### **BANK OF THAYER**

116 Chestnut Street P. O. Box 35 Thayer, MO 65791 417-264-7217 fax 417-264-7240



## HOWELL COUNTY BANK

960 Preacher Roe Blvd. P. O. Box 468 West Plains, MO 65775 417-257-0077 fax 417-257-1502

September 11, 2010

Federal Deposit Insurance Corporation

via OverdraftComments@fdic.gov

RE: FDIC FIL-47-2010 dated August 11, 2010 "Overdraft Payment Supervisory Guidance"

The Bank of Thayer appreciates the opportunity to comment on guidance referenced above. It is our opinion that the proposed guidance goes beyond what has traditionally been provided through interagency guidance imposing expectations that are not currently required by law or regulation. Additionally, if the FDIC pursues the adoption of this guidance without Interagency support we will be placed at a competitive disadvantage with national banks.

Moreover, the guidance is directed at a program that our customers like. We have always offered customers the ability to opt out of the entire program at any time and more recently the rights to opt out of the program for debit cards and ATM transactions but few have done so. Customers appreciate not having the embarrassment of having a transaction returned and appreciate not receiving returned check charges from merchants in addition to NSF fees imposed by the bank as a result of overdrawing their account by check. We recently asked for input from our customers regarding their experiences with the program – all responses are attached. Note there was not one response complaining about the program.

The guidance states that the FDIC expects financial institutions to promptly honor customer requests to decline coverage resulting from non-electronic transactions. We have offered this right to customers as long as we have offered an overdraft program. The percentage of our customers who have opted out is well short of 1 percent. Why would a customer opt out when if they overdraw their account by check they will receive an NSF fee equal to an overdraft fee in addition to merchant returned check fees, embarrassment and potential legal action.

The FDIC expects banks to give consumers the opportunity to affirmatively choose the overdraft payment product that meets their needs. We have always offered customers the ability to set up automated transfers from savings or other deposit accounts to cover overdrafts and prevent charges. In the past, we offered overdraft lines of credit but we have discontinued offering this product. We have found the loss history of this product to be such that it is not profitable or practical for the bank to offer. I suspect that the majority of customers utilizing the overdraft product today will not qualify for personal lines of credit under normal and regulatory expected underwriting criteria.

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Member FDIC www.bankofthayer.com

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The FDIC expects financial institutions to monitor accounts and take meaningful and effective action to limit use by customers as a form of short-term, high-cost credit, including, for example, giving customers who overdraw their accounts on more than six occasions where a fee is charged in a rolling twelve-month period a reasonable opportunity to choose a less costly alternative and decide whether to continue with fee-based overdraft coverage. Customers currently receive daily notices after each overdraft as well as several notices throughout the month and phone calls if they are not able to catch the accounts up. Within the customer notices, we encourage the customer to call the bank to discuss a more affordable method of managing their finances. Customers are also provided all of the disclosures currently recommended by guidance.

The FDIC expects financial institutions to institute appropriate daily limits on overdraft fees and not process transactions in a manner designed to maximize costs to the consumer. I am proud to say that Bank of Thayer has instituted an appropriate daily limit and processes transactions in the order in which they are received and not in a way to maximize costs to the consumer. I think it is important to differentiate between the banks which have processed transactions to increase costs to the consumer and those like our bank that have not because we don't believe that is an ethical approach or good customer service. We, and probably many banks, have incorporated the practices outlined in the 2005 Joint Guidance on Overdraft Protection Programs.

Finally, I would like to point out that if we are limited in charging 6 overdraft fees per year we will approve far fewer overdrafts resulting in NSF charges for consumers coupled with merchant returned check fees. I don't see how this helps the consumer. The bank will be forced to return most items over 6 per year because it cannot bear the risk of paying accounts into overdraft without the fees that offset this risk. Furthermore, the customer would still be charged an NSF fee if the check is returned, a merchant returned check fee and potential legal and credit issues as a result of the returned check.

Thank you for your time and consideration of our comments.

Sincerely,

Adam Courter

**Executive Vice President** 

Bank of Thayer

My name is Marily L. Wilson	
I am a customer of Bank of Thayer.	
I live in Kash Konny, mo.	(city/state)
My family has benefited from an overdraft program. We are tax paying citizens.	
Our use of the overdraft program has helped us in these ways:  Has helped us but from pay chech to	Pay Checks
to either pay hills or put food on the	9
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	-

Don't throw our needs under the bus!

Your job is to help us - not to put us at financial risk!

