

**From:** "O'Hare, Colleen" <Colleen.OHare@jmagroup.com> on 06/27/2007 10:30:05 AM

**Subject:** Truth in Lending

I would like to register a complaint against Washington Mutual regarding their Credit Card policies, specifically relating to online payments. I always, always pay my bills on time and lately more and more I have been paying bills online. I have 2 American Express cards, a Bank of America credit card and a 1<sup>st</sup> National HELOC all of which I pay online on the date they are due. Last month, I went into the Washington Mutual site to pay my credit card early in the morning on the date it was due and I was "forced" to select the next business day as my payment date. I could not pay the same day without adding an "express fee". Because of the fact that I was forced to select the next business day, I was charged an exorbitant \$39 late fee. This is an outrageous practice and I believe an unlawful practice of Washington Mutual's. My American Express cards not only give me 10 days grace period without charging any late fee, but they also clear the same night that I submit my payment to them. The same holds true of my other credit card companies.

My comment is that I think this is illegal and should be stopped. There is no reason WAMU's credit card payment cannot be processed the same night as it is submitted (especially if it is submitted early in the day). I have since closed my account with WAMU because of this practice.

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