

**Before the
FEDERAL TRADE COMMISSION
Washington, DC 20554**

**Notice of Proposed Rulemaking
Unfair or Deceptive Fees Trade Regulation Rulemaking**

16 CFR Part 464

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Authored By:

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Consumer Action
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Dear Commissioners:

These comments are submitted by the undersigned 52 national and state consumer advocacy groups. We appreciate the opportunity to comment on the Federal Trade Commission's (FTC or Commission) Notice of Proposed Rulemaking (NPRM) addressing unfair and deceptive practices relating to fees, following its Advance Notice of Proposed Rulemaking (ANPR) in October 2022. We welcome this proposal and encourage the FTC to adopt a rule that mandates transparent pricing, promotes informed consumer choice, and stimulates economic competition for the benefit of honest businesses and consumers alike. Additionally, to best protect the marketplace, we recommend a number of revisions to strengthen the noticed rule.¹

I. The FTC Should Adopt an Unfair and Deceptive Fees Trade Practices Rule.

The issue of junk fees has resonated with consumers across the country. Multiple surveys of consumers across political parties have shown strong support for efforts to rein in junk fees – upwards of 75% of those polled indicated support or strong support.² This data clearly weighs in favor of the FTC's rulemaking efforts and serves as a reminder that much work needs to be done. It is overwhelmingly clear that Americans are tired of having money drained from their pockets through deceptive practices that allow businesses to hide and deceive consumers about fees, inflate costs, and force vulnerable consumers into a cycle of debt by penalizing them with disproportionately high fees. Small businesses who provide competition for America's mega corporations have also been outspoken proponents of efforts to require fee transparency. We commend the FTC for fulfilling its mission to protect consumers and competition by pursuing an industry-neutral rulemaking to prohibit hidden and misleading fees.

As the FTC has set forth in the NPRM and as many of the groups on this letter have previously articulated³, the *AMG Capital* decision renders this rule appropriate and necessary. It is painfully clear that many of the practices which the FTC captures through its proposed rule constitute unfair, deceptive and abusive practices as defined by the Commission and consumer protection laws across the country. However, without an effective enforcement mechanism, the FTC is unable to protect the public from these widespread illegal practices. The Supreme Court's erroneous holding in *AMG Capital* leaves the Commission without its tools to separate defendants from their ill-gotten gains by providing refunds to consumers and enjoining further illegal conduct in traditional unfair and deceptive conduct cases through Section 5 of the FTC Act. Instead, the FTC must pivot to its other statutory tools, including rulemakings which clearly provide authority to pursue refunds and injunctions for violations. With this rule, the FTC will be

¹ This comment includes two appendices. **Appendix A** is a compilation of the suggested changes to the rule with notations that reference this comment where the changes are discussed. **Appendix B** is a compilation of consumer stories and experiences with junk fees, obtained and provided by Consumer Reports at this website:

<https://www.consumerreports.org/stories?questionnaireId=291>.

² <https://www.dataforprogress.org/blog/2023/12/12/voters-support-initiatives-to-lower-drug-costs-ban-junk-fees-and-strengthen-supply-chains>

³ See Comments of Consumer Groups in response to Unfair and Deceptive Fees ANPR, available at <https://www.regulations.gov/comment/FTC-2022-0069-6112>.

able to serve its purpose and continue its mission to prevent, punish and deter unfair and deceptive conduct in the form of junk fees.

A. The FTC’s approach will have substantial benefits for the marketplace.

The FTC’s rule will save consumers time and money, arguably two of their most valuable commodities. The all-in pricing disclosures in proposed § 464.2 will help to ensure that consumers are not wasting time responding to inaccurate offers and deceptively low prices that exclude mandatory fees. These disclosures will also stimulate competition by forcing each marketplace participant to accurately display their total price, with the realistic possibility of lowering prices overall. The disclosures in § 464.3 will allow consumers to make informed choices about whether to purchase certain goods or services based on an accurate description of their nature and purpose and with the clear understanding that they are not mandatory.

While these proposed disclosure requirements (and transparency generally) are important for consumers in their own right, the FTC’s total price requirements will also have important behavioral effects that will actually lower consumer prices. It is important to understand why so many businesses have turned to junk fees and deceptive pricing tactics like drip pricing or partitioned pricing in the first place. By splitting out the purchase into several sets of fees that one only sees over the course of the buying process, sellers are taking advantage of cognitive biases that occur when consumers are impatient to complete the purchase: consumers are already committed to the purchase because they have expended time looking around for the good or service they want, and they are frustrated. Research indicates that spreading out the price of a consumer good such that it adds up over the course of the purchase – drip pricing – can wipe out as much as 22% of consumer surplus.⁴ In short, consumers are willing to pay more out of frustration and commitment, even when the total price is disclosed to them later in the process but prior to final purchase. These represent the consumer instance of search costs and frictions for buyers in all markets, and they typically undermine competition by preventing buyers from seeking out the lowest price and best quality product.⁵

The all-in pricing approach of the Commission’s proposed rule will simply eliminate this pricing tactic. If consumers know the full price of a good or service up front – regardless of whether a later itemized receipt or form displays that the price is in fact decomposed into a confusing array of miscellaneous fees – consumers will still be comparison shopping *between merchants* on the basis of the total price that is displayed from the outset. While there are additional important disclosures that should be enhanced under the proposed rule, as we outline below, the total price disclosure is meant to, and will, change market and pricing behavior in favor of consumers, going beyond principles or requirements of simply avoiding deception through lack of disclosure prior to a final transaction.

⁴ Steffen Huck & Brian Wallace, “The impact of price frames on consumer decision making: Experimental evidence,” University College London, (Oct. 2015), available at <https://www.ucl.ac.uk/~uctpbwa/papers/price-framing.pdf>.

⁵Office of Information and Regulatory Affairs Office of Management and Budget, “Guidance on Accounting For Competition Effects When Developing And Analyzing Regulatory Actions,” (Oct. 2023) available at <https://www.whitehouse.gov/wp-content/uploads/2023/10/RegulatoryCompetitionGuidance.pdf>

Another substantial benefit of the FTC’s proposed rule is its “industry-neutral” approach,⁶ which would require a single, bright-line rule for all businesses. We support this approach, as it adds predictability for compliance, enforcement, and consumer expectations. As compliance with the rule continues, marketplace dynamics will shift, resulting in increased competition, transparency and consumer choice. These goals are much more attainable with a rule that is free from exemptions and confusing conditions.

B. The status quo is no longer working.

Such a transformative rule has not come without criticism from industry representatives that benefit financially from the deceptive practices the FTC seeks to end. Unsurprisingly, opponents of the NPRM suggest that the status quo should be maintained when it comes to junk fee practices. In fact, when discussing potential regulatory options to address drip pricing, one economist noted that businesses will always argue that increased price information is undesirable even if that is what consumers desire.⁷ Some industry participants have also argued that these practices are not prevalent. One hotel trade association claimed that “only 6% of hotels nationwide charge a mandatory resort/destination/amenity fee.”⁸ Even if this statistic is accurate, these resort fees dramatically (and often unexpectedly) increase prices for consumers. Hotels are just one industry that would be impacted by the Rule, but hotel junk fees and unfair charges inflate hotel costs as high as 11%, and extract approximately three billion dollars from consumers each year with 80 to 90 percent profitability.⁹ At the level of an individual business, Marriott withdrew over \$206 million from consumers via hidden resort fees in a period spanning less than three years.¹⁰ The time to end this backwards incentive structure of rewarding companies for deceiving consumers is long overdue.

As of this comment, the FTC has already received over 60,000 responses to its proposed rule and broad public support. Therefore, industry arguments that the persistence of junk fees is evidence of consumers’ preference for deceptive pricing structures because they do not choose competitors with more honest business practices, are wholly misguided. This argument assumes that consumers can and do recognize that the prices they are about to pay are unusually high and that a competitor may be less costly, which is not the case currently. Drip and partitioned pricing into

⁶ With the exception of exempting auto dealers. We strongly disagree with this decision, as set forth in section IV.B of this comment.

⁷ https://www.ftc.gov/sites/default/files/documents/public_events/economics-drip-pricing/mwaldman.pdf

⁸ American Hotel & Lodging Association Statement (Dec. 1, 2023), available at <https://www.ahla.com/news/ahla-statement-support-no-hidden-fees-act>.

⁹ Bjorn Hanson, “U.S. Lodging Industry Fees and Surcharges Forecast to Increase to a New Record Level in 2018 - \$2.93 Billion, and Another Record Anticipated for 2019 - the Newest Emerging Category is “Resort Fees” for Urban Luxury and Full Service Hotels,” (August 27, 2018) available at <https://bjornhansonhospitality.com/fees-%26-surcharges>.

¹⁰ Bailey Schultz, “Think resort fees are too high? A lawsuit claims the fees made Marriott tens of millions,” *USA Today*, (October 20, 2021), available at <https://www.usatoday.com/story/travel/hotels/2021/10/19/marriott-hotel-resort-fees-lawsuit-dc-attorney-general/8527991002/>

multiple fees cause buyers to underestimate the final price, inhibiting and discouraging accurate comparison shopping.¹¹

Once consumers approach the final steps of a sale, there are psychological reasons that inhibit their abandoning of the transaction, even if they are hit by junk fees later in the process. Advertising and web design lead to anchoring effects, alongside other subconscious preferences and pressures, that may cause a buyer to complete a purchase they would otherwise forfeit. Consumers also may finalize a transaction despite an unexpected total cost as they made the mental commitment to purchase much earlier in the process. Accurate comparison shopping between competitors who use junk fees is time-consuming and difficult. Doing so requires consumers to proceed through multiple steps of a transaction process for each possible option and likely involves arithmetic—understandably a burden that few consumers choose to (or are able to) undergo.¹²

Should a buyer overcome these barriers and decide to seek alternatives, they may still end up paying for junk fees. As best exemplified with the live event industry, once a competitor begins using deceptive fee structures, other market participants face intense pressure to employ the same practices. Decades of industry consolidation compounds this issue, which has simply reduced the total number of viable competitors—deceptive or not.¹³ In regional markets, there may be only one business operating, despite the existence of multiple competitors on paper at the national level (e.g. telecommunications and airlines, particularly when examining specific city-to-city routes). Given all of these factors, FTC action is necessary to correct what market forces cannot.

II. The FTC Should Acknowledge Its Willingness to Issue Future Guidance.

The breadth of the FTC’s proposed rule will lead to questions about its applicability to certain businesses or industry practices. The Commission should explicitly state in the statement and basis of purpose in the final rule that it will answer questions with formal advisory opinions or staff opinion letters. These comments focus on application of the rule generally and particular practices that will affect overall marketplace behavior, but we acknowledge that future interpretation by the Commission may be necessary and helpful to ensure compliance without granting broad exemptions from the rule.

¹¹ For instance, if a product is disclosed with a price of \$15 plus a mandatory fee of \$7, it looks cheaper to a consumer than a product disclosed with a total price of \$22. The FTC’s rule would require all businesses to disclose the all-in price of \$22 in this example, facilitating accurate comparison shopping. *See also* Santana, Dallas, and Morwitz. “Consumer Reactions to Drip Pricing,” *Marketing Science*, January 15, 2020. <https://pubsonline.informs.org/doi/10.1287/mksc.2019.1207>

¹² Rasch, Thöne, and Wenzel. “Drip pricing and its regulation: Experimental evidence,” *Journal of Economic Behavior & Organization*, August 2020. <https://www.sciencedirect.com/science/article/abs/pii/S0167268120301189>

¹³ Grullon, Larkin, and Michaely. “Are U.S. Industries Becoming More Concentrated?” *Swiss Finance Institute Research Paper No. 19-41*, May 31, 2015. https://papers.ssrn.com/sol3/papers.cfm?abstract_id=2612047

III. The Proposed Rule Should Be Strengthened, Interpreted, and Enforced to Prevent Harm to Consumers.

The Commission has identified two major categories of harmful fees being charged to consumers: hidden fees and bogus misleading fees, with many junk fees falling into both categories. Hidden fees are those that are not included in the initial price shown to consumers or are only revealed to a consumer after a product or service has been delivered to them, leaving the consumer no choice but to pay it.¹⁴ Misleading fees are those that are deceptively structured or named in order to convince a consumer to pay them. The Commission's proposal to ban hidden and misleading fees will bring transformative changes to the marketplace and will have significant benefits for consumers and honest businesses. We set forth below our consideration of the FTC's proposal, how it will prevent some of the worst practices, and how it can be improved to preempt gamesmanship and evasion by nefarious actors.

