
From: Lamoreux, Pam [mailto:LamoreuxPam@bfusa.com]
Sent: Thursday, August 19, 2010 11:59 AM
To: Overdraft Comments
Subject: double payments

I had an incident in which a corporate credit card bill that I'd already paid off (over \$1000) was presented again to [Name of Financial Institution] for automatic withdrawal, leaving me extremely overdrawn. The financial institution proceeded to drain my savings account, slapping on another \$5.00 fee for that action, and adding many more overdraft charges for the other bills I thought I could afford that pay period.

I pointed out to them that they should have noticed duplicate payments (made within 4 days of each other) to the credit card company, and just taken the time to call me – I could have told them NOT to process the duplicate request. I happened to be out of town that Thanksgiving weekend and never found out about it until mid-week the following week – via snail mail.

[Name of Financial Institution] just said the whole process was automatic and they would not reimburse me any of the fees, even after the credit card company sent me a check for the overpayment.

I ended up having to borrow money to bring my checking account barely into the black before I received that credit card reimbursement. But the hundreds of dollars in overdraft charges were never reimbursed, by either institution.

So, yes – I am glad we can now opt out of such nonsense. But in addition: I want some account monitoring and common sense applied by banks/credit unions. If everything is indeed “automatic,” then the banks are not even EARNING the exorbitant fees they are charging.

Sincerely,

*Pamela Lamoreux
Sales Training Coordinator
Bridgestone Bandag Tire Solutions
2905 N Hwy 61, Muscatine IA 52761
563-262-5249
800/523-6366 option 4*

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