
From: A-CASTRO [mailto:castro-alansa@comcast.net]
Sent: Sunday, August 15, 2010 10:33 AM
To: Overdraft Comments
Subject: overdraft fees at [*Name of Financial Institution*]

I have over the past several years personally experienced the problem of having both [*Name of Financial Institution*] (my personal account) and [*Name of Financial Institution*] (my business account) charge overdraft fees on multiple checks when there were ample funds to cover all but the biggest one.

I'm not referring to multiple withdrawals or debit card purchases. I'm referring to actual paper checks. In at least one instance it involved a check for \$1000 that would have cleared but was actually RETURNED and, of course, I was charged the overdraft fee!

I'm old enough to remember that these same banks used to cover as many checks as possible on a given day before starting to charge overdraft fees. The story I've been told every time I've asked is that they assume the biggest check is the most "important." It's obvious that the bank has anything but the customer's best interest in mind. The reps act like I'm a lunatic when I say there's nothing altruistic about the practice and that banks used to cover the small checks first!

I am self-employed and often waiting for electronic funds or checks from clients. There's nothing worse for me than the automatic withdrawal that comes through when a client's payment hasn't. And sometimes these automatic withdrawals or scheduled payments come through two or three days in a row before they stop--racking up multiple overdraft fees. And they can't be suspended quickly enough to avoid the problem.

And, please, legislating that banks counsel those of us who experience this problem won't help. The banks will tell us to keep ample funds in overdraft protection. Duh! I'm not an idiot--if I had thousands of dollars in funds in a savings account I wouldn't have had the problem!

More to the point would be why [*Name of Financial Institution*] closed both my personal line of credit and my home equity line of credit and [*Name of Financial Institution*] closed my business line of credit even though all were completely up-to-date at the time!!! Those were my safety valves. Things have only gotten worse, not better, in this current economic climate. Now my once-stellar credit has sunk to the point that I've had to accept the overdraft fees as a fact of life.

Angela Castro

9 Barton St.
Newburyport, MA 01950
978-462-0813
castro-alansa@comcast.net