A. Timing of § 464.3 Disclosures

The proposed rule would require the total price in § 464.2 to be disclosed early in the process: in any advertisement, offer or display where the amounts a consumer may pay are included. The total price includes all mandatory fees and charges. By contrast, Section § 464.3(b) only requires the disclosure of all amounts **not included** in the Total Price "before the consumer consents to pay." This timing is not ideal and opens the door to a new pathway for drip and partitioned pricing. Barred from adding new, useless mandatory fees for the main good or service, businesses could instead tack on a chain of deceptive and meaningless fees to ancillary purchases for goods and services that most consumers will, in fact, want to buy and string out the disclosure until much later in the process. The Total Price also excludes government taxes and shipping costs¹⁵, which can significantly increase the overall price for a consumer and should be disclosed as early as possible in the process.

The FTC can help curb this practice by requiring businesses to identify and describe the nature and purpose of the fees provided through the disclosures in § 464.3(b) earlier in the process. Identification of these fees before the payment page in an electronic transaction,¹⁶ and ideally as soon as the option for an ancillary good or service is presented, is superior for two reasons. First, because the payment page represents the last stage of the shopping journey, a consumer's search costs are at their peak. A data point in the FTC's proposed rule estimates consumers spent an average of 23 minutes selecting room accommodation on a popular platform. This finding is more than descriptive - it underscores an important point about the shopper's commitment. The

¹⁴ Complaint, *Zakheim et al. v. Curb Mobility, LLC* (Case No. 2:22-cv-04594), class action alleging that a taxi hailing service failed to disclose a service fee until after passengers had completed their ride and processed their payment. <https://storage.courtlistener.com/recap/gov.uscourts.paed.602944/gov.uscourts.paed.602944.1.0.pdf>

¹⁵ We are pleased to see the FTC's clear statement that the costs for shipping should be limited to those which reasonably reflect what a business incurs to ship goods and prohibiting inflated shipping costs. The FTC should be sure to enforce this limitation to prevent businesses from artificially inflating these costs and passing them on to consumers.

¹⁶The FTC asks in Question 27(a) whether it should consider requiring the 464.3(b) disclosures before a consumer provides their billing information. Our answer is yes, and ideally even earlier than this.

perceived cost in time invested to make a choice becomes an asset that works for the business and against the consumer.

Second, in an online setting, the advancement by a consumer through each page triggers a cookie, resulting in the transmission of information to the business. This information is useful for understanding a consumer's "willingness to pay." This information can be tracked by third parties as well. Search engines use this information in their algorithms, allowing them to identify customer intent and sell this information to search phrase bidders. Relatedly, if a consumer is required to provide their billing information before receiving this information, they will have expended even more time and provided sensitive financial information that presents a risk to consumers.

Therefore, we propose that § 464.3(b) be revised to read as:

(b) A Business must disclose Clearly and Conspicuously *before the consumer provides their billing or payment information* the nature and purpose of any amount a consumer may pay that is excluded from the Total Price, including the refundability of such fees and the identity of any good or service for which fees are charged.

B. Worthless and Excessive Fees

The FTC's proposed rule prohibits hidden and misleading fees by requiring transparency and disclosures at various points in the purchase process about all amounts a consumer may pay. Section 464.2(a) of the proposed Rule addresses hidden fees, and states that it would be "an unfair and deceptive practice and a violation of this part for any Business to offer, display, or advertise an amount a consumer may pay without Clearly and Conspicuously disclosing the Total Price." Section 464.3 prohibits a business from making any misrepresentations about fees, and affirmatively requires businesses to clearly and conspicuously disclose the "nature and purpose" of all amounts not included in the Total Price.

These transparency measures will bring sorely needed changes to the marketplace and will address some of the harm to consumers which the Commission has been aware of for over a decade. These harms include 1) consumers paying more than they are led to believe they will for a product or service, 2) consumers paying fees for worthless products, and 3) fees which are disproportionately high when compared with the good or service they are tied to.

Rather than explicitly prohibiting worthless or excessive fees altogether, the FTC's proposed rule requires transparency and disclosure about the cost and the nature of the fees on a market-wide scale in an effort to disincentivize these fees. Consumer advocates generally emphasize that increased disclosure is not an adequate regulatory solution when it does not address the underlying harm to consumers. In fact, disclosure may even cause further harm by inundating consumers with superfluous information which reduces overall understanding of the

transaction.¹⁷ The FTC’s all-in pricing approach will likely curb many worthless and excessive fees, but some consumers may not be able to avoid these fees altogether.

While excessive and worthless fees are problematic for all consumers, it is important to acknowledge that they represent a more substantial problem for consumers in vulnerable populations, including low-income consumers. These consumers feel the effects of junk fees more acutely, as they represent a larger burden and portion of their income. Higher fees are likely to create and contribute to a cycle of debt that is increasingly difficult to escape. Low-income and credit challenged consumers who are captive to certain providers or industries may not realize the benefits of increased comparison shopping. Black and Hispanic consumers are more likely to be credit invisible, which means they also have (or perceive that they have) fewer options available to them for purposes of comparison shopping. These consumers may feel captive to a particular business or industry which then has an opportunity to take unreasonable advantage of those consumers who are less likely to decline to pay a fee which is excessive or worthless.

1. Worthless Fees

The FTC should ensure that the rule and its enforcement of the rule address the problem of businesses imposing mandatory and/or optional fees for worthless products and services that do not provide any value to a consumer. In this regard, the proposed rule prohibits misrepresentations about “the nature and purpose of any amount a consumer may pay” in § 464.3(a). The FTC should interpret “any amount a consumer may pay” to include mandatory **and** optional fees. The FTC also affirmatively requires businesses to provide **accurate** information about optional fees by describing “the nature and purpose of any amount a consumer may pay that are excluded from the Total Price” to consumers in § 464.3(b). It would be difficult to comply with these disclosures and still impose a fee that provides no value to a consumer. Compliance with these sections will provide consumers with more information about the amounts they are or may be charged and provide them with some ability to decline to pay optional fees that they perceive do not provide value to that consumer.

While the result of effectively disincentivizing worthless fees is likely with compliance, the FTC should ensure that its own interpretations and application of the rule take this concept into account. This requires consideration of the context by the Commission through enforcement actions, additional rulemakings or policy statements. Notably, the FTC has included in its definition of “clear and conspicuous” a provision which requires the business to account for the consumers it targets. Section 464.1(c)(8) requires that “When the representation or sales practice targets a specific audience... ‘ordinary consumers’ includes reasonable members of that group.” The relative “worth” of a fee and the supposed benefits that it provides can be subjective for consumers. For example, online retailers that position themselves as environmentally friendly may partner with a service like EcoCart to charge consumers an optional carbon offset fee on

¹⁷ Karen Bradshaw Schulz, “Information Flooding,” *Indiana Law Review* (2015) available at <https://mckinneylaw.iu.edu/ilr/pdf/vol48p755.pdf>.

orders.¹⁸ While such a fee does not provide a concrete benefit to all consumers, those who place value on sustainability may not perceive such a fee as worthless.

In this regard, the FTC could consider certain factors, such as whether the fee is mandatory or optional. The Commission could also consider whether the fee can be directly tied to a benefit to the consumer or is it primarily for the benefit of the business. When businesses face rising costs, they may choose to charge consumers additional fees to cover their increased expenses rather than raise their base prices. One notable example is restaurants charging mandatory “service fees” that may help pay for a variety of operational costs but do not provide any additional services for consumers.

Both the Total Price disclosure and the prohibition against misleading fees would require strong and consistent enforcement by the Commission to curb the conduct that leads to higher prices and worthless fees. Without strong enforcement of the rule and continued clarification through public statements or case law that this type of conduct is not permissible, it becomes ineffective and any market-wide economic consequences cannot be achieved.

2. Excessive Fees

The Commission has also asked whether it should prohibit excessive fees and if so, how such a limitation should be defined in the rule.¹⁹ The proposed rule includes various “safeguards” which may have the effect of lowering prices overall and curbing some excessive fees. The breadth of the rule in conjunction with the Total Price disclosures in § 464.2 will require businesses to compete in a more transparent marketplace. As price is the most important component for consumers, it is highly likely that this will force businesses to advertise and display lower prices over time. Defining Total Price to include mandatory fees and exclude optional fees removes some of the deceptive tactics businesses may utilize to benefit from shrouding higher true prices.²⁰ Section 464.3’s requirements to provide accurate information about the price, nature and intent of all amounts excluded from the Total Price may also allow consumers to evaluate the price of the fee in connection to the good or service.

Despite these safeguards, excessive prices may persist. A blanket prohibition against excessive prices could prove difficult to administer without becoming a form of price control. Excessively high prices therefore may be indicative of other problems or violations, and these occurrences should prompt investigation and enforcement by the Commission. Exploiting a lack of consumer choice,²¹ noncompliance with the Rule, unfair or deceptive conduct generally, discriminatory

¹⁸ <https://ecocart.io/how-it-works/>

¹⁹ Question No. 25.

²⁰ Federal Trade Commission, Economics at the FTC: Drug and PBM Mergers and Drip Pricing (“FTC Drip Pricing Report”), at 15 (Dec. 2012), available at http://www.ftc.gov/sites/default/files/documents/reports/economics-ftc-drug-and-pbm-mergers-and-drip-pricing/shelanskietal_rio2012.pdf (last visited July 20, 2022) (“there are regressive welfare consequences of shrouding because the welfare losses are likely to be borne by consumers with low levels of economic literacy”).

²¹ The CFPB has evaluated this conduct in the context of overdraft fees and credit card late fees and, in particular, that the amount of the fee far exceeds the cost to the business. Consumers cannot always reasonably avoid these charges or lower the amounts imposed, and these fees often serve as penalties that disproportionately impact low-

conduct, and evasive tactics to skirt the provisions of the Rule could all create situations where consumers are being charged excessively high prices. The FTC should also consider future policy or interpretive statements that identify and explain the harms of excessively high fees, factors to consider in enforcement actions that target excessive fees, and future rulemakings to prohibit specific practices or industries where excessively high fees persist. In any future action by the FTC addressing excessive fees, the Commission should ensure that any disclosures provided to consumers are not used as a weapon against consumers to argue that they consented to such high fees.

It is clear that the current state of drip pricing and deceptive fee practices have had a negative impact on competition and prices overall. The rule will provide significant improvements to the marketplace, but excessively high fees should be viewed seriously and investigated promptly by the Commission.

C. Mandatory and Optional Fees

The proposed rule makes important distinctions between mandatory and optional fees, including how they are disclosed and offered to consumers. The FTC requires mandatory fees to be included in the Total Price, and it asks whether its Rule sufficiently clarifies that the Total Price includes (1) all fees or charges that are not reasonably avoidable and (2) all fees or charges for goods or services that a reasonable consumer would expect to be included with the purchase.²² The answer to both questions is no, and we suggest several changes to ensure better protections from deceptive practices in mandatory and optional fees.

1. Mandatory Fees

The Rule requires businesses to include all mandatory fees in the Total Price, which we fully support. Effectively, if a fee is unavoidable and mandatory, it is difficult to separate the fee from the price of the good itself. While the business may ascertain its own price by calculating the total of all mandatory fees, to a consumer, the end result (i.e., the total price) is the same. We therefore especially support the requirement that the Total Price be made more prominently than any other pricing information in § 464.2(b). However, to the extent that businesses attempt to manipulate this Total Price disclosure in an effort to partition out the actual base price into a list of confusing fees, this conduct is deceptive and has the potential to confuse consumers. For example, a consumer may see two separate advertisements for a similar product listed at the same Total Price, but one advertisement stratifies the price into a list of several fees while the other includes the base price and a single fee. This consumer may question whether the goods advertised are actually comparable, costing time to make this determination.

income consumers and consumers of color. *See* Notice of Proposed Rulemaking on Credit Card Penalty Fees, 88 FR 18906, and “Overdraft and Nonsufficient Fund Fees” Report, December 2023, available at https://files.consumerfinance.gov/f/documents/cfpb_overdraft-nsf-report_2023-12.pdf.

²² Question No. 19.

