling out money for "pending charges" (charges which have not been presented by the third party, but that show up because they are made on a debit card). They then use these "pending charges" to make amounts that have been presented by third parties bounce. They charge overdraft fines for these amounts. Then when the third parties actually due present these "pending charges" they also bounce causing more overdraft fines.

As consumers we often feel like we are paying for things twice when we use our debit card.

Another example of unfair bank practice would be blockbuster for instance. Blockbuster charges our debit card when a movie is past due, the charge is usually \$15 - \$25 per movie. However, if you return it then their charge is only \$1.75 per movie. Even though blockbuster reverses their fee and the larger fees only show up as a "pending charge", our bank loves to use this as a big ticket item, causing multiple items to bounce. Even though blockbuster reverses their fee, the bank refuses to reverse any of the overdraft fines that occurred based on this "pending charge."

We have done business with our bank for long enough that they know when the big purchases like the rent or car payment are due. They hold multiple items over so that when the rent or car payment is about to come out all of these little items will hit after them, causing as many overdrafts as possible. My one suggestion is to make banks take the money out in chronological order. They should not be able to manipulate it to their advantage to make money off the poor and middle class.

I read a job posting that said that our bank is a bank that helps its customers out, I had to laugh. They take as much advantage of us as they can. Please pass jurisdiction that would prevent the banks from continuing these unfair practices. We have unwillingly contributed well over \$xxxxx to the lining of bankers pockets. We are lower middle class and that money could have been much better spent on bills, food, and living expenses. I am just disgusted that we are handing this hard earned money to some bank because they manipulated the way money is taken from our account and we are helpless to stop them due to our level of income. We live from pay check to pay check and it is impossible to create any kind of savings when you are giving every extra penny to your bank.

Please feel free to contact me with any questions you might have.

Thanks and God Bless,

Robert Guilez