

From: Kimberly B Wells  
Subject: Electronic Fund Transfers

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Comments:

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Name: Kimberly B Wells

Affiliation:

Category of Affiliation:

Address:

City:

State:

Country:

Zip:

PostalCode:

Comments:

Electronic Fund Transfers. My bank (Chase)recently charged me \$550 in overdraft fees to cover \$200 in small purchases. I had plenty of money in my savings account to cover the charges but they had at some point in the past (without my permission) changed my overdraft to go to my credit card account instead of my savings. I believe they did this so they could now benefit from the interest rate on the same money. When I tried to argue that this wasn't how I set it up originally I was lectured that I needed to read the fine print. If they had declined my purchase I would have known there was a problem immediately and fixed it. But they would have been out \$550 dollars of my money. It shocks me that banks today have no compassion for their customers. They deliberately try and find ways to trap people into fees that they aren't aware of until it is too late. I have money to cover this huge mess but I can't imagine how others without those resources must feel. Please stop letting citizens be robbed by institutions whose mission used to be about trust and responsibility. It has turned into a game of gotcha. This is a disgrace.