

From: Linda McClellan, Wilmington, IL  
Subject: Electronic Fund Transfers

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Comments:

Feb 19, 2009

Federal Reserve Board Email comments

Dear Email comments,

I have lived in Wilmington for 50 years, and it is a small town of 5000 people so everyone pretty much knows each other. I attempted to withdraw cash from account with bank B (employee credit union in New Jersey) at bank A (Wilmington bank) ATM machine with debit card issued by bank B. I have a bank account at Bank A, too. I had not used this debit card for several months and forgot that I had to change the pin number about 6 months ago. I keyed in the old pin number three times. The ATM machine then confiscated my card. I went to the teller window & explained that I had to have my debit card returned to me because I had to withdraw cash from bank B to deposit to my checking account with bank A or I would be overdrawn. They told me that the card would be mailed to bank B who would return it to me. They told me this was bank B's policy. I deposited personal check to cover the overdrawn amount. The following Monday, I called bank B to ask them if they had my debit card. They said no and that it was not their policy to require bank A to mail them confiscated cards. I called bank A and ask them where my debit card for bank B was and they told me that it had been destroyed. This was, in fact, Bank A's not Bank B's policy. I told Bank A that they had caused me to be overdrawn by confiscating my card. I had to get a new card from bank B which took 12 days. In meantime, I opened a third account with a credit union in nearby city which had agreement with bank B to support each other's clients. I deposited a check to cover any overdrawn amounts the same afternoon that the debit card was confiscated. However, I was still charged 3 overdrawn transactions of \$34 each due to the overdraft which bank A caused. I am closing my account at bank A because of their outright greed knowing me and my account with them and still getting every dime they can from me. They have lost a customer.

Stop all these banks from assessing ridiculous charges because they think they have a corner on the market. Why does it cost \$34 for an overdrawn amount of a few dollars. Why under circumstances was my deposit delayed in the middle of the day.

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

Sincerely,

Ms. Linda McClellan  
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