

From: Natasha Cole
Subject: Electronic Fund Transfers

Comments:

Chairman Ben Bernanke
20th Street and Constitution Avenue, NW
Washington, DC 20551

Dear Chairman Bernanke:

Unfair overdraft fees cost Americans over \$17 billion per year, a high price to pay for what is essentially a loan that many of us didn't ask for and didn't want. One essential reform is a warning at ATM's and check-out counters so that overdrawn customers will not be charged a fee of more than \$30 without a chance to cancel the transaction.

As citizens we have all helped the banks get back on their feet with huge public bailouts. Please do all you can to stop "gotcha" bank fees, and help us stay on our feet at a time when every penny counts.

Chase Bank has developed a system that manipulates your account and creates a situation in order to charge you overdraft fees. I was charged \$335.00 in overdraft fees within two days because Chase put an excessive hold on my deposit for over a week. They offered to refund me \$150.00 then charged me another \$35.00 overdraft fee the very next day.

This is causing me tremendous financial hardship. There must be a way to stop banks from taking advantage of their customers in this way. They are making millions of dollars while putting their customers through financial hardship. This should be illegal.

Sincerely,
Natasha Cole