Marilyn L. Wilson Signature

We need to have an overdraft solution that helps us in these difficult times.

My name is	ı
I am a customer of Bank of Thayer.	
Ilive in Mystle, MO	(city/state)
My family has benefited from an overdraft program. We are tax paying citizens.	
Our use of the overdraft program has helped us in these ways:	
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") Overbratt tragram helps us to meet emergence	y obligation
1) Overdraft frogram helps us to meet emergence 2) It has holps us who we down know out	- account balance was low
Don't throw our needs under the bus!	

We need to have an overdraft solution that helps us in these difficult times.

Your job is to help us – not to put us at financial risk!

Claylo-VP Dae Signature

My name is Betty MAHAN
I am a customer of Bank of Thayer.
I live in(city/state)
My family has benefited from an overdraft program. We are tax paying citizens.
Our use of the overdraft program has helped us in these ways:  Hood Propose Hasaline, Medical  Relation & Black & Comments of the second of th
Bille, medinier - Electric Insuser -
Repairs on my Cal-
Don't throw our needs under the bus!
We need to have an overdraft solution that helps us in these difficult times.
Your job is to help us - not to put us at financial risk!  Bety maken  Signature  Signat
$\mathcal{O}$

My name is Michall, D. Peralta
I am a customer of Bank of Thayer.
I live in $ALTON \cdot MO$ (city/state)
My family has benefited from an overdraft program. We are tax paying citizens.
Our use of the overdraft program has helped us in these ways:  Pay for flesh Cost of Jasoline
High Cost of grocenies
High Cost of Proppue
1) == 01/. M= 1= - DP///

Don't throw our needs under the bus!

Your job is to help us – not to put us at financial risk!

We need to have an overdraft solution that helps us in these difficult times.

I am a custo	mer of Bank of Thay	_			
I live in	WEIT &	hains	Mo	(city/state)	
My family ha	s benefited from an paying citizens.	overdraft program.			
Our use of t	ne overdraft program	n has helped us in the	se ways:		
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				: •	
				HIGH PARKET TO THE TABLET OF T	<del></del>
Don't throw	our needs under the	bus!			
We need to	have an overdraft so	lution that helps us in	these difficult times	<b>S</b> .	
		t us at financial risk!			

My name is Elenna Mort
I am a customer of Bank of Thayer.
I live in West Plains, Missouri (city/state)
My family has benefited from an overdraπ program. We are tax paying citizens.
Our use of the overdraft program has helped us in these ways:  **Lit has helped me keep my insurance**
Courage when there wash enough money
in the lank to court the cheek. This saved
me a lot in not having to pay reinstatement fles.
Don't throw our needs under the bus!
We need to have an overdraft solution that helps us in these difficult times.

Your job is to help us - not to put us at financial risk!

My name is DONALD W. TABOR	
I am a customer of Bank of Thayer.	
I live in THAYER, MO	(city/state)
My family has benefited from an overdraft program. We are tax paying citizens.	
Our use of the overdraft program has helped us in these ways:	
IT IS A CUSHIDAL FOR SMALL	
EMERGENCIES, I USE IT WHEN N	(EEDED ·
THE FEE IS NOT EXORBITANT.	
PLEASE NO GOV. INTERFERENCE	<u> </u>
Don't throw our needs under the bus!	
We need to have an overdraft solution that helps us in these difficult times	

Your job is to help us – not to put us at financial risk!

Monalet W. Tabou

# My name is ANTONIO NETTLES & MARTINA LORENZO

I am a customer of Bank of Thayer.

I live in ALTON, MISSOURI (city/state)

My family has benefited from an overdraft program. We are tax paying citizens.

Our use of the overdraft program has helped us in these ways:

WE HAVE BEEN ABLE TO PUT GAS IN OUR CAR TO DRIVE

TO W.PLAINS FOR MEDICAL TREATMENT, BUY SCHOOL

SUPPLIES AND CLOTHES FOR OUR DAUGHTER AND PAY

FOR UNEXPECTED THINGS (A LARGE VET BILL FOR EXAMPLE).

Don't throw our needs under the bus!

We need to have an overdraft solution that helps us in these difficult times.

Your job is to help us - not to put us at financial risk!

