

From: Anonymous
Subject: Electronic Fund Transfers

Comments:

I work for a bank and we are not allowed to refund overdraft fees unless it is bank error (which is very rare). The bank also posts highest to lowest amounts causing more overdrafts than necessary. If you don't have funds in a savings account or the account is not linked to the checking account you are out of luck. I think this an outrageous practice causing many people financial hardship, bad opinion of the bank, and makes me feel bad for the customer too. Banks should not automatically extend credit and then charge steep fees for the service. This is not a service it is robbery. I vote to stop this practice and give the consumer options to protect their accounts.

Thank you for this opportunity to voice an opinion.