

From: Claudia Stanley [cstanley@gbcinc.org]  
To: Overdraft Comments  
Sent: Mon 08/30/2010 11:52 AM  
Subject: comments on overdrafts

I would like to recommend a monthly limit on overdraft fees. I have been charged 29 dollars per overdraft per check for 6 checks when there were ample funds on deposit in the institution – they justified it by saying that the accounts weren't "connected". I have since found out that if I get on-line to check my accounts they ALL show up on the same screen. So I do not understand – if they appear this way for me ( on my home screen) why can't the credit union have the same info and at least notify me – and why are there multiple charges for each item when a they are processed at the same time?

\$174 for what might have taken 5 minutes of someone's time? Even at ten minutes that is still over a thousand dollars per hour.

I am willing to assume responsibility but I am sick and tired of being abused, ripped off and neglected by those who should be interested in keeping me as a consumer.

I'm beginning to think this country has lost sight of the human involved –technology has become the 'be all –end all' and the attitude is not what can we do to help you but here's to big business and the hell with the little people!

I appreciate the fact that you are taking comments but strongly suspect that once I hit send and this goes into cyberspace I will have figuratively done a 2010 version of spitting into the wind. I'm going to be 64 next spring and a short decade ago didn't have a computer but I did knew the name of my bank teller.

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