Signature

martine & Lorenz

My name is <u>Campelia Jean Lucas</u> -Hanson	
I am a customer of Bank of Thayer.	
I live in Loot Plain, Mo. (city/state)	
My family has benefited from an overdraft program. We are tax paying citizens.	
Our use of the overdraft program has helped us in these ways:	
I like to the federal gout as you Senator's	)
my family in economics crisis has helped	Ŋ
tecessian. I have made my reports to the hour taking it away is obsuid you guys get y Don't throw our needs under the bus!	JL OWV
We need to have an overdraft solution that helps us in these difficult times.	
Your job is to help us – not to put us at financial risk!	
Camella Jean Lucas Hanson	
Outomatic pay haises we military don't. It's times you stop the renause and Straighten of this mess.	, ud

My name is Kimberly Barton
I am a customer of Bank of Thayer.
I live in west flains, mo (city/state)
My family has benefited from an overdraft program. We are tax paying citizens.
Our use of the overdraft program has helped us in these ways:  Stood Sot my Child, a vehicle to get back
and forth to work so I can make a living,
moking sure my daughter has a roof over
her head. The stress relief knowing my home town bank has been there to help just to get Don't throw our needs under the bus! To the next pay day,
We need to have an overdraft solution that helps us in these difficult times.   Your job is to help us – not to put us at financial risk!
Signature

My name is Clara Sue Daves
I am a customer of Bank of Thayer.
I live in(city/state)
My family has benefited from an overdraft program. We are tax paying citizens.
Our use of the overdraft program has helped us in these ways:
over draft has holped my Bamily get back on are feet,
also it has helped me pay my electric, buy Good
Gormeand my Children it also has helped me get
To the doctors because I have alot of problems
Imand fighting for my descablely my husband is working
We need to have an overdraft solution that helps us in these difficult times.
Your job is to help us – not to put us at financial risk!
Signature Signature
Really hard to support us. I pray to god thing
10 is god thing
hard and muse for Us. My husband works really
hard and pays are dares and thank God
Film of the wind thank god
Every Lay for him and for you for Helping (1)
Helping (I) 10 de 201
Bath of shope thing will be abot
Helping Us I hope thing will be alof Better for Christmas for my Children
Sings of Course of the Constant

My name is Lathy Jud
I am a customer of Bank of Thayer.
I live in Dest Plains, MO (city/state)
My family has benefited from an overdraft program. We are tax paying citizens.
Our use of the overdraft program has helped us in these ways:
Gostor Doctors Prescription Co-Pays Graceries
Lots Of Different Days
Dow't there was a second and second as the second
Don't throw our needs under the bus!
We need to have an overdraft solution that helps us in these difficult times.
Your job is to help us - not to put us at financial risk!

Signature Judio

	My family has benefited from an overdraft program. We are tax paying citizens.
	Our use of the overdraft program has helped us in these ways:  Allowing myself extra Fund wend needed of a very small fee.
	Emercyany medical + prescriptions
	Extra food if needed
	paying shot-off notices when needed
	Don't throw our needs under the bus!
	We need to have an overdraft solution that helps us in these difficult times.
	Your job is to help us – not to put us at financial risk!
	Signature Lag
Do	nt you people have enough power without trying
) <i>lo</i>	nit you people have enough power without trying introl how we do our banking. We make our own al chocies, the banks don't hake them, why do you you should. Who elected you! Don't try to be you think that we live in Cold War is they have you feel it we made choices. How would you feel it we made choices
0e r 50 m	at enderes the sheeted now! Don't try to be
rel	you should. Who exercise got the first of the law
isa h	wother, Do you think that WE I've In Cold war
19514	? How would you feel it we made choices
	IN OUT P
	Thank you.
	" Lillian J. Long

(city/state)

I am a customer of Bank of Thayer.

I live in Thayer, Mo.

My name is Leonard Welch
I am a customer of Bank of Thayer.
I live in <u>WeST Plain 5 mo</u> (city/state)
My family has benefited from an overdraft program. We are tax paying citizens.
Our use of the overdraft program has helped us in these ways:
we have been slort on cook at the end of
Each month so the over draft program has
help us to free our bills fail up untill
we get on our feet Tanks
Don't throw our needs under the bus!
We need to have an overdraft solution that helps us in these difficult times.
Your job is to help us – not to put us at financial risk!

