

From: Tom Conklin
Subject: Electronic Fund Transfers

Comments:

To whom it may concern,

I was reading about this and would like to vote for the opt-in bill. Around mid December of last year I had 13 overdraft fees in one week at \$34 each, talk about the Grinch who stole Christmas. Yes most of it was my fault (I didn't make sure my check cleared as it usually did right away, I had no reason to believe this time would be different), part of it was the banks way of doing the processing largest to smallest and also they opted to hold my check longer than usual before it cleared. Anyway before I got my e-mail saying I had an overdraft (Wednesday if I recall, things were overdrafting the Saturday before) It was too late and all I could do was watch the overdrafts come in one by one, \$442 worth. I felt I did more than my share on the banking bail out. I called the bank and they "graciously" dropped 3 overdrafts for me leaving me with "only" \$330 worth of overdraft fees. While on the phone with the rep I asked why I was allowed to accumulate so many overdrafts, why they didn't just stop my card? The rep said it wasn't the banks fault it was the merchants that allow the card to go through with insufficient funds.

Anyway, if I had the "embarrassment" of a merchant telling me that I had insufficient funds or an earlier warning system, how about an automated phone call saying you are about to overdraft or right after you overdraft the first time so it doesn't snowball into \$442 worth.

Anyway, I truly believe there needs to be reform in banking, they've made more than their share off of me. There seems to be a thin line between "customer service" and robbery.

Thanks,

Tom Conklin