We acknowledge and expect that the all-in pricing structure will disincentivize some of this conduct. Opacity of pricing information simply does not serve a business trying to sell a good in a marketplace that requires full transparency. A company complying with the provisions of § 464.2 may, however, attempt to make their product look more comprehensive by deceptively listing numerous fees in addition to the Total Price. Section 464.3(a) prohibits misrepresentations about “the nature and purpose of any amount a consumer may pay.” The FTC can guard against this deceptive mandatory fee/base price partitioning conduct by making clear that the “prohibited misrepresentations” provision in § 464.3(a) applies to mandatory **and** optional fees – not just the “nature and purpose” disclosures in § 464.3(b).

2. Optional Fees

The rule, however, does not only target fees that are absolutely unavoidable and mandatory, but it also addresses fees for goods and services which are genuinely optional purchases. The FTC should amend the Rule to prohibit these optional purchases from being advertised or included in a deceptive manner to induce consumers to purchase more than they otherwise would have (add-on goods or services that are automatically selected for purchase), or deceptively advertised at a lower price because they exclude some “add-on” that is reasonably expected as part of the good or services itself (e.g. a phone charger with a phone). The three key areas the FTC should address in this regard are (a) offering bona fide ancillary goods or services for an additional fee, (b) circumstances where optional goods or services are included by default, and (c) tips and gratuities, which should be considered separately and subject to somewhat different criteria. We suggest changes to the rule to appropriately address the problems with each of these three of these contexts.

a. Fees for Bona Fide Ancillary Goods or Services

Mandatory fees are broadly addressed through all-in pricing. As we acknowledge above, for a fixed product or service, businesses will have little incentive to create various junk fees, through deceptive pricing tactics like “drip” or “partitioned” pricing, if they are required to clearly and conspicuously display the total, “all-in” price for that product or service up front and more prominently than other pricing information, and if they do so in a manner that is free from the misrepresentations identified in Section C.1 above. This will allow a consumer or other buyer to easily price compare with other sellers. In this context, sellers will have little to no economic incentive to create these fees in the first place, and price competition for customers should win out.

However, the situation is different in the case of add-on or “ancillary” purchases, which the proposed rule only partially addresses. Businesses should, of course, be permitted to offer add-on purchases as options for consumers, such as headphones to pair with a smartphone or extra collision insurance with a car rental. However, businesses should *not* be permitted to deceptively partition out different parts of the core good or service into separate purchases, effectively diminishing the original purchase that a consumer is making, only to make the remaining portions of the good or service into extra “ancillary” purchases. Consider, for example, how

airlines suddenly converted checked-bag fees from an included part of a ticket price to be instead an additional fee.²³ Or, consider the possibility that a hotel, in order to take advantage of the price increases possible through partitioned pricing,²⁴ begins selling housekeeping services as an ancillary “add-on” service for a week-long stay. The FTC’s current proposal defines “Ancillary Good or Service” to include “any additional good or service offered to a consumer as part of the same transaction.” § 464.1(a). In other words, “ancillary” can mean mandatory **or** optional. The Total Price disclosure requires businesses to include all “mandatory ancillary goods or services” in their price (§ 464.2(a)), and the FTC has indicated that these mandatory fees are those which are “necessary to render the good or service fit for its intended use.”²⁵

Because businesses can still pursue deceptive partitioned pricing tactics with genuinely optional purchases, this all-in pricing disclosure, on its own, does not address the deceptive tactic of unbundling or partitioning the good or service into separate ancillary purchases. For instance, an included USB-C charger is not “intrinsically necessary” for a Bluetooth speaker, as many consumers have such chargers already. Housekeeping is not, strictly speaking, “intrinsically necessary” to a hotel stay. Both of these fees are those which a reasonable consumer would expect to be included in the advertised Total Price, however. The proposed rule does not make clear that the cost of a purportedly optional good or service meets the “must pay” or “mandatory” standard if a reasonable consumer would expect it to be included with the purchase.

For this reason, we propose that the Commission make several changes to the Rule, to incorporate the well-established “reasonable consumer standard” into the rule and its determination as to what goods or services are or are not ancillary. Adapted for this purpose and the context of junk fees, the reasonable consumer standard would broadly state that if a reasonable consumer would expect a given good or service to be included in the all-in price for a good or service, then it must be included in the all-in price.²⁶ In short, extra fees for ancillary goods or services can only be levied for goods and services that reasonable consumers would expect to be extra add-on fees.

The Consumer Financial Protection Bureau (CFPB) has adopted this type of tailored approach to its unfairness standard: “In determining whether an act or practice is misleading, one also must consider whether the consumer’s interpretation of or reaction to the representation, omission, act, or practice is reasonable under the circumstances. In other words, whether an act or practice is deceptive depends on how a reasonable member of the target audience would interpret the

²³ Letter from Senator Blumenthal to Robert Isom, CEO for American Airlines, Nov. 19, 2023, available at <https://www.hsgac.senate.gov/wp-content/uploads/2023-11-19-Blumenthal-Request-to-American-Airlines.pdf>

²⁴ Mary Sullivan, FTC Bureau of Economics, “Economic Analysis of Hotel Resort Fees” Jan. 2017, available at https://www.ftc.gov/system/files/documents/reports/economic-analysis-hotel-resort-fees/p115503_hotel_resort_fees_economic_issues_paper.pdf

²⁵ NPRM at 77440.

²⁶ *See, e.g., Fanning v. FTC*, 821 F.3d 164, 170-71 (1st Cir. 2016) (Under the reasonable consumer standard, “if ‘a[] [claim] conveys more than one meaning, only one of which is misleading, a seller is liable for the misleading interpretation even if nonmisleading interpretations are possible.”); *Becerra v. Dr Pepper/Seven Up, Inc.*, 945 F.3d 1225, 1228-29 (9th Cir. 2019) (in California, “the reasonable consumer standard requires a probability ‘that a significant portion of the general consuming public or of targeted consumers, acting reasonably in the circumstances, could be misled.’”); *Bell v. Publix Super Mkts., Inc.*, 982 F.3d 468, 475 (7th Cir. 2020) (same).

representation.”²⁷ The CFPB also clarified that it would not be necessary for a majority of consumers, even within a narrowly defined audience, to be misled for a representation to qualify as misleading.

By tailoring their expectations for representations to conform to differences in target market characteristics, the FTC will better align the standard to its purpose. A standard for “reasonably avoidable” will differ for products serving sophisticated consumer segments compared to those aimed at vulnerable populations. If the expectations for the definition of a “reasonable consumer” were context-specific, it would advance the ability of the proposed definitions to express “Total Price.”

We propose three changes to the proposed rule’s definitions to incorporate this standard. First, the definition of “ancillary good or service”²⁸ should be changed in order to (a) only include optional (and not mandatory) purchases, and (b) define ancillary fees relative to the reasonable consumer standard. If a fee is mandatory, it is not ancillary, and if a reasonable consumer would expect it to be included, it is not ancillary. We propose that “Ancillary Good or Service” be defined in Section 464.1 as “any optional, additional good(s) or service(s), offered to a consumer as part of the same transaction, that a reasonable consumer would not expect to be included with the purchase of the advertised good or service.” Correspondingly the rulemaking comments on this definition should be amended to reflect and elaborate on these changes. Section 464.1(a) should be revised to read as follows:

Ancillary Good or Service means any optional, additional good(s) or service(s), offered to a consumer as part of the same transaction, that a reasonable consumer would not expect to be included with the purchase of the advertised good or service.

The FTC should add in its Statement of Basis and purpose that this definition would include goods or services which are not necessary to render the primary good or service fit for its intended use but are nevertheless offered as part of the same transaction. An Ancillary Good or Service must be an optional purchase. For example, if a hotel offers a consumer the option to purchase or decline trip insurance with a room reservation, the insurance would be an ancillary service. If a housing rental agreement includes a fee for a trash valet service that is not reasonably avoidable, it would be a mandatory service and thus not ancillary. If a business includes a fee the consumer cannot reasonably avoid to process the payment for any good or service, such payment processing would be a mandatory service, and thus not ancillary.

²⁷ Consumer Financial Protection Bureau, “Unfair, Deceptive, or Abusive Acts or Practices (UDAAPs) Examination Procedures,” p. 6. (Oct. 2012), available at https://files.consumerfinance.gov/f/documents/cfpb_unfair-deceptive-abusive-acts-practices-udaaps_procedures_2023-09.pdf

²⁸ The current proposed rule defines *Ancillary Good or Service* as “any additional good(s) or service(s) offered to a consumer as part of the same transaction.” This is insufficiently specific to address these problems.

Second and correspondingly, because we proposed that ancillary good or service be redefined to not include mandatory goods and services, the definition for Total Price in § 464.1(g) should be revised to read:

“Total Price means the maximum total of all mandatory fees or charges a consumer must pay for a good or service ~~and any mandatory Ancillary Good or Service~~, except that Shipping Charges and Government Charges may be excluded.”

Third, to make these distinctions clear, we also recommend that the rule include a new definition in § 464.1 for mandatory fees so that rules for mandatory fees and fees for ancillary purchases both cover the universe of possibilities and do not overlap. Therefore, we propose the following definition:

“Mandatory fee includes but is not limited to:

(1) Any fee or surcharge that must be paid in order to purchase the advertised good or service;

(2) A fee or surcharge that is not reasonably avoidable; or

(3) A fee or surcharge for any good or service that a reasonable consumer would expect to be included with the purchase of the advertised good or service.”

b. Optional Fees Included Automatically or by Default

The second circumstance to be considered is where businesses, through a default selection, automatically add the purchase of an ancillary (optional) good or service over the course of a consumer’s purchasing process. The proposed rule should be amended to entirely prohibit this and should make clear that fees for ancillary goods or services included by default are not reasonably avoidable. The FTC should clarify that a fee or charge is not reasonably avoidable where the business uses design elements or other dark patterns that prevent a reasonable consumer from noticing the fee or from easily avoiding the fee. Businesses should not be allowed to advertise one price and then charge another price, putting the onus on the consumer to navigate a complex array of default selections in order to pay the advertised price for the good or service.

It is well established that defaults have a significant impact on consumer behavior and lead many consumers to accept the default option without actively considering it. A large body of literature highlights and shows the effects that default selections can have on consumer an individual behavior, predisposing consumers to make purchases they otherwise would not have chosen to do, whether by biasing the cognitive processes of consumer decision making or through deception, where a consumer, strained for time, does not notice they are consenting to an extra

purchase which they did not affirmatively select.²⁹ Likewise, research has shown that default selection across a range of contexts is effective at biasing consumer and individual choices, irrespective of whether individuals were informed of the defaults, and the reasons they were selected as defaults.³⁰

An example of how default selection impacts consumer behavior is in the context of tips in fintech cash advance products. A growing number of these products disclose “no interest” and “no mandatory fees” but include a default “tip” in the cost of the advance. While the tips are purportedly voluntary, the California Department of Financial Protection and Innovation (DFPI) found that 73% of transactions included tips and other purportedly optional fees.³¹ DFPI observed:

Even though tip-based financing is a young market, the DFPI has already identified multiple strategies that lenders use to make tips almost as certain as required fees and these charges can be quite costly. These approaches include:

- 1) Disabling a service if a borrower does not tip;
- 2) Setting default tips and using other user interface elements to making tipping hard to avoid;
- 3) Making it difficult to set a \$0 tip or not advertising that a particular payment is optional; and
- 4) Claiming that tips are used to help other vulnerable consumers or for charitable contributions.

A longer discussion of the use of “tips” to disguise the cost of fintech cash advances can be found in comments to the CFPB regarding junk fees filed by consumer advocacy groups.³²

²⁹ Tom Baker & Peter Siegelman “‘You Want Insurance with That?’ Using Behavioral Economics to Protect Consumers from Add-on Insurance Products,” Connecticut Insurance Law Journal (2013), available at https://scholarship.law.upenn.edu/faculty_scholarship/441/;

Cass R. Sunstein “Deciding by Default,” University of Pennsylvania Law Review (2013), available at https://scholarship.law.upenn.edu/cgi/viewcontent.cgi?article=1000&context=penn_law_review;

N. Craig Smith et al., “Choice Without Awareness: Ethical and Policy Implications of Defaults,” Journal of Public Policy & Marketing (Fall 2013), available at <https://www.jstor.org/stable/2696456>;

Brigitte C. Madrian and Dennis F. Shea, “The Power of Suggestion: Inertia in 401(k) Participation and Savings Behavior,” The Quarterly Journal of Economics, (Nov. 2001), available at <https://www.jstor.org/stable/43305780>;

Gila E. Fruchter, et al. “Fee or free? How much to add on for an add-on,” Marketing Letters (April 2020), available at <https://link.springer.com/article/10.1007/s11002-010-9112-3>.