Signature welch

My name is ALDWELL
I am a customer of Bank of Thayer.
I live in KoSHKONONG, MISSOURI-RT.265692 (city/state)
My family has benefited from an overdraft program. We are tax paying citizens.
Our use of the overdraft program has helped us in these ways:
When I need to Borrow money, The Bank
allows me That Privilege as long as T repay
each 30 days. I consider overdraft fees
fair, To use The Bank's Money. This service is gratefully needed and appreciated. Don't throw our needs under the bus!
We need to have an overdraft solution that helps us in these difficult times.
Your job is to help us – not to put us at financial risk!
anita Caldwell Signature

My name is Judy Nourdin
I am a customer of Bank of Thayer.
I live in Hartford Orhansas (city/state)
My family has benefited from an overdraft program. We are tax paying citizens.
Our use of the overdraft program has helped us in these ways:
Daying bills when due-
unexpected emergencies)- sometimes
hasic necessities would be hard to take
care of without the cushion of knowing &
Don't throw our needs under the bus! had this protection
We need to have an overdraft solution that helps us in these difficult times.
Your job is to help us – not to put us at financial risk!
Signature J. Dardin

My name is Bonnie Holloway
I am a customer of Bank of Thayer.
I live in $Ro$ (a $Ro$ ) (city/state)
My family has benefited from an overdraft program. We are tax paying citizens.
Our use of the overdraft program has helped us in these ways:
when me of MY husband needs 945 In The
middle of a pay pired of when come need grocerys
for home of If we have to make emercial
Trips when finite members are hofrtelve or when me or no hus Band need medy when Sizk of when I make a Don't throw our needs under the bus! Mistake In the fig my through check book.  We need to have an overdraft solution that below us in those difficult times.
Don't throw our needs under the bus! MI Stake In the fig my Figure 200 are
We need to have an overdraft solution that helps us in these difficult times.
Your job is to help us – not to put us at financial risk!
Bemule Helloully Signature

My name is MARY LOU HUFFMAN
I am a customer of Bank of Thayer.
I live in <u>UEST PLAINS</u> (city/state)
My family has benefited from an overdraft program. We are tax paying citizens.
Our use of the overdraft program has helped us in these ways:
Leep our electric on, pry our phone so my
husbands Dr's, can peach up. allowed me to
keep minimal amounts of food on table
gas fricar, Lause payments to keep our house,
Don't throw our needs under the bus!
We need to have an overdraft solution that helps us in these difficult times.
Your job is to help us – not to put us at financial risk!  Signature  Your job is to help us – not to put us at financial risk!  Signature
Thy Sushand was injured 1/18/2007-We went from 80,000.00 income to \$20,000.00 workmens
from 80,000.00 income to 20,000.00 workmens
Cong until aug 14, 2008 - Pension of 1405,00 per month (military). My husband has mat hien able nor D to find work in our community,
month (miletary). They his work has made meen
able nor I to find work in our community,
as of Dec 9, 2609 my husband frund a you in
another state and we mod to survive
live replicate of transmation was expensive
able nor I to find work to be in as a pile in another state and we now are friend to survive live separate from one another to survive Baying 25.00 per transaction was expensive but we did survive. Six O.D. per year
would have done me no good.

My name is William OTTAWAY MARTIN
I am a customer of Bank of Thayer.
I live in CAULFIELD MD (city/state)
My family has benefited from an overdraft program. We are tax paying citizens.
Our use of the overdraft program has helped us in these ways:  IT ALLOWS ME TO EXTRY SOME EXTENTAINMENT
THOUGHOUT THE MONTH I AM very Limited on my Income
AND IT is getfing HARDER to MAKE ENDS Moet, AS I get
OLDER THE BANK HOLFS MI TO LIVE WITHOUT STAYING HOLD ALL THE TIMO - AND PICE. WITH COSTS GOING OF ALL THE TIME Don't throw our needs under the bus! AND YOU GUYS TRYING TO TAKE WHITH WE need to have an overdraft solution that helps us in these difficult times.
Your job is to help us – not to put us at financial risk!  Signature
Your job is to help us - not to put us at financial risk!  Signature  THE PARK UNDERSTANDS.  THE PARK UNDERSTANDS.  AND WE ARE NOT COMPRAINING  OUT NEEDS AND WE ARE GETTING  THINK YOU SHOULD REE GETTING  THE WE ARE GETTING  LITTLE HELP WE ARE GETTING

My name is Leonard Welch	
I am a customer of Bank of Thayer.	
I live in West plains mo. 65775	(city/state)
My family has benefited from an overdraft program. We are tax paying citizens.	•
Our use of the overdraft program has helped us in these ways:  The Pay Biles Some Tie	かし
when i get into a Hard Place	
Don't throw our needs under the bus!	

We need to have an overdraft solution that helps us in these difficult times.

Your job is to help us – not to put us at financial risk!

Leonard welch Signature