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Subject: Electronic Fund Transfers

Comments:

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Proposal: Regulation E - Electronic Fund Transfers

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## Comments:

I have been charged overdraft fees before some years back. I have overdraft protection attached to a line of credit (I opted-in) that my bank was offering at a time in 1997, this I had to sign for. It was 300.00 unsecured line of credit at an interest rate of 18%. Then the First Virginia Colonial Bank that I was at was acquired by BB&T. BBÞremoved my overdraft protection line of credit without telling me and when I needed to have an automatic transfer made and expecting this 300.00 to automatically transfer into my checking account it did not and I received five overdraft fees of 25.00 each.

Therefore, I called the BBÞand they said they would look at the fees to see if they were refundable. They did refund all five fees but they did not reconnect the overdraft protection that was causing these fees. The next time I was expecting to have my unsecured line of credit to transfer into my checking account it did not and I received five \$32.00 overdraft fees so I called BBÞand they said it was not refundable. I did not even think that they would do something like remove the link that made the automatic transfer happen, so I got off the phone and paid them. A month when by and this happened a third time so I called and this time thinking straight on what had happened and asked BBÞwhat happened to the line of credit at 18% that had been linked, they said "What line of credit?" I said, "The one I have had for over 5 years now."

Then they told me it was not connected and that is why I received five more overdraft fees at 32.00 each. They did refund these last fees but I never forgot how they took money from us. I still have BBÞas my bank now but not without a bitter feeling. Opting-in would help to sustain American wealth. I do believe that these overdraft fees have a great negative impact on many families try to do the right thing and pay their bills on time. You see I work for a bank in customer service on the phone now this bank did receive TARP funds. I am on the front line of protecting the banks interests and overdraft fees are one of them, others include concern about giving bonus to top paid employees. My CEO said something in a letter to the Fed to the effect of this 90% tax on bonus would have the potential to damage the ability of the government to engineer a financial recovery. I believe if the money is received by the bank were to be

lessened this would create a way for some people not to have a domino effect. Thus causing them to lose more and more money every month and eventually default on there loan obligations and give them back the buying power to purchase the goods that are needed to sustain this economy. Thus allowing them to pay there debt and pay more sales tax for their state. Please tax us to death but do not let banks tax us without representation or loan to us with no contract and clarity. I want an Opt-in policy!