³⁰ Mary Steffel, et al. “Ethically deployed defaults: Transparency and consumer protection through disclosure and preference articulation.” *Journal of Marketing Research* (2016), available at <https://www.jstor.org/stable/44134922>

³¹ Some consumers may have tipped on one transaction and then not tipped on another one a few days later because they had just tipped. Thus, the percentage of consumers who avoided tips altogether was likely significantly lower than the percent of transactions that had no tips.

³² See [Comments of NCLC et al to CFPB re Request for Information Regarding Junk Fees Imposed by Providers of Consumer Financial Products or Services](#) at 44-52 (May 2, 2022).

Similarly, some high-cost lenders include credit insurance with their loans as a way of avoiding state interest rate limits.³³ These lenders make the credit insurance technically “voluntary” in order to avoid Truth in Lending Act regulations that would otherwise require that cost to be included in the annual percentage rate. But by prechecking the box to elect credit insurance, the lenders ensure that nearly all consumers pay for it, even though the insurance is very low value, most consumers do not realize that they are paying for it, and many would have chosen not to.³⁴

The phrase “must pay” should be interpreted to include any fee or charge that is included by default and that the consumer must pay unless they take affirmative action to opt out or avoid it.³⁵ Any fees or charges that are automatically included in a product should be considered to be part of the Total Price. By including default fees and charges, the Commission would avoid the need to police a wide variety of dark patterns that can make it difficult for the reasonable consumer to avoid those costs.

Therefore, we propose that § 464.2(b) be revised to read:

“(b) In any offer, display, or advertisement that contains an amount a consumer may pay,

(1) a Business must display the Total Price more prominently than any other Pricing Information; and

(2) a Business must not automatically include Ancillary Goods or Services in the Total Price or automatically select Ancillary Goods or Services for purchase on behalf of the consumer.”

We furthermore suggest an Official Comment stating:

A consumer must pay a fee or charge if the fee or charge is not reasonably avoidable or if the consumer must pay the fee or charge unless they take affirmative action to avoid it. An ancillary

³³ Pew Charitable Trusts “State Laws Put Installment Loan Borrowers at Risk,” Oct. 2018, p. 18, available at https://www.pewtrusts.org/-/media/assets/2018/10/installment-loans_report.pdf.

³⁴ *Id.* at 18-19.

³⁵ Viewing a cost included by default as a mandatory fee is consistent with the “compulsory use” provisions of the Electronic Fund Transfer Act (EFTA): Compulsory use of electronic fund transfers: No person may— (1) condition the extension of credit to a consumer on such consumer’s repayment by means of preauthorized electronic fund transfers; or (2) require a consumer to establish an account for receipt of electronic fund transfers with a particular financial institution as a condition of employment or receipt of a government benefit. Courts have found that if electronic repayment is a “default” method, then that violates the ban on compulsory use even if the consumer can opt out. *See de la Torre v. CashCall, Inc.*, 56 F. Supp. 3d 1073, 1089 (N.D. Cal. 2014) (concluding that a violation of EFTA occurs “at the moment of conditioning—that is, the moment the creditor requires a consumer to authorize EFT as a condition of extending credit to the consumer”), vacated on other grounds, 2014 WL 7277377 (N.D. Cal. Dec. 22, 2014), vacated and remanded on other grounds, 904 F.3d 866 (9th Cir. 2018); *Fed. Trade Comm’n v. Payday Fin., L.L.C.*, 989 F. Supp. 2d 799 (D.S.D. 2013) (lender violated compulsory use provision because loan was conditioned on agreement to repay by EFT despite right to cancel EFT payments even before first payment); *Pinkett v. First Citizens Bank*, 2010 WL 1910520 (N.D. Ill. May 10, 2010); *O’Donovan v. CashCall, Inc.*, 2009 WL 1833990 (N.D. Cal. June 24, 2009) (finding violation of EFTA despite fact that borrowers could cancel authorization before the first payment); *W. Va. ex rel. McGraw v. CashCall, Inc.*, No. 08-C-1964 (W.V. Cir. Ct. Sept. 10, 2012) (same), available at www.nclc.org/unreported; *In re Integrity Advance, L.L.C.*, CFPB No. 2015-CFPB-0029 (Jan. 11, 2021), available at <https://files.consumerfinance.gov>.

good or service is mandatory if a reasonable consumer would expect the good or service to be included with the purchase.

c. Tips and Gratuities

Tips in the fintech context discussed above are different than true tips and gratuities paid to workers, which consumers generally understand are optional. Recent misconduct in the food service industry, however, has deceived consumers and harmed workers who rely on tips as income.³⁶ Restaurants have imposed mandatory “service fees” in a manner that makes the fee appear as a tip being paid to the worker when it is actually a fee paid to the business. Consumers then decline to tip the worker, believing that they have already done so, and the worker has lost much-needed income as a result of this deceptive conduct. Food delivery companies have engaged in similarly deceptive conduct regarding “delivery fees” and “expanded range fees,” where they do not share these fees with the delivery worker. These approaches frustrate consumers, undermine the financial health of delivery workers, and put honest delivery companies at a disadvantage.

The disclosures to consumers about these fees will improve with the FTC’s proposed rule, but the FTC should consider publishing future guidance to address this particular issue in a manner that protects informed consumer choice and does not harm workers who rely on gratuities as income.

D. Clear and Conspicuous Disclosures

The proposed rule requires disclosures to be made clearly and conspicuously in accordance with the definition in §464.1(c). The elements of this definition apply in various contexts (in person, verbal, electronic, etc.) and are used widely in FTC rulemakings and other statements. We make recommendations to amend certain parts of this definition to facilitate consumer understanding of the information provided in these disclosures.

1. Language Translation

The FTC acknowledges that unfair and deceptive junk fee practices disproportionately harm consumers in vulnerable populations, including those with limited English proficiency. According to the U.S. Census, nearly 22% of the U.S. population over the age of five speak a language other than English at home, and, of these, 38.3% have limited proficiency in English, meaning that they speak English less than very well.”³⁷ (These consumers are referred to as

³⁶ Office of the Attorney General for the District of Columbia “Consumer Alert: DC Restaurants are Barred from Charging Deceptive Fees,” (March 7, 2023) available at <https://oag.dc.gov/release/consumer-alert-dc-restaurants-are-barred-charging>

³⁷ American Community Survey DP02 – Selected Social Characteristics in the United States, “Languages Spoken at Home.” Available at <https://data.census.gov/table/ACSDP5Y2021.DP02?hidePreview=true>

limited English proficient, or “LEP.”) Of these LEP consumers, two-thirds speak Spanish as their non-English language.³⁸

The FTC has acknowledged the importance of language translations in consumer transactions, including auto sales, business opportunities, and home solicitation sales. The FTC has also issued an enforcement policy statement in 16 C.F.R. § 14.9 specifically pertaining to advertising practices and language translation:

Where... rules... require ‘clear and conspicuous’ disclosure of certain information in an advertisement or sales material in a newspaper, magazine, periodical, or other publication that is not in English, the disclosure shall appear in the predominant language of the publication in which the advertisement or sales material appears. In the case of any other advertisement or sales material, the disclosure shall appear in the language of the target audience.

Section § 14.9 would apply to the Total Price disclosures, but because it is limited to advertisements and sales materials, it may not apply to (and require translations of) the “nature and purpose” disclosures in § 464.3(b).

The FTC does include a provision in its proposed definition of “clear and conspicuous” § 464.1(d)(5) which requires disclosures to “appear”³⁹ in each language in which the representation that requires the disclosure appears. However, this would also not apply to the disclosures in § 464.3(b) because there is no triggering “representation that requires the disclosure(s).”

For these reasons, the FTC’s existing provisions likely do not require translation of the “nature and purpose” disclosures in § 464.3(b). Non-English speaking consumers will constitute a substantial portion of the public that the FTC hopes to assist with this transparency and disclosure-focused rule. It should ensure that the disclosures are as understandable for English speaking consumers as they are for the significant part of the U.S. population with limited-English proficiency.

The FTC can improve this deficiency by amending the definition of Clear and Conspicuous in § 464.1(c)(8), which requires the business to account for the specific audience it targets when it makes any disclosure. The FTC should explicitly add LEP consumers to this provision:

(8) When the representation or sales practice targets a specific audience, such as *limited English proficient consumers*, children, older adults, or the terminally ill, “ordinary consumers” includes reasonable members of that group.

³⁸ *Id.*

³⁹ The FTC recently explained in its Combating Auto Retail Scams Rule that the use of the word “appear” is not intended to apply to written disclosures only and includes verbal disclosures as well. See 89 F.R. 590 at 604.

The effect of this amendment would be that the business is required to translate the disclosures in order to effectuate an “easily understandable” disclosure. This amendment would ensure that the effects of § 14.9 apply to all disclosures, not just those in advertisements and sales materials, and would accordingly require translation in situations where the business targets LEP consumers.

2. Printable and Savable Electronic Disclosures

The proposed rule does not currently require all disclosures to be in writing. Both § 464.2 and 464.3 require the disclosures to be made “clearly and conspicuously,” which contemplates audible and visual methods of disclosure. Many of these transactions will occur online or even over the telephone, making it potentially difficult for consumers to retain the information provided to them in the disclosures, particularly those required in § 464.3, regarding the nature and purpose of the fees. To this end, the FTC should require businesses to ensure that when these disclosures are made electronically, they shall be provided in a form that is capable of being printed and saved, should the consumer wish to do so. Such a requirement would be consistent with the purpose of the rulemaking itself and other analogous consumer financial disclosure regulations.

The Truth in Lending Act provides a useful comparison, as Congress expressly stated a purpose that is similar to the FTC’s goals in this rulemaking: assuring meaningful disclosure of terms and allowing consumers to compare their choices.⁴⁰ A key component of TILA also requires creditors to provide certain disclosures in closed-end credit transactions “in a form that the consumer may keep,” demonstrating the importance of a consumer’s ability to literally take the credit disclosures to another provider and compare the terms. 12 C.F.R. 1026.17(a)(1).

Both Sections 464.2 and 464.3 require disclosure earlier in the consumer purchase process than what is required by TILA, both at the advertising juncture and before the consumer consents to pay. Ensuring that when these disclosures are made in an electronic context, the disclosures are capable of being printed and saved would allow consumers to more easily compare their options. Printing and saving information from a website can be cumbersome and not easily readable. Should a consumer wish to print and save the information contained in these disclosures to compare with other offers, the business should ensure that the consumer is able to do so. Honest businesses would also benefit from this type of disclosure requirement, as it would allow them to easily demonstrate how their prices compare to others’.

The FTC can accomplish this goal by amending § 464.1(c)(4) in the definition of “Clear(ly) and Conspicuous(ly):

In any communication using an interactive electronic medium, such as the internet or software, the disclosure must be unavoidable *and must be capable of being printed and saved in an easily readable format.*”

⁴⁰ 15 U.S.C. 1601(a).

3. Concise Disclosures

Section 464.3 of the proposed rule would prohibit misleading fees and affirmatively require businesses to identify the “**nature and purpose** of any amount a **consumer may pay** that is excluded from the Total Price.” Because the Total Price includes mandatory fees, this section addresses government charges, shipping costs and optional fees, and it would require businesses to describe those fees, including their refundability and the good or service for which the fee is charged. Businesses must make these disclosures clearly and conspicuously, as defined in § 464.1(c).

The definition of clearly and conspicuously would require businesses to disclose information in a manner that is “easily understandable,” a point that should be emphasized and clearly enforced going forward. A facet of “easily understandable” is the concept of conciseness – businesses should not be permitted or incentivized to bury consumers in complex descriptions of hundreds of optional fees at one time. Congress and the Federal Communications Commission (FCC) made this point quite clear in the context of Broadband Nutrition Labeling as part of the 2021 Infrastructure Act.⁴¹ Consumers have long complained about complex and burdensome broadband internet bills that overwhelmed them with perplexing information. As a result, the FCC’s Order requires internet providers to display labels that provide key information to consumers without overwhelming them with information.

Of particular note with respect to this concern is the requirement that businesses honestly identify the “refundability” of the fees. This is another potential area of confusion for consumers, as refund policies can be confusing in and of themselves since they may be conditioned on a number of occurrences.⁴² The CFPB’s recent enforcement action against Toyota Motor Credit Corporation underscores the importance of cancellation and refund policies to consumers buying and leasing motor vehicles.⁴³ The Consent Order indicates that Toyota received approximately 86 calls per day for five years from consumers seeking cancellation and refunds of fees for add-ons products. It withheld information from consumers about its internal policies and procedures regarding cancellations and refunds to the detriment of consumers.

