

Statement Of
MILLARD GLASSHOF
Milwaukee, Wisconsin
Before The
Senate Permanent Subcommittee on Investigations
Hearing On
Credit Card Practices: Unfair Interest Rate Increases
December 4, 2007

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Mr. Chairman and Members of the Subcommittee, my name is Millard Glasshof, and I am here today with my wife Winnifred from Milwaukee, Wisconsin. We have nine daughters, twenty six grandchildren and twelve great grandchildren. I retired in May 1992.

In April of 1997, I started with MasterCard of Bank One. At that time I also had a Visa card, which I paid off in December 1999. Today, I hold only one credit card, which is the MasterCard with Bank One. In March 2004, I made an agreement with Bank One that I would make payments of \$119.00 per month at 14.99% interest. At that time, my balance was \$5,837.15 and my credit limit was only \$4,500, but with over limit charges late fees and finance charges, very little was taken off the balance.

In March 2005, Bank One was taken over by Chase with a balance of \$5,552.85 at 14.99% interest with payments of \$119.00 per month.

On my December 2006 statement, the interest had increased to 17.24%. I called Chase and asked why they had increased my rate, for I had made all payments on time. They could not explain the increase.

In January 2007, the interest was 17.24% again. I called Chase again, with no good explanation.

In February 2007, the interest again went up to 27.24%. When I called this time, I was told if I made my next six payments on time that the interest would drop down to 14.99% again. Again, they could not explain the increase since I had not missed or been late on my previous payments.

In March 2007 in the Milwaukee Journal there was an article on credit cards that Senator Levin was looking into. I wrote to the Senator about my dealings with Chase. In August 2007, I received a letter from Chase that my minimum payments would change. This letter was confusing and hard to read. I read it to say my payments would be \$111.00 per month, so that's what I paid. I called Chase on the phone and they verified that \$111.00 was correct. I got a late fee because I paid \$111.00 but I was never told that it was supposed to be more. I still don't know.

Early in November 2007, I was contacted several times from Senator Levin's staff asking me to send information on Chase and authorizing them to contact the three major credit card bureaus, and if I would be willing to testify at a hearing on December 4, 2007, which I told them I would.

It was then they told me my interest had dropped to 6%, which I hadn't taken notice of on my last statement. My balance with Chase as of November 2007 was \$4,957.99. With the interest and extra charges I was standing still. In two and one half years of making payments, my balance dropped a total of \$554.86. I didn't want to file bankruptcy so I took out a loan to pay Chase off. The interest is high, but at least I do not have any extra charges.

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