

From: Pamela Check, Chico, CA
Subject: Electronic Fund Transfers

Comments:

Feb 26, 2009

Federal Reserve Board Email comments

Dear Email comments,

I live on a limited income and I use a debit card. At first, if the funds available were insufficient for any reason, the card would be refused for that amount. I felt protected.

Then, I became aware that the bank would honor the amount no matter what I had in my account. I keep up with the balance and check regularly, but sometimes there would be a fee I wasn't aware of or payment I hadn't agreed to. I would find out by getting a notice at least a week after the event with all the bank fees attached to it. Once this was triggered by a discrepancy of only \$1.89.

I called Wells Fargo and talked to a representative (fee). I asked that this overdraft protection be lifted. I was told it was for my protection and that it was automatic, I would just have to keep better records. I was scolded and told it was my own fault. I told WF the only one that I see being protected by their overdraft protection was their bank.

I resent being treated like a child and I am outraged that they can deny me the control of how I use my debit card and that they are allowed to take advantage of this situation by using punitive fees.

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

Sincerely,

Ms. Pamela Check
Chico, CA 95926-1475