Similarly, the FTC should ensure that any final rule is interpreted and enforced in a manner that ensures that the method of disclosure in § 464.3 facilitates the ability of consumers to choose which goods and services they want. This means that tactics such as listing hundreds of optional fees, identifying fees that would not be applicable to the consumer, providing a description that uses complex jargon, and using unnecessarily lengthy descriptions should not be permitted or incentivized. The FTC should emphasize that each part of the required disclosure be simple, understandable and accurate.

⁴¹ Federal Communications Commission, Report and Order and Further Notice of Proposed Rulemaking FCC 22-86 (Nov. 17, 2022) available at <https://docs.fcc.gov/public/attachments/FCC-22-86A1.pdf>

⁴² Jessie Middis, Yahoo News “Aldi refund policy sparks confusion among shoppers: ‘Wait, what?’” Jan. 12, 2022, available at <https://au.news.yahoo.com/aldi-refund-policy-sparks-confusion-among-shoppers-025750975.html>

⁴³ Consumer Financial Protection Bureau Enforcement Actions, Toyota Motor Credit Corporation (Nov. 20, 2023), available at <https://www.consumerfinance.gov/enforcement/actions/toyota-motor-credit-corporation-2023/>

IV. The FTC Should Not Grant Broad Exemptions from the Rule.

The FTC has asked whether it should consider limiting the rule to certain industries or granting broad exemptions for certain types of businesses. We strongly urge the FTC to maintain its intent that this be an “industry neutral rule,” with which all businesses are required to comply. This approach is necessary to achieve market-wide goals such as comparison shopping, competitive prices, informed consumer choice, and reduced consumer frustration and confusion.

A. Small Businesses

The Commission asks in Question No. 14(c) whether it should exclude small businesses from the rule. The answer is no. In order to effectively promote true informed consumer choice and stimulate competition, small businesses should not be excluded from the rule. Although the FTC has stated in the NPRM that deceptive conduct regarding fees is already prohibited by Section 5 of the FTC Act, exempting certain businesses would send the message that the exemption grants them an effective license to engage in the deceptive conduct that forms the basis for the rule.⁴⁴ This cannot be the intent of the FTC and it should ensure that this is not the outcome.

It would also be incongruous to exempt small businesses from compliance with the rule as they will certainly experience its benefits. There is little question that small businesses will benefit from enhanced competition with larger businesses that have historically and deceptively hidden their prices and fees through drip pricing. Small businesses will also benefit from the rule as consumers. Small businesses suffer the harms of hidden and deceptive fee practices, as demonstrated by the FTC’s enforcement actions.⁴⁵ Small business owners also commented in the advance notice proceeding supporting the transparency requirements of rule and describing their inability to budget and plan for their own business.⁴⁶

Exempting small businesses from the rule would hinder the market-wide benefits of transparency through all-in pricing. The FTC’s current proposal would provide confidence to consumers that the prices they see advertised and displayed represent an accurate reflection of the marketplace. Excluding small businesses injects uncertainty into this experience – consumers can no longer be certain that they are evaluating the best and most accurate prices for goods and services and may spend more time chasing down the possibility of better prices due to this uncertainty. This would necessarily impede informed consumer choice and would likely impact the significant benefit of time savings within the rule. Exempting small businesses would create significant consumer

⁴⁴ See also, discussion in Section I regarding the limitations of Section 5 enforcement cases in the wake of *AMG Capital*. Consumers who have suffered harm at the hands of a small businesses are no less deserving of complete equitable relief than those who engage with larger businesses.

⁴⁵ Press Release “FTC Takes Action to Stop Payment Processor First American from Trapping Small Businesses with Surprise Exit Fees and Zombie Charges” July 29, 2022, available at <https://www.ftc.gov/news-events/news/press-releases/2022/07/ftc-takes-action-stop-payment-processor-first-american-trapping-small-businesses-surprise-exit-fees>.

⁴⁶ Advance Notice of Proposed Rulemaking on Unfair or Deceptive Fees Trade Regulation Rule, Comment No. 2022-0069-5496, available at <https://www.regulations.gov/comment/FTC-2022-0069-5496>.

confusion and adding a layer of unpredictability by exempting small businesses will undermine consumer confidence in the process and inject frustration when they learn that not every business is required to comply with the Rule.

Including small businesses also enables compliance and enforcement. An exemption would need to be extremely clear about who the rule applies to, necessitating a set of standards that would likely evaluate size, revenue, and other performance indicators. Each of these measures will certainly fluctuate for businesses, requiring ongoing analyses and compliance determinations. Adding this extra step of ascertaining whether the rule applies would add compliance costs for businesses. This additional step would also make enforcement by the FTC less efficient. The FTC would have to evaluate each of these standards to determine whether the rule applies, involving a potentially complicated analysis of financial records. A simpler, more predictable and equitable approach would be to ensure that small businesses are not exempt from compliance with the rule.

B. Auto Dealers

At the time the FTC's NPRM was published, it proposed to exclude auto dealers from the rulemaking due to the then-existing proposed Motor Vehicle Dealer Rule. Since the time of publication, the FTC has published its final Combating Auto Retail Scams (CARS) Rule. In the NPRM at hand, the FTC asks in Question No. 13 whether its proposed auto dealer exclusion is appropriate, and the answer is no. Advocates strongly oppose this proposal and urge the Commission to include auto dealers in this rulemaking.

The FTC has not articulated sufficient reasons that would justify this special treatment for auto dealers, other than the proposed rule and comments from auto dealers seeking exemption. The FTC identifies the overlap of this rule with other existing rules and amendment proposals, including the Telemarketing Sales Rule, the Restore Online Shoppers' Confidence Act, the Negative Option Rule, and the Funeral Rule. The rule does not propose to exempt any of the entities that are subject to these rules, yet it proposes to exempt auto dealers based on rule that has not yet taken effect. As stated above when recommending including small businesses, exemptions create confusion for consumers. It is also clear that consumers are particularly tired of hidden and misleading fees in auto sales and financing.⁴⁷

The FTC's CARS Rule proposal similarly requires up front pricing information and prohibits misrepresentations about fees. Auto dealers who comply with the CARS Rule will be able to comply with the Unfair and Deceptive Fees Rule, and there is no reason to permit an exemption.

⁴⁷ Consumer advocacy organizations created a letter writing campaign, telling auto dealer industry lobby groups to cease their efforts to kill the FTC's CARS Rule. Nearly 15,000 letters have been sent. <https://actionnetwork.org/letters/tell-nada-support-the-ftcs-auto-dealer-rule-and-stop-ripping-consumers-off-with-fake-deals-hidden-junk-fees-and-misleading-advertising-now?source=direct> link&

C. Credit and Leasing

We believe that the Total Cost disclosure is consistent with the cost disclosures required by other federal statutes such as the Truth in Lending Act ("TILA"), but the Commission should examine each statute carefully to ensure there is no conflict or confusion. To the extent that the Commission decides to exempt credit, leases or savings, the exemption should be limited to those that are covered by and comply with the relevant disclosure statute, i.e., TILA. Companies should not be allowed, for example, to claim that they are not TILA credit or are otherwise not covered by TILA but permitted to claim a credit exemption from this rule.

In addition, any exemption should be limited to the Total Cost disclosure. The Misleading Fees prohibition, including the requirement to clearly and conspicuously disclose and accurately describe the nature and purpose of any costs that are not included in the Total Price, is compatible with other required disclosures and will enhance consumer protection and pricing transparency.

V. Conclusion

We fully support the FTC's approach to ending hidden and misleading fees. We also do not believe that there are any disputed issues of material fact to be resolved in this rulemaking. To the extent that the FTC does identify such disputed issues, the undersigned would welcome the opportunity to participate in any informal hearing to support the FTC's efforts to ensure that this rule becomes law.

Consumer Federation of America
20/20 Vision
Accountable.US
AKPIRG
American Economic Liberties Project
Americans for Financial Reform Education Fund
Arkansans Against Abusive Payday Lending
Better Markets
CAARMA
Center for Economic Integrity
Center for Economic Justice
Center for Responsible Lending
Consumer Action
Consumer Federation of California
Consumer Protection Policy Center
Consumer Reports
Consumers for Auto Reliability and Safety
Delaware Community Reinvestment Action Council, Inc.
Demand Progress

Economic Action Maryland
Georgia Watch
Indiana Community Action Poverty Institute
Kentucky Equal Justice Center
Legal Aid Justice Center
Maine People's Alliance
Manufactured Home Owners Association of New Jersey
National Association of Consumer Advocates
National Community Reinvestment Coalition
National Consumer Law Center (on behalf of its low-income clients)
National Consumers League
New Economy Project
New Jersey Citizen Action
New Jersey Coalition for Financial Education
New Mexico Center on Law and Poverty
Oregon Consumer Justice
Private Equity Stakeholder Project
Progressive Change Institute
Progressive Leadership Alliance of Nevada
Prosperity Indiana
Public Citizen
Public Good Law Center
RAISE Texas
Revolving Door Project
South Carolina Appleseed Legal Justice Center
Texas Appleseed
THE ONE LESS FOUNDATION
Travelers United
U.S. Public Interest Research Group
UnidosUS
Virginia Citizens Consumer Council
Virginia Poverty Law Center
VOICE (Voices Organized in Civic Engagement)

Appendix A – Suggested Amendments to 16 C.F.R Part 464

Amendments to § 464.1 - Definitions

¹Amend definition of “Clear(ly) and Conspicuous(ly) in § 464.1(c)(4):

In any communication using an interactive electronic medium, such as the internet or software, the disclosure must be unavoidable *and must be capable of being printed and saved in an easily readable format.*

²Amend the definition of “Clear(ly) and Conspicuous(ly)” in § 464.1(c)(8):

(8) When the representation or sales practice targets a specific audience, such as *limited English proficient consumers*, children, older adults, or the terminally ill, “ordinary consumers” includes reasonable members of that group.

³Amend the definition “Ancillary Good or Service” in §464.1(a):

Ancillary Good or Service means any *optional*, additional good(s) or service(s), offered to a consumer as part of the same transaction, *that a reasonable consumer would not expect to be included with the purchase of the advertised good or service.*

⁴Add a new definition for “Mandatory fees” in § 464.1:

Mandatory fee includes but is not limited to:

(1) *Any fee or surcharge that must be paid in order to purchase the advertised good or service;*

(2) *A fee or surcharge that is not reasonably avoidable; or*

(3) *A fee or surcharge for any good or service that a reasonable consumer would expect to be included with the purchase of the advertised good or service.*

⁵Amend the definition of “Total Price” in § 464.1(g):

Total Price means the maximum total of all *mandatory* fees or charges a consumer must pay for a good or service ~~and any mandatory Ancillary Good or Service~~, except that Shipping Charges and Government Charges may be excluded.

¹ Comment § III.D.2, p. 19.

² Comment § III.D.1, p. 18-19.

³ Comment § III.C.2.a, p 13.

⁴ Comment § III.C.2.a, p. 14.

⁵ Comment § III.C.2.a, p. 14.

Amendments to § 464.2 – Hidden Fees Prohibited

⁶Amend § 464.2(b):

(b) In any offer, display, or advertisement that contains an amount a consumer may pay,

(1) a Business must display the Total Price more prominently than any other Pricing Information; *and*

(2) a Business shall not automatically include Ancillary Goods or Services in the Total Price or automatically select Ancillary Goods or Services for purchase on behalf of the consumer.

Amendments to § 464.3 – Misleading Fees Prohibited

⁷Amend § 464.3(b):

(b) A Business must disclose Clearly and Conspicuously *before the consumer provides their billing or payment information* the nature and purpose of any amount a consumer may pay that is excluded from the Total Price, including the refundability of such fees and the identity of any good or service for which fees are charged.

⁶ Comment § III.C.2.b, p. 16.

⁷ Comment § III.A, p. 6-7.

