

make decisions, but it is obvious the public is now aware of what we are doing here, and there were a number of calls that came talking about 308 and the fact of what we are doing to the family who uses charge accounts and what we refer to as revolving fund accounts. It is interesting, isn't it, that those who do business encourage those who are the customers to establish accounts. They actually encourage them to establish accounts, and I know this from a personal standpoint. Now then suddenly a bill which is a captive insurance act, we are now attaching something that was an anonymous bill, and I doubt that the public is very appreciative of what we are doing. I understand the use rate bill and why we need that, but I am getting a little concerned when we bring in bills such as this and then we are going to talk about credit cards and need for additional charges there in terms of interest, that I have to once in a while be concerned about that person who isn't often given a chance to speak. Why did we strike what was in there one time? The \$500 amount and the rate that we charged then? Why did we strike that and say, this will begin immediately? One and three-quarters percent right now. We saw...obviously we have seen fit in the past to preserve a certain amount of money under which you are going to pay certain kinds of interest rates and then after a time a certain amount...it would be additional to that. But now we are going to strike all of that and say, right now. As soon as you engage in this contract at many times the suggestion of the owner of the business to establish a charge account, they will even tell you when you still have additional monies there and they will write you a note saying, your credit is now...you have another \$100 worth, why don't you use it? In other words, they are encouraging people to establish these accounts, and now these same people are saying we need more interest because of service we are performing. Certainly they are performing a service. They are selling merchandise and they are also going to make money upon that particular account which they are encouraging to happen. I find this a real dichotomy that this body can sit here and not address the issue of what we are doing to the customer, and I am talking not about those who have considerable amounts of money, this doesn't really mean much, but I am talking about families who have children who are on limited incomes who have to have revolving accounts, who can't pay it off every month like I pay my Master Card, my Visa and American Express, and you name it. They have to have this. It is a necessity, but one more time we are demonstrating, I think, our insensitivity to those kinds of people in terms of lack of money when they might want to pay up every month at the end