
From: KRayAnnis@aol.com [mailto:KRayAnnis@aol.com]
Sent: Monday, August 23, 2010 7:54 PM
To: Overdraft Comments
Subject: bank overdraft procedures

My husband and I receive our monthly SS checks at the same time, the third Wed of the month. The bank's automated phone system informed me that the bank received our checks on July 20 and provided a balance on July 21 that included both check amounts. A few minutes after the automated phone call, I went on line and noticed that it appeared that our account was overdrawn, but there was a pending deposit balance which would more than cover the overdraft. To make sure that we did not owe an overdraft charge as none was showing, I called customer service and spoke with a live representative who assured me that there were no overdraft charges showing and that I did not have to worry. A few days later I received an overdraft notice in the mail. It was very obvious to me that the bank had manipulated the funds so that we would incur an overdraft charge. I would be very happy to see restrictions put on banking practices that are so blatantly geared to take advantage of the customer.

Sincerely,
Inez Kathleen Ray-Annis