[Skip to Main Content](javascript:void(0);)

Session Timeout

Your session will time out soon and your work will be lost. Click OK to extend your session.

OK

https://complaint.consumerfinance.gov/submit-a-complaint/resource/1529037914000/MosFrameworks/Mosaic/icons/us_flag_icon.pngAn official website of the United States Government

Submit a complaint

Complaint filed

Your complaint

Complaint Number 180801-3369344

Step 1

What product or service is your complaint about?

**PRODUCT OR SERVICE**

Checking or savings account

**TYPE**

Checking account

Close

Work will be lost!

If you change your product or issue selections, any company information you’ve entered could be lost. Other information will remain.

Continue

[Cancel](javascript:void(0);)

Step 2

What type of problem are you having?

**Issue**

Managing an account

**Have you already tried to fix this problem with the company?**

Yes

**Type of Issue**

Banking errors

Step 3

What happened?

Transaction as Credit of $3000.00, which never was placed back into my account from April 02,2018 claim # 180522101820. On May 29,2018 transaction in the amount of another $3000.00 was taken out my account without my authorization putting my account back in an negative balance. Bank of America using the same claim number and not creating a new claim number when I called to talk to Debbie, ID# 1905921 on July 27,2018 @ 3:15 P.M. she gave me the same claim number for another transaction dispute done on July 07,2018 in the amount of $3000.00, for COINBASE again. I called COINBASE on July 27, 2018 spoke with Kristie and stated that my account was hacked and confirmed the two transactions that I made with COINBASE. COINBASE placed an alert and merged my accounts together for me. I find that another transaction in the amount of $3000.00 done on June 05,2018 for an temporary credit adjustment for claim# 180522101820, but was not issued on April 02,2018 into my account



**I want the CFPB to publish this description on consumerfinance.gov so that others can learn from my experience.**  
  
The CFPB will take steps to remove my personal information from this description but someone may still be able to identify me. [Learn how it works.](javascript:void(0);) I consent to publishing this description after the CFPB has taken these steps.

Close

Including your description of what happened on consumerfinance.gov

When you submit a complaint through the CFPB, you can choose to publish your description of what happened in the Consumer Complaint Database on our website, consumerfinance.gov. Reading your first-hand account will help researchers, consumers, and others better understand the financial marketplace.

Before publishing your description we will conduct a series of automated and manual reviews to remove personal information. The following example highlights the kind of information that we plan to remove:

We took out a private education loan for our daughter XXXXXX  while she was attending the XXXXXX  University in XXXXXX , MA. This loan went into default after she transferred to a community college in XXXXXX , MA. Our lender received notice that she was no longer a full-time student in XX / XX /2011. Then our younger son XXXXXXX  became very sick and we could no longer make the monthly payments on our daughter’s loan. We tried to set up a new payment plan to get us back on track, but the servicer won’t negotiate. We've been paying what we can but we still haven't reduced any of the principal on the loan.

We will monitor this scrubbing process so that all personal information is removed in accordance with our [Scrubbing Standards](javascript:void(0);)

, but a risk remains that something will be missed and publically released. Despite the scrubbing process, someone may be able to identify you. The scrubbing process takes some time and your description won't appear on the website right away.

The Consumer Complaint Database includes information about the date, product, issue, company, and geographic information for complaints that are submitted through the CFPB, but you are not required to publish your description of what happened. Whether you choose to publish your description will not affect how we handle your complaint.

If you change your mind, you can withdraw your authorization at any time by calling the CFPB at (855) 411-2372. If your description is already in the database, it will be removed the next time the database is updated. However, we will not be able to remove it from any copies of the database that have been downloaded in the interim.

What would be a fair resolution to this issue?

I would like for my overdraft fees in the amount of $105.00 retuned to me, and the credit of all my unauthorized transactions that I submitted on May 31, 2018. And I will like a letter for lawsuit for pain and stress that this has caused me.

Step 4

What company is this complaint about?

**Company Information**

BANK OF AMERICA, NATIONAL ASSOCIATION

**Account number**

488075049993

Step 5

What people are involved?

**Your contact information**

Tara D Sing  
  
tarasing@msn.com  
6624333502  
  
200 Hollow Tree Lane Apt 1105  
Houston, Texas  77090  
United States

About us

The CFPB is an independent federal agency built to protect consumers. We write and enforce rules that keep banks and other financial companies operating fairly. We also educate and empower consumers, helping them make more informed choices to achieve their financial goals.

**HAVE A QUESTION? ¿PREGUNTAS?**

(855) 411-2372

* [Privacy Act Statement](javascript:void(0);)
* [OMB #3170-0011](javascript:void(0);)
* Have a question? ¿Preguntas?
* (855) 411-2372

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