

From: Dan Phillips <dphillips@northpointefellowship.net> on 10/01/2007 09:15:03 AM

Subject: Truth in Lending

Concerning Docket No. R-1286

I am a pastor and business owner who has held a chase mastercard for over six years. I recently missed a payment (by accident - no other payments to any other creditors were missed), paid \$800 on my balance the day I realized my mistake (my minimum payment due to the oversight was \$200), and by Chase's own records I have been an excellent customer and I have no other record of missed or late payments over the last two years. **NEVERTHELESS**, they proceeded to raise my rate **from 9.9% to 29.99%**.

What's more frustrating is that there is no due process of any kind. Account supervisors are "unavailable" and they do not return my calls, and customer service says there is no one I can talk to because my card "is not subject to review."

I am not in financial trouble, but what if I were?? How does charging a customer 30% revolving interest help those who are genuinely trying to pay their bills per their contract agreement? If they did this to me - and I have no record of ever missing a payment or even paying late - then what are they doing to those in difficulty?

I am more than willing to give account numbers,etc. to verify my information if you would find it to be helpful.

Thank you.

Dan Phillips