

08/24/2010 15:19 FAX

August 20, 2010

I have been in banking for 36 years and know how a bank operates, but I did not work at [Name of Financial Institution]. The bank where I worked did not hold money in your account when you used a debit card. The only time the money was “held” was when it was removed when the transaction cleared physically/electronically. [Name of Financial Institution] holds the money and then when other items come through, it electronically causes an overdraft. Actually, on “paper”, an overdraft never occurs.

I also have a problem with them paying the larger checks first and over drafting the smaller checks which mount up very fast.

I would like to be included in a class action suit against [Name of Financial Institution] for such practices on both procedures if one is ever begun.

I have enclosed a copy of my statement, a letter from [Name of Financial Institution] and the article in the Montgomery Advertiser. As you can see on August 11 I never was overdrawn, but they charged me an overdraft fee because funds were “held” because I had used my debit card and they had not cleared. I made an online transfer from another account at [Name of Financial Institution] to cover my transactions, but it didn’t post until the next day.

[Name of Person] the branch manager in [City,] told me that was [Name of Financial Institution] rules. That may be “their” rules, but they are not fair to consumers.

Sincerely,

[Signature]

Jeri Rutland

[Attached Article: “FDIC seeking public input on overdraft plan,” Montgomery Journal, 8/12/10]

[Attached Account Statement and Overdraft Notice]