

From: Araceli Martinez, San Diego, CA

Subject: Electronic Fund Transfers

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Comments:

Mar 17, 2009

Federal Reserve Board Email comments

Dear Email comments,

In the past two weeks I incurred over \$700 in overdraft charges from Bank of America due to their deceptive practices of practice of processing items in different order than they were incurred, specifically they held over ten items as "pending" for over a week and then processed an item which came in after those items first. I have ended up paying overdrafts on items as small as \$3. Bank of

America charges \$35 per overdraft item. As a result of this practice by my bank, I could not afford to pay my rent on time, and I had to borrow money for groceries for my family. When I inquired with a bank representative on this, he smugly replied "well that"s how the bank makes money."

I have yet to recover from this huge financial blow (because to me \$700 is a lot of money). I am even more upset by this because I have been a customer of Bank of America for over 12 years now and they could care less about the loyalty I have displayed.

Please allow me the chance to opt-in to overdraft services. This is the only way that I will truly feel protected.

Sincerely,

Mrs. Araceli Martinez  
San Diego, CA 92116-4741