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Comments:

In writing the new rules governing credit card companies, force - FORCE - the credit card companies to use FTC rules regarding collection practices. Capital One uses their own rules; they have no idea what FTC rules are. Shut 'Capital One' down permanently! What a fraud-ridden institution. They or their agency representative, call on the telephone but never say who they are or what they are calling about? They refuse to identify themselves!!!! They flat ignore FTC rules!! Complete out-of-control personnel! No regard whatsoever for the supposed wrong-doing customer. Capital One should be gutted, fined and shut down. PERIOD! What human garbage these ignorant people are! Thank you. Ben Brooks