

## Banks – Hard to Love

I had a disagreement with one of my banks today .. I like to share the fees and charges around. This particular bank is an international organisation that advertises with a red swoosh, got it ?..

Which lead me to think that this was my fourth banking clash/incident in the last 8 months .. Making banks ideal candidates for a 'slant' ..

### **The Platinum Card**

I was offered a Platinum Card, increased benefits etc, at the same fee as my existing Gold Card, and accepted because it was good value. As the conversation was ending however, I was advised to tell everyone that has auto payments that I had a new number. Incredibly, I have 13 of these arrangements on this card, so I declined the upgrade.

**AND** it got real interesting very quickly after this ..

I was told I had accepted the new card and it couldn't be reversed but if I didn't want the Platinum Card I could have a new Gold Card, with a new number, *correct me if I'm wrong but that doesn't sound like a great solution for me, in fact sounds like I have the same problem.*

So I asked to speak to her Supervisor, who was good with the scripted responses but not so articulate when it came to handling someone who can be bloody minded and downright difficult when they set their mind to it .. *Someone like me !* .. We experienced prolonged periods of silence whilst he considered his responses .. and generally reverted to repetition.

In the spirit of – If they don't give you the answer you want to hear, ask to speak to someone else - I was told that **his** Supervisor had left for the weekend and would be back on Monday, but that I may not hear from him till Wednesday, it's policy to contact *complainers* within 2 or 3 days.

Forgive me for being slow but why can't they just reverse or undo the transaction ? You can do this in all of the Microsoft Products; surely big banks have smarter programs than Bill Gates. But maybe not, after all Bill does have more money than most banks.

*Banks .. Hard to Love .. easy to want to mutilate with bare hands ..*

**And that's my 'slant on life'..**