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My experience with POS debit charges:

After looking at my checking statement from Huntington bank, I noticed that there was a service charge of around \$4.00 on the account. Not sure what it was for, I went to the bank and asked. They explained what that for every POS transaction in which I used a PIN, that there was a \$.25 fee. They explained that this had been disclosed in my bank statement 7 months prior. They further explained that the purpose of the fee was to encourage me to sign for transactions to increase security. Now, obviously that is a blatant lie for at least 3 reasons:

- 1) The way that I personally use my card in no way affects how someone else would use my card, were it to be stolen.
- 2) Even if it did, the fact is that a PIN number is far more secure than a signature. Anyone can sign my name, but only I know my PIN number.
- 3) Even if it were more secure, their security is unaffected.

Therefore, they should not benefit from me using my card in an "unsecure" way. It is not their responsibility to train me to use my card one way or another.

Given that the security argument is patently false, why were they charging me for using my PIN and not for signing for a transaction? I pondered it for a while, and I figured out why. The only difference between using a PIN and signing is that when using a PIN you can get cash-back, since it is a debit transaction. When using a signature, it is a credit transaction, and, as such, cash-back is not an option. Ultimately, the reason that they are charging a fee is that they are losing money from ATM transaction fees, and are trying to make it up with POS fees.

Having said that, the only reason that I found out about the fees was going in to the bank and questioning the fee that was on my account. Further, the fee was harder to discover, because it goes on as a lump sum at the end of the month, thereby making it difficult to keep a running balance of the account and making the transactions for which the charges are being assessed less obvious.

Changes I would like to see made:

- 1) There is no difference in cost to the bank between a debit transaction and a credit transaction, so there is no reason that one should have a charge, and the other shouldn't. I feel that the charges should not be allowed to be assessed.
- 2) If the charges are assessed, I feel that they should be assessed as they occur, to make it apparent to the customer when and why the charges exist.

Thank you for taking the time to read this.

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