

From: [Brett Paul](#)
To: [Comments](#)
Subject: [EXTERNAL MESSAGE] July 31, 2024 - Bank-Fintech Arrangements Involving Banking Products and Services Distributed to Consumers and Businesses; Comment Request (RIN 3064-ZA43)
Date: Thursday, September 26, 2024 11:44:57 AM

To Whom It May Concern,

My name is Brett Paul. My wife and I are end-users of Yotta, affected by the ongoing Synapse/Evolve account freeze situation. We currently have over \$21,000 of our savings frozen - funds that we've been unable to access since May. This has been an impactful financial strain to a year that was already difficult due to unemployment.

Added to this is the devastating news we received two months ago, that my son (my wife's stepson) was diagnosed with choroidal melanoma, a rare cancer of the eye. We put ourselves under further financial strain to make a necessary trip from Colorado to New York to support him during his treatment and early recovery. We are not wealthy or well-connected individuals—we are everyday consumers who rely on our savings to endure crises like the ones we are facing today.

We were led to believe that the funds deposited with Yotta were fully FDIC-insured. Yotta's marketing explicitly promoted FDIC coverage, and at no point did we see any disclosures suggesting a gap in protection. We would never have entrusted so much of our savings to this institution had we known otherwise. The lack of transparency in this situation has left us feeling betrayed. Fintech companies must be held accountable for their misleading advertising, irresponsible practices, and the severe consequences that have followed for ordinary people like us.

We urge the responsible parties to make all affected end-users whole. We deserve the same support and compensation that has been afforded in other financial crises, and government agencies should step in to protect us and all the potential future consumers from the devastating impact of corporate negligence.

Thank you for your time and attention to this matter.

Sincerely,
Brett Paul
Denver, Colorado