

Received: from e3000b.state.ms.us
by governor.state.ms.us; Mon, 01 Apr 2002 08:51:01 -0600
Received: from mx1.its.state.ms.us (mx1.its.state.ms.us [192.42.4.253])
by e3000b.state.ms.us (8.10.0/8.10.0) with SMTP id g31FAR203397
for <governor@governor.state.ms.us>; Mon, 1 Apr 2002 09:10:28 -0600 (CST)
Received: from mta02.usi.net (msubim01.usi.net [209.62.150.68])
by mx1.its.state.ms.us (8.10.0/8.10.0) with ESMTP id g31F5xQ23360
for <governor@governor.state.ms.us>; Mon, 1 Apr 2002 09:05:59 -0600 (CST)
Received: from msubwt01 ([209.62.154.84]) by mta02.usi.net with ESMTP
id <20020401151106.MNZS21320.mta02@msubwt01>
for <governor@governor.state.ms.us>;
Mon, 1 Apr 2002 10:11:06 -0500

Message-ID: <33358112.1017673767119.JavaMail.root@msubwt01>

From: Nokita Jones <nokita.jones@med.va.gov>
To: Ronnie Musgrove <governor@governor.state.ms.us>
Subject: Nokita Jones Wanted You To Know About This!
Mime-Version: 1.0
Content-Type: text/plain; charset=iso-8859-1
Content-Transfer-Encoding: 7bit
Date: Mon, 1 Apr 2002 10:11:06 -0500

You're receiving a copy of this letter written via PlanetFeedback.com because Nokita Jones considers you someone who should be aware of this experience with Cross Country Bank.

Please handle this letter the same as you would handle any other type of constituent feedback.

To learn more about our services, visit our home page at <http://www.planetfeedback.com>, the leading online consumer feedback Web site.

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April 1, 2002

TO:
Rocco A. Abessinio, CEO
Cross Country Bank
1300 Pennsylvania Avenue
Wilmington, DE 19806

FROM:
Nokita Jones
1049 Birchwood Drive
Jackson, MS 39206
nokita.jones@med.va.gov

RE: PLANETFEEBACK REFERENCE NUMBER 1315275

Dear Mr. Abessinio,

I hope you are able to help me with a problem I've encountered with Cross Country Bank. The problem concerns the billing or payment at your bank. .

I have been accused several times by this company of being late with payments that lead to late fees causing the account to go over the limit then those additional fees added. Attempted to close this account without avail.

In the future I plan to take my business to other banks, and I'll urge others to avoid banking with you.

Here's the resolution I propose: I understand there is a class action suit against this company for the above stated complaint and unless the company is willing to remove

all late fees and over the limit fees from my account and credit payments made to principle balance and a reasonable interest rate, I plan to join the class action suit. I would also like a complete copy of the profile of my account.

Thank you for your consideration in this matter. I look forward to your prompt reply.

Sincerely,
nokita.jones@med.va.gov

CC:
Bennie G. Thompson
Ronnie Shows
Ronnie Musgrove
Eric Clark

PlanetFeedback.com helps consumers focus and direct their feedback to companies. It keeps people and organizations who are interested in consumer issues informed of the public's experiences and opinions. Involving people and organizations like you helps consumers become even more influential.

Perhaps you can help this constituent directly. Perhaps it's simply helpful for you to know the kinds of feedback your constituents are giving and the companies they are writing to.