

From: James Koelbl, Cross Plains, WI

Subject: Electronic Fund Transfers

Comments:

Feb 20, 2009

Federal Reserve Board Email comments

Dear Email comments,

My experience with overdraft fees was with my Associated Bank (WI) checking account. The one and only time my account was accidentally overdrawn, the Bank covered a small check automatically charging a large overdraft fee. Instead of calling me (a long time customer) to inform me, they drafted a letter and sent it via snail mail. By the time I got it, another small check and an ATM withdrawal were overdrafted with fees. My calls to customer service to ask for a solution were met with a stone wall. I instantly started a money transfer but in the two days it took for the transfer to complete two more checks were overdrafted with fees. The total check values were less than the fees. Please stop banks and credit card companies from charging ridiculous fees for unrequested overdraft services and late fees.

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

Sincerely,

Mr. James Koelbl
Cross Plains, WI 53528-8832