

From: Catherine and Thomas Hansen
Subject: Electronic Fund Transfers

Comments:

To whom it may concern,

This is NOT customer service. If it was customer service and I was automatically enrolled, then AT LEAST I should be able to unenroll in the program. This is not the case at Wells Fargo! I was really upset with my husband when he got an email saying he had insufficient funds in his account. Here's what happened. He paid the rent and made a few other purchases. Then Wells Fargo didn't clear the transactions in the order received, they cleared the rent FIRST and then had all the small bills (3 lunches, 2 coffees, etc) clear later. We had 11 overdraft charges because they cleared the large debit first. At \$35 each, we lost a great deal of money that we didn't have to lose. The bank associates weren't very sympathetic either saying it is "corporate policy". I looked and couldn't find ANYWHERE in the contractual agreement I signed saying I was automatically enrolled into this "service". This is just wrong. It is NOT a service that I want, therefore my husband and I are looking for a bank that is willing to decline us if we do not have the funds. Also, we were not notified until a week after the initial overdraft, so it wasn't very urgent on their part to let us know we didn't have the money. I truly feel this practice should be illegal. Banks should not have a "corporate policy" that doesn't allow their users to be declined. Trust me...I would much rather be declined my coffee than have the nearly \$300 in overdraft fees. I would mostly prefer an opt-in so the bank would have to clarify to people the outrageous (300% in our case) interest rate they would incur if overdrawn, but obviously opt-out is better than NOTHING at all.

PLEASE DO SOMETHING!

Catherine and Thomas Hansen