
From: Mary Ann Bannan Haines [mailto:maebe@pacbell.net]
Sent: Monday, August 16, 2010 3:42 PM
To: Overdraft Comments
Subject: Please reduce for fixed income/social security recipients

Thank you for inviting comment. I have been struggling to escape overdraft fees for 8 months. For a variety of reasons, income I was expecting to overcome the need for them was delayed, usually because of post office errors, on at least 3 different occasions. As a result, my bank was taking approximately 20% of my income in fees every month. I could not escape this because my regular income was too low to cover necessities (food, fuel) without an overdraft and quarterly payments were lost in the mail or were reduced. I then decided to open another account and gradually transfer my funds, half of which come from social security, to the new account. I discovered however that my new bank was much more greedy than my old bank and imposed overdraft fees even I refused the privilege. They also charged me \$1 to check my balance at an ATM and once left a notice on for such a short time I tried to read it by going into the ATM 5 times, for a \$5 fee, of course. I still don't know what the notice said and was not aware that I would be charged to check my balance. If I made a deposit, I was allowed to withdraw some funds from it. But, this was treated as an overdraft without my being given notice of that fact either. In two months, although I was desperately trying to keep track of the balance in the new account, I was charged almost \$200 in fees, not counting the regular bank charges. The service at the bank was terrible. No service was in place as advertised and I was blamed for their errors. I cannot close this account because I have another \$20 overdraft which occurred right after the bank cancelled \$75 in fees when I protested. This last charge is legit because I made a mistake,. But I should have had much more money in the account had there not been even other fees that were improper and excessive deducted.