



May 6, 2008

Federal Reserve Bank
Board of Governors
20th Street & Constitution Ave., NW
Washington, DC 20551

Dear Public Official,

It is my understanding that there are hearings and investigations underway to assess the fairness of credit card fees, interest rates and services.

My experience with USAA Master Card has been excellent. My experience with Frontier has been expensive, usurious and irritating. After fourteen days, a late charge was added to my account of \$29.00. My balance at the time was less than \$50.00 for annual renewal fee (\$49.00). In addition, I was charged \$2.41 interest. The process, timing and policies are designed to trick and entrap the cardholder. If my balance was over \$100.00, I was advised the late fee would be \$39.00.

I have cancelled my account with a final payment of \$31.4 which was "negotiated" with an agent by phone on May 1, 2008. Apparently I must pay the late fee even though the annual fee is cancelled with use of my card. The entire event illustrates to me why banks and credit card processing companies should be regulated and why consumers should be protected from obscene fees imposed by institutions which deliberately mislead consumers (in very fine print). The Frontier card was distributed in airports, with no time to review the terms. The reality is few consumers read the fine print and, as in this case with Barclays Card US, the bank's interpretation and application of the terms is far more onerous than this consumer would expect.

Good luck in your investigation. I hope you are able to revise the regulations for the benefit of consumers and, in the long run, the overall economy.

Sincerely,

Beth Slifer
Creative Director & C.E.O.

BS/pb

216 MAIN STREET, SUITE G-100 | EDWARDS, COLORADO 81632
970.926.8200 | FAX: 970.926.8228 | SLIFERDESIGNS.COM | INFO@SLIFERDESIGNS.COM

Creating Luxury Living Experiences

Customer News

TRACK YOUR SPENDING ONLINE!

Making everyday purchases with your Frontier Airlines World MasterCard is a great way to track your monthly expenses. Log on to www.BarclaycardUS.com to get up to date account activity and download your transactions into your favorite financial management software. Managing your expenses has never been easier.

FRONTIER

AIRLINES

Payment Due Date	May 14, 2008
Minimum Payment Due	\$15.00
Previous Balance	\$88.22
Current Balance	\$88.41

World MasterCard® Statement

Primary Account Number Ending In: XXXX
Statement Closing Date: April 24, 2008

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Questions? Call 1-866-839-2435
www.BarclaycardUS.com

Account Summary

Payment Due Date	May 14, 2008	Previous Balance	\$88.22
Minimum Payment Due	\$15.00	Payments	\$88.22
Revolving Credit Line	\$20,000.00	Credits	\$0.00
Available Revolving Credit Line	\$19,911.59	Purchases	\$8.00
Amount Over Revolving Line	\$0.00	Balance Transfers/Checks	\$0.00
Cash Credit Line	\$8,000.00	Cash Advances	\$0.00
Available Cash Line	\$8,000.00	Service Charges	\$78.00
Past Due Amount	\$0.00	Finance Charges	\$2.41
		Current Balance	\$88.41

Reward Summary

Frequent Flyer 20012081493	
Miles Earned This Period	8
Bonus/Promotional Miles	0
Adjustments	0
Total Miles Sent to Frontier Airlines	8

Transaction Activity for ELIZABETH W SLIFER - card ending in XXXX

PAYMENTS

Trans Date	Posting Date	Transaction Description	Amount
04/20	04/21	PAYMENT RECEIVED -- THANK YOU	\$88.22

SERVICE CHARGES

Trans Date	Posting Date	Transaction Description	Amount
03/31	03/31	ANNUAL FEE	\$49.00
04/14	04/14	LATE PAYMENT	\$29.00

Payment Coupon

Make payments online at www.BarclaycardUS.com

☐ Check for address change.
Complete form on the back.

Amount Enclosed: \$ 31 41

Account Number XXXXXXXXXXXX
Minimum Payment Due \$15.00
Current Balance \$88.41
Payment Due Date May 14, 2008

FRONTIER

AIRLINES



Card Services
P.O. Box 13337
Philadelphia, PA 19101-3337

Close account
per phone
5/1/08



1018137 01 AT 0.334 **AUTO T8 3 0425 81657-361999 12 45 A1D0010601-P00000



ELIZABETH W SLIFER
230 BRIDGE ST
VAIL CO 81657-3619

Important Information

Lost or Stolen Card: Your credit card is issued by Barclays Bank Delaware. Please contact us immediately at 1-888-232-0780 if you discover your card has been lost or stolen. Our phones are open 24 hours a day, 365 days a year.

