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Comments:

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I have been a customer of Wells Fargo Bank for over 26 years. I have had personal checking, savings, credit card accounts as well as accounts for my businesses. In January, I completely forgot to make the payment on my business card account and did so immediately upon a reminder from the bank via my email link. Meanwhile, they raised the interest rate on the account from 7% to 26%. A call to the bank did nothing but raise my anger level with the fact that a long term business relationship means nothing to them. Anyone in business knows that it takes a lot more to acquire a customer than it does to retain one. Apparently upper management forgot to screen their employees to determine competency of Business 1-A. Meanwhile, I'm will establish a new banking relationship with our local bank. The "Big Boys" lost another customer!!