First Name	State	Title	Body of story
Mary	FL	Clothing sale	A clothing company that is resting me over payments that I don't owe them I returned their clothing and everything what to do
Amanda	DE	Unnecessary junk fees	Banks do it the most 3 fees on one insufficient funds transaction \$35 each... Charging u for using another banks ATM.. on top of getting charged by the ATM. Charging u to use a teller... The list gos on n on.
Catherine	NY	Cedit card fee	I have been noticing a lot of restaurants are charging a 3.5% fee for using a credit card. Here in NY this is illegal I have contacted the attorney general for NY state and it is illegal. They can give a discount for cash but cannot charge for using a card. One establishment was even charging 4% to use a card the credit companies charge 3.5%.I called them on it, have to ask for management, but they will take the charge off or give some kind of refund. But a lot of people don't even realize the charge is there and are getting ripped off.
Bob	FL	Keep rewards programs!	We buy everything with a visa from Amazon. We get points back to spend on Amazon. Please help support this practice!
Ann	WI	Airline seats	We paid for flights on American Airlines. As we were traveling together we prefer to sit together on the plane. In order to specify seats together American Airlines charged us each another \$20. They guaranteed a seat but not necessarily together. So I waited until closer to our departure date to view seating available. Seats were middle seats and not close to each other. So we paid \$40 to sit together. In addition to initial cost. The airlines are charging to sit together, for aisle seats, etc. Airlines are gouging passengers, making exorbitant profits and we the consumers have no recourse. Maybe airlines should have same guidelines as public service commission for utility companies.
Bill	AZ	Unexpeced hotel resort fee	We stayed at a Doubletree hotel in the Palm Springs area a few years ago. Upon checkout, we were surprised by a \$50 per night resort fee, which was not disclosed to us previously. The person at the front desk told us since we booked the room on Priceline, there was nothing they could do.
Michael	HI	Paying for another's rubber check - WHY!	My FCU charged me for deposit-only on someone else's bad check; never got to use the "deposit."
Charles	FL	Hertz car rental	Recently rented from Hertz plane arrived 3 hours late was told vechicle no longer available had to pay for an suv (extra like 200) walked out to get it into a full lot -- just a rip off - sent in a complaint no answer received.

First Name	State	Title	Body of story
steven	AZ	Urban Plates - Restaurant Junk Fee	<p>Urban Plates is a restaurant in Woodland Hills, Ca. In May was there for dinner. One orders at a counter, pays the bill and are given a number to put on a table where you choose to sit. The food is delivered to your table by a waiter.</p> <p>I paid, we sat down & for whatever reason I looked over the receipt. There was a FEE added to the bill. for what? I went up to the cashier and asked about it. He pointed to a small sign by the register stating the restaurant charges a percentage fee to cover "WORKER'S HEALTH INSURANCE" costs to all orders!!!!!!</p> <p>I saw red and told the cashier I was not going to pay this add on and want it removed from my already paid bill. He called the manager.</p> <p>The manager said everyone is charged this fee. My reply was, "Not Me and i'm part of everyone".</p> <p>He voided the ticket and re entered everything minus the tacked on fee saying from now on you will be charged it, this is a one time deal. My reply was, this also is the last time I will be eating here; you lost a customer. Then I proceeded to say, "how come you don't tack on a lighting fee, a floor cleaning fee, a fee for heating the food?" I said they should be ashamed of themselves trying to rip off customers tacking on an operational and standard business expense to the customer's bill. If they are that desperate they should raise their menu prices but dont screw people with phony fees.</p> <p>I was so ticked i made no mention to the manager that when he ran a new receipt he failed to let me add the tip that was on the original bill.</p> <p>i'm becoming a firm believer that tipping and fees should be totally done away with. FULL PRICING MUST BE INCLUDED IN CUSTOMER CHARGES.</p>
Tammy	CO	Las Vegas	<p>Las Vegas hotel resort fees are outrageous! I go online, find a great hotel price for my stay and then, I go to pay for my stay and there is an added \$50 per day for stay! What the heck?!! Now the price is no longer affordable. This is so very frustrating!</p>

First Name	State	Title	Body of story
Ruth	CA	Highway robbery!	In July 2023, our family of four was booked for a 4-night stay at the San Francisco Marriott Union Square. Upon our arrival and check-in, we learned of an unexpected additional charge of \$25 per day. With luggage in hand and hundreds of miles from home, what leverage did we have to protest this fee? Should we voice our outrage to the innocent desk clerk? Should we threaten to cancel our reservation and go home? We were fundamentally "over a barrel" to do anything about the extra fee. This charge was characterized as a daily credit towards drinks at the hotel bar, breakfast in the hotel restaurant, or a few other entertainment options (such as a single ride on the streetcar). The credit expired daily and could not be accrued over our visit. The terms of this credit were very impractical for a family of four to use. We aren't imbibers, we've already ridden the streetcar many times before, and we were not at all interested in ordering four overpriced breakfasts each day in the hotel when we were there to enjoy the city's many more attractive offerings. We never used the hotel's daily credit and saw it as a forfeiture of \$100. This sort of exploitive behavior on the part of the hospitality industry is egregious and unethical. It's time for some government regulation.
Charles	CA	Assigned seating charge	Booked a round trip flight on Air Canada. Paid full price (\$1900.00) for my wife and I. In order to get assigned seating, I had to pay an additional \$30.00 per person each way. Then an additional \$30.00 per suitcase each way. I feel that these additional charges are unjustified.
ROBERT	SC	Convenience for what?	Bought four tickets on line for the cog railway at Mt Washington, NH for \$86.00 each. When "checking out", a \$5.00 "convenience fee" was added to each ticket purchased. Nowhere was this fee mentioned prior to reaching the purchase phase of the process. No explanation is given anywhere for what this fee is for. A very deceptive practice not mentioning this fee prior to checkout and not disclosing what this fee is for.
Mitchell	SD	Big buisness and the working person.	Basically, what it consistantly comes down.yo in many fh orms is a low or average income household that gets wrongly stuck with fa pk se or fraudulent fees and charges, etc. Then, they make your life hell. How dors the average Joe fight back? It's very difficult unless you can afford a good attorney, most cannot. So, big buisness aka unethical capitalists keeps attacking, damaging peoples credit snd so forth. The average Joe's resources for justice are extremrly limited. Small clsims court, the BBB? What a joke! There needs to be stops in place smd mand re of the to advocate for the average person and aggressive watchdogs on corrupt local and big buisness or unethical capitalism.
Catherine	IN	Carry on Luggage? Free or Not?	The kiosks at LaGuardia Airport for Delta ask you if you want to check your luggage for \$30. What they don't tell you is that Carry-on luggage is free if you want to check it. That notification comes AFTER we paid the \$30. I have not been able to get a refund from Delta despite making multiple complaints online with no response.

First Name	State	Title	Body of story
Craig	VT	IT WASN'T A "CONVENIENCE"	Colin Jost was appearing at our local theater (the Paramount) and we really wanted to see him. The website said \$59 for a seat in the orchestra. By the time the box office tacked on all the taxes and fees it was up to \$72 per ticket and change. I complained to the theater and said they should just tell the customer up front what the ticket will cost. I would have gladly paid \$72 for a ticket and would have come away with a better feeling about the theater.
Fenton	NM	Caution	To my knowledge I have never been charged a fee that was not known prior to the transaction.
James+	VA	Paying Extra for Any Seat on an Airplane	Like everyone, every time I travel and have to pay some \$40-\$100 extra for an airline seat and more money to check a bag, I am madder. Something should be done about this scam - charge a fair price and stop the scams.
Trace	OR	Slow payment by banks for "Bill Pay"	I am a building contractor. Often when we invoice a client, they send us a notice that they have instructed their bank to make the payment on, for example, June 1st. The bank immediately debits their account and sends us a notification that the check will be mailed a week to 10 days later which means it won't get to us for as much as two weeks and then have to clear our bank. So the bank is holding that money as part of their "float" which earns them interest for that period. It may be a tiny amount but when it is done a million times...
Elaine	NY	Bank account scammed	It was two years ago. I got an email from geek squad who I had previously had an account with a yearly that I paid for and they said it was being renewed and so I said okay and I called them and we went they said I had to do it from my desktop and so long story short I got them I let them into my account so that was bad they were scammers but I thought they were The geek squad long story short the bank someone deposited \$1,000 in my bank account the bank caught it but it was these people and long story short I bounced checks right and left and right and left and they charged me \$38 for every single one and then they gave me all the money back and charged me again and then I bounce more and they charged me again and I do have all the records I'm not going to get them out right now but if you need him I have them but it was a you know thousands of dollars charge to me they did forgive a lot of them but not a lot not enough it took me a year to get back just for that \$1,000 that's my story this is Elaine
Thomas	NC	Resort fees in NYC resort	I stayed at a Manhattan hotel with no pool and the bill included a resort fee,
Gale	NC	Cable TV	I pay my monthly bill for Cable TV every month. When I look at my bill every month I notice that there is a charge for OTHER. That amount is \$22.00. What is OTHER? Does anyone know????
Beth	OH	Airline fees.	I am 79 years old and just took a vacation first one in almost 4 yrs. Airline tickets are so expensive and this year I bought my ticket early so I could save some money. I spent 2 weeks in Texas and then came home for 2 days and went to Virginia Beach to visit my 95 year old sister. I could not believe the extra charges for getting a seat I never had to pay for a seat on an airplane so far. I didn't realize that because I bought a cheaper ticket that I would pay for a seat! I didn't realize there was a difference in economy and basic economy. I didn't realize that I could not have a purse and small carry on also. My small carry on cost me \$45.00 plus the seat, and since my neice was traveling with me I had to pay double for all these extra fees. Highway robbery!! I'm an old lady and live on SS and can't even enjoy a vacation because of all this extra stuff.

First Name	State	Title	Body of story
jeff	NC	A Concert Nightmare	I bought a ticket through Ticketmaster for \$25. The fees were more than the ticket and the total was \$56. They immediately emailed me to see if I wanted to sell the ticket through their website. Of course the fee was non-refundable. They are the worst I've seen.
jeff	NC	Airline Seat Charges	Unless you want to sit at the back of the plane next to the bathroom, you have to pay a fee for an aisle seat, a window seat, or to not be in the back. I find American Airlines to be the worst offender.
Peter	CT	SPA fee when you are unable to use the SPA	A few years ago, I had back surgery at Mass General Hosp in Boston. I had always stayed in the Liberty Hotel. When I checked out, there was a fee for Spa and Gym use. I pointed out that no such fee had been revealed when I made the reservation. The clerk pointed out some fine print at the bottom of the registration form (text I had not read). I said, "Be reasonable. I just had back surgery; there is no way I could use your pool, your Spa facilities, gym, or weight machines." "That doesn't matter, sir, it's a fee everyone is required to pay." Appeal to an assistant manager didn't fix it, so I have never stayed there again.
Melvin	MI	Fee for mailing bill.	My local newspaper (Lansing State Journal) adds a \$5.00/month fee for mailing their monthly subscription bill to my home. The newspaper wants me to sign-up for their online, auto-pay system.
Jacqueline	GA	Credit Unions are no better than banks	My stories have been occurring for decades. However, my most recent occurred about a year and a half ago and I have still not gotten my \$70 refunded. Jan 14th, 2022, I deposited a check for \$1,500. I was travelling from Illinois to Georgia the next day. I made payments for a 2 accounts, my cell phone and a credit card. Well, the CU, Educacional Fed. CU, paid the bills only because I have had overdraft protection for some time. Upon discovering the fees I made several calls to the CU, trying to get my money returned. To no avail, because I could not remember my password. No one would even access my account. ESFCU is located in, Greenbelt, MD. I have had the account since early 2000s. With online banking available, I never changed from the CU because I was always able to resolve issues over the phone until MCTFCU became ESFCU a few years ago. I am a senior citizen and so fed up of lousy service and disillusionment I pick my battles. I do appreciate getting to express ny frustration, so, thank you very much.

