

From: Angela Hollinger
Subject: Electronic Fund Transfers

Comments:

Mar 29, 2009

Federal Reserve Board Email comments

Dear Email comments,

I left Wells Fargo because of their overdraft fees. I am not the type of customer who usually goes over in their account. The last time before that was in high school, when of course you haven't yet learned to budget. I was in the middle of moving and with all the distractions that go along with that, I went over my account. Mind you, I had two checking accounts with them and a savings account. I didn't realize I was using the wrong card. They were identical in looks and numbers. I made several purchases totaling about \$50. Each time I went over I received a \$35 overlimit fee. So four purchases cost me about \$120 in fees! More than what I actually went over! Also, one of my purchases was for lunch that cost about \$3 but then I got charged \$35 for that transaction. That was the most expensive bag of chips ever. I called them several times about my situation to see if they could work something out but they declined me. I didn't believe this was fair at all. I can understand going over the first time because of a couple dollars and then charging me the fee but the card should have been blocked right after that. How can you let transactions go through when you know its already been over the limit? I shut down my account as soon as I got another bank account. I didn't want to go into the bank so I just took the money out of their ATM but left \$2 because it only pays in twenties. I just got a bill from a collection agency for \$92 because I "wasn't using my account" and so was getting fees because of that. My situation happened last year with the overlimit fees but I just got billed now for the collection of not using my account. This situation just seems so unfair any way you look at it.

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

Sincerely,

Miss Angela Hollinger