Payment Information: The minimum payment due and payment due date are noted on your statement and on the Accounts page when you login to www.BarclaycardUS.com. Remember to make all checks payable to Card Services.

Payments By Mail:

Conforming Payments: Conforming payments received daily by 1 p.m. ET will be credited to your account the day of receipt. Payments received after 1 p.m. ET will be credited the next business day. To be treated as a conforming payment, the payment must meet the following requirements: a) Payment must be mailed using the enclosed envelope and payment coupon from this statement to Card Services, P.O. Box 13337, Philadelphia, PA 19101-3337 b) The payment must be in the form of a single, non-folded, check or money order made payable in US dollars from a US based institution.

Non-conforming Payments: Any payment that does not meet the above requirements will be treated as a non-conforming payment, which may delay crediting of the payment up to 5 days. This includes payments: a) Mailed to any address other than the address listed above. b) Mailed without the payment coupon from this statement or mailed with a payment coupon printed from www.BarclaycardUS.com. c) Including multiple checks or money orders, additional correspondence, staples, paperclips, etc.

Overnight Payments: Payments sent via overnight courier services must be sent to REMITCO, Card Services, Lock Box 913337, 2080 Cabot Boulevard West, Langhorne, PA 19047. Overnight payments, which are received by 11 a.m. ET, will be credited to your account the day of receipt.

Other Payment Options

Online: Visit www.BarclaycardUS.com to sign up for Pay Credit Card.

Pay by phone: To make a payment by phone please call 1-866-839-2435. There is no service fee for payments made via our automated phone response system. If you require assistance from one of our associates a service fee may apply.

Annual Renewal Notice: (Applicable only to accounts that are charged an Annual Membership Charge) Please note the following terms in connection with the renewal of your account each year: a) the variable Annual Percentage Rates disclosed in the Finance Charge Summary section on this statement; b) the Annual Fee listed in the Transaction Activity section on this statement; and c) the terms described in the Periodic Rate Finance Charge and Grace Period paragraphs which follow.

You may avoid paying this fee by closing your account. To close your account, call 1-866-839-2435. If you call us within 30 days of receipt of this statement we will credit you for the amount of the charge. Use of your card within the 30-day period following receipt of this statement will not obligate you to pay the Annual Fee. Any use of your card or account after the 30-day period would indicate your intent to keep your account (and pay the Annual Fee), and would supersede your earlier notice to us.

When Periodic Rate Finance Charges begin to accrue: We calculate the Average Daily Balance separately for Purchases, for Balance Transfers and Convenience Checks, and for Cash Advances. On Purchases, periodic rate finance charges begin to accrue as of the transaction date. For Balance Transfers and Convenience Checks a periodic rate finance charge will accrue from the day we send the Balance Transfer to the payee or the day the payee accepts the Convenience Check. For Cash Advances a periodic rate finance charge will accrue from the day you take the Cash Advance.

Periodic Rate Finance Charges:

Non - Iowa Residents - To determine the periodic rate finance charge we apply the applicable daily periodic rates, stated on this statement, to the daily balances of i) Purchases ii) Balance Transfers and Convenience Checks, and iii) Cash Advances. The daily balances for Purchases, for Balance Transfers and Convenience Checks, and for Cash Advances are calculated separately and determined as follows: We take the beginning balances for each feature on your Account each day, including any periodic finance charges calculated on the previous day's balance, add to the respective balances any new transaction, subtract any payments or credits and make other adjustments. If you multiply the average daily balances on this statement by the number of days in the billing period and by the applicable daily periodic rates, the results will be the periodic rate finance charges assessed, except for minor variations caused by rounding.

Iowa Residents - To determine the periodic rate finance charge we apply the applicable daily periodic rates, stated on this statement, to the average daily balances of i) Purchases ii) Balance Transfers and Convenience Checks, and iii) Cash Advances. The average daily balances for Purchases, for Balance Transfers and Convenience Checks, and for Cash Advances are calculated separately and determined as follows: We take the beginning balances for each feature on your Account each day, add to the respective balances any new transaction, subtract any payments or credits and make other adjustments to determine each daily balance. Then we take the sum of all daily balances and divide by the number of days in the billing period to determine the average daily balance. If you multiply the average daily balances on this statement by the applicable periodic rates, the results will be the periodic rate finance charges assessed, except for minor variations caused by rounding.