First Name	State	Title	Body of story
Armand	SC	Flying Frontier Air	<p>A few years ago I was going to travel from Charlotte, NC to Providence, RI. Normally I would drive; however, this time I thought I would fly. I checked the flights and Frontier had the best price, so I purchased the ticket online. As time grew closer to my leaving I received a call from the airline. They wanted me to choose my seat, know if I was checking any bags and if I was planning on having a carry on. The lady started quoting me seat prices, then the cost for checking a bag and finally the cost to have a carry on.</p> <p>I said I wasn't going to pay extra for a seat or to have a carry on. I understood the cost to check a bag as there was work to do so. She was very insistent that I had to pay the seat and carry on costs. I was getting agitated at this point. I am 100% PTSD from serving in Vietnam in the infantry. As she spoke I was getting wound up to the point of tears. This lady kept up her pressure. Thankfully, my daughter was at home and she took the phone and gave the lady a piece of her mind for upsetting her father.</p> <p>As it turns out, I decided to drive to Providence and eat the flight cost. I have flown recently on other airline and there are seats without an extra cost; however, there are more seats that require an extra cost. All the airline provides for the extra cost is a different location!</p> <p>Passengers should be able to pay for first class, business or economy and that's it. I avoid flying as much as I can.</p>
KAY	NY	Fees for what?	My cell phone should cost \$10.00 plus tax, however, when I get my bill it's for \$16.13. I know tax is not that much, so the rest is fees.
Hattie	MI	Why are we charged for exit row seats on a Delta flight?	Delta has a promotion to get an American Express charge card, which cost
Gina	MI	Unnecessary fees	So many banks offer free checking and savings accounts, not my bank if you don't have at least \$500 in your bank daily every month that's the only way they waive the \$8 monthly maintenance fee, You're not even told what it's maintaining. One time they bought out my bank and there was no fees on those accounts, there's no fees I've been told on the grandfathered accounts, which I used to have one, But when I became disabled all my savings had to come out of my account so I could pay my rent up so I wouldn't become homeless while I was waiting on disability, Even though I've been with this bank over 30 years they don't want to wave my fees so I'm starting to look for another bank, because to me an account like that is not handicapped accessible, because handicapped people are on disability and you have to pinch every penny when you live on disability.
William	WA	Xfinity charges for local programming	The local bill indicates a fee of 23.50 to see over the air local programming that can be watched for free with an attached TV antenna. Don't understand this fee along with the taxes that are added to the fee.
Sylvia	SC	Tipping Rippoffs	Restaurants are getting out of hand by trying to induce customers to tip. Seems they have put a gun to our heads in trying to get more and higher tips. I for one have had enough and will start speaking out, Been coerced enough.

First Name	State	Title	Body of story
Sharon	PA	Rental agency application fee	<p>My daughter is apartment hunting, but before she can even see the apartment, she has to pay a \$35 application fee. She wants to see more than one apartment and dropping \$35 each time is not possible.</p> <p>They say they will keep the application on file for 90 days, but that's not particularly helpful.</p> <p>I could see \$5 or \$10 after she decided it was suitable for her.</p> <p>I would love to see those charges disappear.</p>
Hilary	CA	United Airlines Charges Seat Selection Fee Twice	<p>United Airlines charges a seat selection fee for many of its non-middle seats. But to add insult to injury, when changing a flight (even within the 25 hour grace period after booking), the system doesn't remember that you already paid the fee, and tries to charge you again for the same type of seat! It would be easy to program the system so that it remembers you already paid the fee, but given the long hold times and hassle of calling United (since it's impossible to rectify this online), United Airlines is banking on getting away with charging double to many consumers who value their time.</p>
Teresa	TX	College Football Games and Concerts	<p>I still like going to college football games at the university I graduated from. But when you have to buy a ticket from a third party (e.g. Ticketmaster, Stub Hub, etc.) the fees make the total cost outrageous! This is college football - not professional geez! Same with rock concerts at large venues. I understand paying premium for big names/famous rock stars, but when you add the fees - again it's an additional \$50-\$60!</p>
Tony	CA	Resort fee	<p>I stayed at a regular hotel said nothing of resort fee, property had nothing of resort accommodations, zeroed out my bank account, find after left hotel charged me \$8.00 for resort which put me in owing my bank for overdraft, not a resort no pool or spa!!!</p> <p>Stayed at Vegas resort, never used resort, had to pay \$200.00 for resort fee, no transparency to notify no changeing, resort fee firm, wished had option no to use resort, which I did not!!!</p> <p>I think I did not notice resort fee \$200.00 when made reservation online!!!</p>
Sue	TX	Insufficient fees charged	<p>I am a senior on a fixed income. Occasionally I have an small nsf at the end of the month. The bank charges a \$35 nsf fee, which is often more than the check or payment.</p> <p>My pension and ss payments are on direct deposit. They are regularly scheduled payments. The bank knows these payments will be there. Often its just a day before the payments comes through.</p> <p>Actually, the funds are already at the bank, just not posted to my account yet.</p> <p>This is very frustrating and expensive. Its another bit of senior abuse that occurs far too often.</p>

First Name	State	Title	Body of story
Ben	NC	Twice Charged Toll / 10% Every Burger	<p>The city of Raleigh, NC, charges nearly 10% on a \$1 hamburger at Mcdonald's. The beltway built 30 years ago, charges a \$2.50 toll every time I use it. But I also pay the same road tax on my property tax, auto registration, State Taxes, Federal taxes, gas tax and Car Inspection fees.</p> <p>The worst of junk fees are imposed by the government and even worse by the local government. The theory is to pay for the roads, but the roads are in terrible shape. Some of the money goes towards an expensive and endless pursuit to get light rail approved in the city.</p>
Judy	CO	AirBnb fee went from about \$80 to over \$270 when fees assessed	<p>In 2021 I was looking for overnight lodging in Greeley, CO. It was a business trip and I had a budget ceiling for lodging for \$90/night. I saw an Airbnb listing for an apartment for about \$80/night. That caught my eye. However, when all fees (including cleaning, Airbnb fee, tax) were added in, the one night's stay would have been about \$270/night! Of course I passed on that.</p> <p>We abhor the deceptive practices of such platforms like Airbnb and VRBO. Therefore, we no longer rent from them. Instead, we stay at hotels where we know right from the start what the price will be + tax. We have, however, encountered cancellation fees for hotels that are outrageous and unreasonable.</p> <p>There should be laws whereby the REAL and TOTAL price of things is stated up front and ridiculous, padded fees are eliminated. Meantime, we will vote with our wallets and not patronize these nickel-and-diming and dishonest businesses.</p>
Tim	MI	Gas fee	<p>Our garbage service charges a gas fee of almost 15 to pick up our garbage also the Comcast cable company charges a franchise fee not to mention all the others</p>
RUSSELL	DE	Hard Time Seeing	<p>Twice a year I go to see my eye doctor, after a full examination I go to check out and ask for my eyeglass prescription and they tell me that there is an additional fee if I want my new prescription.</p> <p>A few years ago, it cost me additional \$25.00 and at my last appointment they asked for \$35.00 for the new prescription. I did not think it was worth the additional \$35.00 so I took a pass on the updated prescription since the change was minor. Since my last visit I learned that it has been illegal to charge an additional fee for an eye glass prescription, I have an appointment today and will again ask for an updated prescription, if they try to charge me, I will read them the law. If they still refuse to provide the prescription free of charge, I will not pay for it but will report them to the FDC.</p>
Eloise	FL	Bank nickels and dimes us to death	<p>We have money in the bank but for each transaction, they charge us \$5 or more for over using our access to our funds. What we don't understand is why they do this when we have so little money in the first place and they seek to 'steal' from it by saying we don't have the rights to take from it when we need it. Every month this happens and they say it's written in the policy/procedure.</p>

First Name	State	Title	Body of story
K	NY	\$100 in fees for a concert ticket???!!!	<p>Ok, so first, here's an example of our RCN bill. The total is \$188.66 this month, including \$32.76 worth of taxes. What are we even paying for? Can anyone decode these taxes?</p> <p>Network Access & Maintenance fee Municipal Construction Surcharge OVS Fee PEG Access Fee Subscriber Line Charge Federal Excise Tax Federal Universal Service Fund State Excise Surcharge MTA Surcharge on Excise (why is the MTA (subway/busses) getting taxes on my telephone?) County E-911 Surcharge City Excise Surcharge State & Local Sales Tax Telephone Franchise Fee Regulatory Administration Fee</p> <p>I could give you lists of so many other things recently, but the most egregious was that my daughter bought tickets online to a concert at Fenway Park (Morgan Wallen) in Boston. She knew the tickets were expensive and planned to work overtime to see the show (she's been working and going to school full time and needed a break). I found tickets for \$186 and sent her the link but when she tried to purchase, you had to buy a set of tickets (seems like bait and switch). She was going alone and couldn't afford to buy two tickets so she found the next cheapest seat - a \$250 ticket and I guess she was so excited to purchase it online that she didn't stop to read about the fees (this was a ticket reseller). Instead of the horribly high Ticketmaster fees we are used to, she was hit with a total of \$100(!!!) in fees. That's right, a \$100 fee on a \$250</p>
Bruce	CA	American Airlines Refuses to Issue Refund for Impossible Flight	<p>My adult daughter had an American Airlines ticket to Japan when Covid hit. The Japanese government closed the country to tourists making it virtually impossible for my daughter to use the ticket she had purchased. Nevertheless, AA refused to issue a refund. It still makes my blood boil.</p>
Peter	PA	TOO much for Two Soccer Matches	<p>The English Premier League, generally considered the best soccer (to the US) in the world, decided to have some preseason matches in the US this summer. Went to get tickets for an event at Lincoln Financial Field in Philadelphia. Only ticket source was Ticketmaster. Bought two tickets for \$120 each "plus fees," which I anticipated at \$10-14 each based on past experience. Actual cost for two tickets was \$302 rather than \$240 -- that's over 25% for the 'fees.'" Seemed a tad excessive, but sought the tickets anyway.</p>

First Name	State	Title	Body of story
SJ	GA	Where Do I Start?!	So many times, especially within past couple years, I had felt rage at the insanity of fee upon fee upon fee, no matter what area of consumption. My last two AT&T bills, after being in Canada for two weeks, had SO many extras and fees listed I stopped trying to understand them all. Same thing with booking travel experiences, flights, Ubers - just ridiculous! My gas company a few years back decided to offer online payments (great, right?) but the fee for the "convenience" is almost \$4.00! No, thanks. I continue to slap a stamp on their return envelope and mail a check. When searching for a simple, small room at a Florida beach, heretofore a small, affordable town, it was shocking to say the least. (Get over yourselves.) Resort fee (which is absolutely ridiculous), cleaning fees, county or city tax, and more make any rental almost double what it's advertised. I could go on (and on) but bottom line is that I'm sick and tired of fees, gouging, scamming... most of us are not Beyonce & Jay-Z and can just throw our hard-earned money to the wolves. FIX IT!
KaThie	OH	I have been a victim	My bank account is now in the situation that has been fee ridden and I now am not able to recover from the fees.
Jeffrey	NC	Really?	I had a bank in Walker, MI many years ago. I overdrew my account and was fined \$35 a day until overdraft was paid and that included the day I overdrew. Jeff
Van	TN	Extra concert ticket price added in	My wife and I love going to concerts. In the last few years we have seen an increase in junk fees with Ticket sales. We're retired Vetrans and typically spend \$80-\$100 a seat. We started noticing the sales price they quoted up front was \$80 - \$100 less than the final price. Not cool at all. This false advertising needs to stop!

First Name	State	Title	Body of story
Robert	AZ	Where do I start?	<p>Thank you to the TicketMasters, Live Nations, Stub Hubs, and all related companies providing that "special" pricing to concert & sports events purchasers. I'm all for firms turning a profit. Just roll your darn fees into the price so we can easily compare offers between companies. And the utility companies that are no longer luxuries, but necessities? You know who you are: cell phone service providers, cable & satellite TV services- knock it off. Do you really think we believe "regional sports" fees & all those other goofy items well down the list of items on our bills?</p> <p>How about the overcharges on AirBNBs for "service" & "cleaning" that can add up to 50% more to the final cost? At least AirBNB finally allows potential customers to set parameters to all-inclusive pricing.</p> <p>And then there's the worst of all (thanks, Las Vegas) - casino resort fees. Don't give me that BS that we get wi-fi, & pool access, & all that malarky. Like I have a choice not to pay it if I don't need these splendid services.</p> <p>Because of all this trash in the past couple years we have- dropped satellite TV, switched cell phone carriers, stayed outside LV casinos, & (when possible) gone to the venue box office to purchase tickets directly. Because of the type of competition (or lack thereof) a consumer cannot avoid the bogus fees. So any major purchases I plan to make (shows, travel,etc), I begin my search well in advance. If possible, I purchase early on (but only if 100% refundable). Then I continue searching daily/weekly for better deals.</p>
Peter	PA	Bank Fee to DEPOSIT Money	<p>The most annoying of all the fees my bank charges me is the one for the deposit of funds wired to my account. You would think that they would encourage more deposits (which they do in rewarding people who direct deposit their checks), but in this case, they charge \$10 or \$12. Many small businesses that encourage loans to them or sell shares privately make their interest or dividend payments with wires to have a single simple protocol for all investors. For small investors, those deposits can be under \$100, so the fee charged is an enormous proportion of the deposit. I've had that problem regularly with Penn Community Bank in Bucks County, PA.</p>

