

From: Monica Bellenger
Subject: Electronic Fund Transfers

Comments:

Board of Governors of Federal Reserve System
20th Street and Constitution Avenue, NW
Washington, DC 20551

Dear Federal Reserve Board Director:

I support the proposed requirement that would require financial institutions to obtain consumers' affirmative consent (or opt-in) before any overdraft fees or charges may be imposed on consumers' accounts.

Banks should get explicit permission before enrolling customers in the most expensive overdraft system, automatically covering overdrafts and charging high fees, and should be stopped from using unfair practices to increase their overdraft fees.

Just this month, I was charged over \$500 in overdraft fees when my bank processed transactions I had made with my ATM/Debit card by letting these transactions proceed when my account was obviously low on funds. My checking account did not have overdraft protection set up on it (at least not that I had set up or given permission for). Then, without my permission, my bank linked my over-drawn checking account to my 6 year old's daughter's minor custodial savings account and drained her entire account of \$100. The bank said this was money I "owed" the bank, despite the fact that this account was an entirely different type of account that was never set up to be linked to my checking account or authorized to serve as "overdraft" protection in ANY way. That saving's account was money that my six year old had scrimped and saved from a lemonade stand, yard sales, doing chores, etc. My husband and I never gave our bank permission or set up my daughter's account as "overdraft protection" for my checking account. The bank did this without my permission, on their own - unbeknownst to us. After jumping through several hoops, complaining to several customer service reps, managers, branch manager, etc. the bank suddenly "discovered" this error, and restored the money to my daughter's account, but the bank still stuck us with the outrageous overdraft fees. If my bank account does not have enough funds in it to complete a transaction, I want my card to be declined. I want to know that I am able to overdraw my account, so I can decide whether or not to proceed. That way the consumer has true choice in the matter. The way the bank's currently process all transactions regardless of the availability of funds is ridiculous, and only benefits the bank, not the consumer. This procedure is simply a way for Banks to charge you outrageous fees when you as the consumer inevitably go in the "red." I want change!

Sincerely,

Monica Bellenger