

From: Carl Thompson, Gilberts, IL
Subject: Electronic Fund Transfers

Comments:

On Mon, Mar 23, 2009
Hello Federal Reserve,

Thank you! Thank You for looking into these overdraft procedures!

I am very angry at banks for charging high over draft fees for such items as a cup of coffee.(low price items) I really do think that they process the transactions in such a way where an over draft will occur. I really do wish that they would limit the amount of overdraft fees that they can charge. My bank is charterone.com and my branch is located in Hanover Park, IL. I have had very high overdraft fees that have resulted from low priced items from my debit card. I have called them up and have kindly asked if they could reduce my overdraft fees. I even said, I would even pay %50 of the fees and they said that they could not help me out. Rules are rules. I then asked to speak to a supervisor and I even told the supervisor that I would have trouble paying my mortgage and monthly bills. And the supervisor still declined to help me out. I ended up having to use my credit card to cover my bills.

Here is how much I have had to pay in overdraft fees to www.charterone.com

02/24/2009 Insufficient Funds Fee
 \$195.00

02/26/2009 Insufficient Funds Fee
 \$78.00

02/25/2009 Insufficient Funds Fee
 \$39.00

02/27/2009 Insufficient Funds Fee
 \$117.00

12/31/2008 Insufficient Funds Fee
 \$117.00

Grand Total of: \$546.00 in overdraft fees.

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Best Regards,
Carl Thompson
Gilberts, IL 60136