

From: Theresa Drozda, Scottsdale, AZ

Subject: Electronic Fund Transfers

Comments:

Jan 27, 2009

Federal Reserve Board Email comments

Dear Email comments,

As a consumer who is responsible, and keeps track of my bank balances, I rarely, if ever have let my bank balance become overdrawn. In the few cases it had, it was simply because an error, one time because of 4 cents, I was charged \$125 in overdraft fees because the bank held a check for 10 days that I thought had been credited. This practice of over-draft fee is unfair, time consuming and stressful. It can ruin your good relationship with a business, or paying your mortgage or utility bills. If there has to be a fee, why can't it be reasonable such as \$2.50 or something like that? Why can't the bank, who has computerized EVERYTHING create sending out a text message, email, or automatic phone message alerting you that you are overdrawn and give you the entire day to come in and cover the amount before the charges? They text you for everything under the sun, it seems it could be done for us. Most people that overdraw do not mean to do so..this process could really cut down on unnecessary paperwork, stress and costs as well as improve customer relations. At this point in time, people don't like the way banks treat them, as if it is a privledge to deposit your money with them. This would be a good way to create a more positive image and better working relationship.

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

Sincerely,

Ms. Theresa Drozda
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