

From: Jack H. Alexander
Subject: Electronic Fund Transfers

Comments:

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Proposal: Regulation E - Electronic Fund Transfers
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Comments:

With your own survey indicating that customers are unaware that the bank charges you an overdraft fee and consumers can rack up fees of several hundred to several thousand dollars without being made aware that you are overdrawing your account you have to stipulate to the banks that they are not to be signed up automatically, but must choose to be signed up for this. Last week I racked up over \$500 in fees most from small purchases of \$10 to \$20 using my debit card. I bought \$20 of toilet paper because it was on sale and was charged \$10 to move the money and a \$37 fee by RBC Centura for the privilege of overdrawing my account. When checking with the Branch Manager of the Cameron Village RBC branch I was told that the bank could not refund any of the fees that was not a bank error.

I was also told that because I was automatically signed up for this I did not show up on the banks list to call to make me aware that the account was overdrawn (from a transfer) to begin with. Engaged I spent the entire day raising heck with 800's, service assistants, service managers. Only after asking for the name of the CFO, the CEO and threatening to write the banking commission, the local news station, the attorney general and any one else I can think of did they put \$300 of the fees back in my account. I was told that they would have to obtain special approval on a national level from RBC management in order to take me off of automatic check payments and it was an all or none situation.

They could not pay a check that was presented if I was overdrawn and not forward funds if a debit card was overdrawing the account. They further stated they thought they could accomplish this but they did not have that capability at the branch level and that they would let me know within a week if they could take me off the automatic payment list. In other words it was like pulling teeth to have this automatic overdraft removed from my accounts, they did not discuss leaving it for checks and if I had not raised so much of a ruckus I would have been stuck with the fees. They essentially charged me over \$500 to allow me to overdraw my account by \$1,500 over the course of 5 days.

This is a several thousand percent fee and usury. No one I spoke to in the branch or service centers explained to me that they were able to set the account up to pay checks but not debits at stores and ATM's. They either did not know this or it represents such a big revenue source for the banks that they are unwilling to accommodate this relationship. Yes, you do receive a notice in the mail.

However in the course of 4 days between the time I overdrew my account and took the notice out of my

mailbox I racked up over \$500 in fees. I think banks should be required to call customers to let them know when they are overdrawn so that customers can take corrective action. I understand banks were surveyed on the fees they charge for returned checks. Please be aware that RBC charges 2 fees. One for a returned check \$37 and another \$10 to put the money in the account to cover the visa, check expense.

I WOULD LIKE TO IF I CAN ACCESS THE FEDERAL RESERVE REPORT THAT ADDRESSES THE FEES THAT BANKS CHARGE AS I AM NOW LOOKING FOR A NEW BANK AND WOULD LIKE TO DEAL WITH ONE THAT OFFERS A CHOICE AND HAS LOW FEES. I WOULD LIKE TO KNOW WHAT BANKS THAT HAVE BRANCHES IN THE RALEIGH NC AREA HAVE RETURNED CHECK FEES IN THE LOWER RANGE THAT WAS IN YOUR SURVEY. I WILL MENTION ALSO THAT THIS WAS THE FIRST OVERDRAWN STATUS I HAD HAD IN TWO YEARS SINCE THE ACCOUNT WAS SET UP AND THAT WAS THE REASON I WAS UNAWARE OF THE DEBIT FEES. STILL BOILING MAD IN RALEIGH N.C.