

From: Andrea Gravenhorst
Subject: Electronic Fund Transfers

Comments:

Hello!

I am a soon-to-be previous customer of National City Bank. I have already closed my checking, savings, and credit lines, with hopes to transfer my mortgage and home equity from National City yet this year.

Throughout 2008, My husband and I were victims of bogus miscellaneous charges from National City. For many years my husband and I both had our paychecks deposited through direct-deposit into our National City checking account, without any problems or delays in postings to our checking account.

January 2008, my husband changed jobs to a company that does not offer direct-deposit payroll. As a result of this, we noticed reoccurring delays in postings of his paycheck into our checking account. My husband would deposit his paycheck directly with a local teller, and not have it post to our checking account until Wednesday the following week. And due to the delay of his paycheck deposit, online payments would post Monday or Tuesday, sometimes causing our checking account to become over-drawn.

If a check would post the same day as the deposit, National City would post withdrawals BEFORE any deposits, sometimes causing our account to be over-drawn again. My husband started to cash his check with the local National City teller, then deposit the cash into our checking account. This allowed the deposit to post before the following Monday at midnight. During the fall of 2008, National City would no longer allow my husband to cash his check and deposit it into our checking account, stating it was against their policy.

Normally, if his paycheck were deposited on Friday, it would usually post Tuesday at midnight. If it were a holiday weekend, his check would not post until the following Wednesday or even Thursday the following week. Because we pay all our bills online, this delay of deposited funds continued to result in overdrafts and other miscellaneous charges. There were some months where my husband and I felt as if we were being raped by our bank.

This year we have started to transfer all our accounts from National City to Sutton Bank, our local financial institution, where our deposits are posted much quicker than National City. There were times with National City, where I felt they were holding our funds to cover themselves, and the miscellaneous charges were usually bogus.

We were members of the National City 'Works' program that is provided to VIP business accounts, such as my employer. Most of my co-workers who participated like myself in the 'Works' program, have also bailed ship with National City due to bogus charges and posting delays.

I feel that with the economy already being a strain on American workers, we don't need the banks taking advantage of those who might be faced with tough times. Shame on National City for their ways of doing business!

Thank you,

Andrea Gravenhorst