All Customers: - All charges are treated as Purchases except Balance Transfer and Convenience Check Finance Charges which are treated as Balance Transfers, and Cash Advance Finance Charges and Transaction Finance Charges which are treated as Cash Advances. A credit balance is treated as a balance of zero. If we have "special" or "promotional" offers in effect from time to time, we will separately identify them on this statement

and separately disclose the balances to which such special offers apply. These separate balances and the related periodic rate finance charge will be calculated in the same manner as described above.

Other Finance Charges: If you use your Card or Account to obtain a Cash Advance, we will charge a Cash Advance Finance Charge for each such Cash Advance. If you use your Card or Account to do a Balance Transfer, we will charge a Balance Transfer Finance Charge for each such Balance Transfer. If you use a Convenience Check, we will charge a Convenience Check Finance Charge for each such Convenience Check. If you purchase money orders, wire transfers, travelers checks, lottery tickets, gambling chips or foreign currency, we will charge a Transaction Finance Charge for each such transaction. These amounts will be stated in the transaction activity section of this statement. The total finance charges on your Account for a monthly billing cycle will be the sum of the periodic rate finance charges plus any Cash Advance, Balance Transfer, Convenience Check, or any Transaction Finance Charges. The minimum periodic rate finance charge in any billing cycle you owe a periodic rate finance charge is indicated in your Cardmember Agreement.

Other Interest Charges: In addition to the finance charges discussed previously, we may assess the other Interest Charges listed in your Cardmember Agreement. The present amount of such charges will be displayed in the transaction activity section on this statement.

Grace Period: You will have a grace period on Purchases (except for purchases of money orders, travelers checks, foreign currency, lottery tickets, gambling chips, or wire transfers which are treated as Cash Advances for periodic rate finance charge calculation purposes) and you will not pay a periodic rate finance charge on Purchases in any given billing cycle if you pay your Current Balance in full by the Payment Due Date on your current statement. There is no grace period on Balance Transfers, Convenience Checks, and Cash Advances.

Currency Conversion Charge: Any transaction with a business, other entity or person in a currency other than U.S. Dollars, will be subject to a Currency Conversion Charge that will appear on the applicable statement. See your Cardmember Agreement (as may have been amended) for more details.

Credit Bureau Disputes: If you believe that an entry we have made on your credit bureau report is inaccurate or incomplete, please contact the reporting agency directly or contact us at 1-866-839-2435 or Card Services, P.O. Box 8801, Wilmington, DE 19899-8801. Please include your name; your account number; the credit reporting agency where you received the bureau report; a description of the error; and why you believe it is an error. We will promptly investigate, notify you of our findings, and send an update to the credit bureaus if warranted within 30 days.

In Case of Errors or Questions About Your Billing Statement: If you think your billing statement is wrong, or if you need more information about a transaction on your billing statement, write Barclays at the address below as soon as possible. We must hear from you no later than 60 days after we sent you the first billing statement on which the error or problem appeared. You can phone us, but doing so will not preserve your rights under the Fair Credit Billing Act (FCBA). In your letter or email, please provide the following information: a) Your name and account number. b) The dollar amount; merchant name and date of the suspected error. c) Describe the error and explain, if you can, why you believe there is an error. You do not have to pay any amount in question while we are investigating, but you are still obligated to pay the parts of your bill that are not in question. While we investigate your questions, we cannot report you as delinquent or take any action to collect the amount you question.

Notice of Billing Errors: You may submit written notices of possible billing errors by completing our Request Form available at www.BarclaycardUS.com or you may draft a letter (see above). Please either mail to Card Services, P.O. Box 8802, Wilmington, DE 19899-8802 or fax to 1-866-390-3437. You may call us, but doing so will not preserve your rights under the Fair Credit Billing Act (FCBA).

Special Rule for Credit Card Purchases: If you have a problem with the quality of goods or services that you purchased with a credit card, and you have tried in good faith to correct the problem with the merchant, you may not have to pay the remaining amount due on the goods or services. You have this protection only when the purchase price was more than \$50 and the purchase was made in your home state or within 100 miles of your mailing address. (If we own or operate the merchant, or if we mailed you the advertisement for the property or services, all purchases are covered regardless of amount or location of purchase.)

Please refer to your Cardmember Agreement for additional information about the terms of your Account