First Name	State	Title	Body of story
Karren	AR	Land Line Phone Bill	<p>We live in an area that has poor reception. So we have to have a land line and internet. The total package is \$100.40, But with all the add ons it comes to \$162.80</p> <p>The phone and internet are bundled together as follows; The total monthly bill is \$162.80</p> <p>Packages;</p> <p>Arkansas Cost Fund Surcharge \$3.98 Arkansas State Sales Tax \$2.85 Federal Universal Service Fund Surcharge \$1.89 White County 911 \$1.38 White County Sales tax \$0.77</p> <p>Additional Charges and Credits;</p> <p>Arkansas Cost Fund Surcharge \$0.02 Arkansas State Sales Tax \$1.40 Federal Universal Service Fund Surcharge \$1.89 White County Sales tax \$0.77</p> <p>Voice;</p> <p>Arkansas State Telecommunications Relay service Surcharge \$0.01 Arkansas State Telecommunications Relay Equipment Fund \$0.02 Surcharge \$0.01 Arkansas State Sales Tax \$0.25</p> <p>Federal Universal Service Fund Surcharge \$0.87 White County Sales tax \$0.7 Total Taxes, Fees, and Surcharges \$15.77</p> <p>Additional charges;</p> <p>Facility Relocation cost recovery Fee \$0.18 Non-telecom Services Surcharge \$2.99 Subscriber Line charge \$6.50</p>
Alan	CA	\$10 charge for transfer	Bank of America allows me only 7 transfers from my savings account to checking, and vice-versa. This is strictly an electronic transaction with no bank resources involved. However, the bank charges me \$10 per transaction.
Mike	CA	Unwanted and Hidden Food Service Fees	<p>This is NOT my story; rather it is a family members and is happening to others: Restaurants (large and/or small) may have to charge sales tax by law, but now, with no notice, some are adding 20% or more, or a set-dollar amount (depending on specific services), without the customer's knowing or agreeing to them. The customer has to check the tab carefully. When objecting to the extra charges, management may claim, "The fees are posted on the window" (or at the counter), where the customer would not see or be looking for them.</p> <p>This should not be allowed at all. Instead, any and all such extra fees should be clearly stated, in large print (1) ON every page of the Menu, (2) conspicuously posted on every WALL in the restaurant or food service venue, and (3) on the windows and entrance door(s) so that customers are informed before they enter the premises.</p>

First Name	State	Title	Body of story
Margaret	CA	Pay to not swim	Resort fees are bad enough when they cover something you might use, but Los Vegas hotels do not reduce their fees in the winter when the swimming pools are closed! We not only pay for something we don't use, we pay for something we CANNOT use.
Olivier	NY	Convenience fees	<p>I experience more and more an added "convenience fee" now. You go online to make a payment. In the first place, all businesses encouraged us consumers to go online to reduce the use of paper and save the planet as well as go online to avoid lines and wait time.</p> <p>Now, if I want a movie ticket, there's an additional charge at check out called "convenience fee". Just the word "convenience" is supposed to make me feel grateful to spend my money with that business and purchase from them. Isn't it the other way around, without the online payment option, wouldn't they lose customers in a competitive marketplace?</p> <p>And even government is collecting "convenience" fees. My taxes are apparently not enough. I paid online a parking meter expired time ticket. 19 times more in penalty than the price of parking. At check out, I was faced with a "convenience fee" surcharge on top of the parking ticket. No choice. You pay, or cancel and drive to the town's city hall or mail it in with a check. What struck me was the emailed receipt I got, it was from the Court Judge thanking me for paying. Did the judge approve the convenience surcharge as well? does he know that his name is being used for <u>convenience fees</u>?</p>
Robert	OR	Xfinity (Comcast) Ripping Off Customers	Xfinity is charging cable subscribers a "Broadcast TV" fee of \$27.80 per month for stations that provide free signals over the air. Xfinity is also charging a "Regional Sports" fee of \$8.00 per month. It is unknown what constitutes the "Regional Sports" fee and what channels are provided for the fee. Customers do not have the ability to opt out of these ludicrous fees. This is simply an act of padding the bill and increasing Xfinity's profits.
Peter	NY	Cable Company Theft	Spectrum has been adding misc Fee's for years and they have not been held accountable !
Corrine	WA	Cable, Resort and Airline fees	<ol style="list-style-type: none"> 1. My cable bill continues to increase due to fees, I have basic cable. 2. I am a member of a resort and pay reservation fees in addition to the annual fee. 3. I pay fees for seats with leg room on Airplanes in addition to the reservation fees

First Name	State	Title	Body of story
Frank	NY	Penalized for using credit cards	<p>Here in New York, state law allows stores, gas stations or any other "for profit" business to charge upwards of 4% extra on transactions involving a credit card. This became widespread during the Covid scare and is now locked in place because consumers are at the mercy of business owners seeking to increase profits due to a variety of pressures on their business, such as supply chain issues and higher operating costs. What was once a cashless convenience for all concerned, is now viewed as a financial burden for the business owner and one that must be passed on to the consumer.</p> <p>Using a credit card has multiple advantages for all concerned. Consumers don't have to carry large amounts of cash around with them when they shop and thereby reduces the risk of their being victims of criminal activity. Obviously, once shoppers are known to carrying around large sums of cash in a purse or wallet just to do some shopping criminals will view this as a plus for them. Business owners have to hire more cashiers to handle cash transactions. This increase in personnel is always reduced where credit card transactions are the norm. Cash transactions are easier to hide, therefore a business owner can avoid paying taxes on the income made from a cash-only transaction. State coffers are deprived of tax revenues when cash-only transactions are not reported, and State officials have no sure fire way of tracking all the unreported cash-only transactions made daily.</p> <p>I contacted the NYS Department of Consumer Affairs over this unfair practice of penalizing credit card users an extra fee on their transactions, and the response was that this was voted into law years ago. The rationale is that business owners are only employing a right that is allowed in NYS. However, there was no response as to why it was voted into law in the first place and why is the consumer being penalized by this law. Surely, the credit card companies are not suffering with their high interest rates on balances not paid in full.</p> <p>Just last week, my wife and I went to a diner for breakfast. Sure enough there was an</p>
J.	OR	Fees that were not disclosed in advance of contract signing	<p>\$10 for not having paperless invoicing. Invoices are not e-mailed, \$10 for not allowing direct debit to checking account or not providing a debit card # connected to a checking account a prepaid debit card is not good enough \$10 for paying using an associate on the phone</p> <p>\$30 per month for what used to be normal business practices.</p>
Ellen	NY	Hotel Facility Charge Hides True Room Rate	<p>I stayed at the Woodstock Inn in Woodstock, NY. I was quoted a rate and when I checked out after 3 nights I saw a \$105 facility fee tacked on to the bill I asked and was told that the fee is mandatory and everyone has to pay it. This is just a way for the hotel to charge more than it is telling hotel guests before they decide to stay. No other purpose.</p>
Cheryl	CA	Ancestry charges last through the afrs	<p>I signed up to use Ancestry to answer a question -after 2 months -when I went to cancel -they told me I had to pay for 6 months as that was their minimum! Where did it say that? I never would have signed up had I known this!</p>

First Name	State	Title	Body of story
NEIL	OH	Cable fees and cell phone fees	Original fee for cable adapter box was to cover the cost at about \$1/mo. That was 10 years ago! Same (\$11t*) box, \$9.99/mo thank you Spectrum T-Mobile is the worst, with their admin fees. And since they bought Sprint, they've been reducing "perks" (ability to "upgrade" phone in exchange for 2 years of "servitude", AAA membership covered) demonstrating that the FTC doesn't enforce anti-competitive behavior. Admin fee keeps going up - isn't that what the service fee is for?
Donald	NY	Inconvenience Fees	Any entity that charges me a "convenience fee" is inconveniencing me.
Mags	KY	Junk Fees	I was a victim of AT&T junk fees. I took action reporting them to the attorney general which AT&T had to refund me and cancel my account yet I got stuck paying well over 1300 for a phone after having to pay off the phone with a credit card. I was ripped off big time. I was ripped off by Comcast Xfinity also. And TMobile. I paid hotel fees also at Motel 6 in Kalamazoo Michigan. I think the junk fees with the price of a room is overkill then they wonder why we have poor and homeless people. If these big businesses keep ripping us off, expect more people coming to the streets! Wake up America!
Charlaine	IN	United seating	I reserved a window seat. United changed my seat to a middle seat. I paid to get the window again. When I got on board only about 60% of the seats were taken. Plenty of window seats. My daughter was put rows away from me. She said she was fine with that but she had to pay for the aisle seat she should have already had. Upon boarding, the seats on my row on both sides of the plane were empty except for me. My daughter moved up to me. BUT, even though our preferred seats had been saved ahead of time, we were now sitting in 2 seats we had to pay extra for. On the return flight, we were put on different flights an hour apart. For a fee, we could have changed one of the flights to be together. We flew separately. Terrible treatment!
Martha	MA	Imitation Game	We have a lovely old theater in my small city which is a non-profit. Tickets for events can only be bought through the theater's own box office. Still, they charged \$11.44 per ticket fee on a recent purchase. That's like paying a store extra just for being able to make a purchase there.
Robert	CA	Unannounced Service Charge - Schwan's	I have been using Schwan's food delivery service for over two years. The orders were enough to provide me with incentives, including free delivery. Although I received no notice of changes in the terms of service, I was in the process of submitting an on-line order when I noticed a \$9.99 "service fee" was being added to the order. In contacting them, the answer was that "every company is charging service fees these days." When I asked why they did not advise their customers a service fee was being added, I received no further response. I did report them to the Better Business Bureau.
Gerald	CA	What's the price?	When we make a reservation or purchase tickets to a event, what I want to know is what's the total cost. Having the full cost allows comparative pricing. Don't tell us a base price then add on convenient fees (convenient for who - not me) or resort fees or service fees or processing fees or seat selection fees.

First Name	State	Title	Body of story
Shawn	PA	Credit Union let someone steal my savings	I had checking and savings accounts with a major big-city credit union. I rarely ever accessed the savings account -- it was for emergencies only. One day I viewed a statement and realized I was being repeatedly fined for insufficient funds! It turned out some stranger had been paying their VISA bill with my money and drained the account to below \$0. At first the CU admitted the error, but refused to refund the fines. They also said because it had been more than 60 days, I could not get my money back from them or the person who had apparently entered the wrong account number in their online bill-pay account. I was so angry I told them I would reveal this on twitter and they would surely lose customers. Soon after, they "decided" to reimburse me for the charges and said the other person had agreed to pay their own Visa bills.
Julie	NH	Double fee on my plane seat going one way!	I recently booked a flight from Boston to Anchorage, Alaska. Since there is not a direct flight, I have a change in Minneapolis. I upgraded my seat to get a little more room and then discovered that the upgrade isn't for the whole trip but only for one leg of the trip! Upgrade + upgrade+upgrade+ upgrade. I pay the fee 4 times to to get to one destination and return. Any they charge you for the overhead bin, too....another story!
Shirley	ND	Bank Robs Person; Mint Mobile not upfront about charges	It's usually the other way around, a person robs a bank. A few years ago US Bank charged me \$100 each for my three checking accounts - personal, business, and a nonprofit - for paper bills, which I'd gotten without charge for decades that I'd been their customer. They claimed they had mailed and emailed a notice about it, but I'd never received either. The local manager did her best to get it refunded, but they gave back \$41 to the nonprofit and nothing to my other accounts. I still bank with them. I later got a \$200 bonus for taking one of their credit cards and putting a set amount on it in the first three months and consider that as a reimbursement. But there's no question that back in 2017 or 18, my bank robbed me. I'd like to see Mint Mobile be more honest about their recovery fees, too. They add another 25 percent or so for their own expenses (administrative, etc.) at the very end of the checkout process. If 3 months cost \$56, not \$45, they should say so at the outset. It's not \$15/mo as they say, it's closer to \$20. Still a good deal maybe, but they don't charge the same price they quote.
Jean	NE	Basketball games	My family loves to go to Creighton games. Tickets in nosebleed sections are close to 40 dollars each because they sell them through a ticket vender. Whatever happened to paying normal fees through the box office?
JAMES	FL	oopsie	when trying to pay a credit card bill in full, i mistakingly entered ten cents less than the full amount. the next month i was hit with a ten dollar late fee for the missing ten cents. isn't that a 100% penalty? when calling to complain they did remove the fee.
Ron	SD	Auction fees	When we pay for an item at auction you can be sure there is a 15% buyers fee or more on top of what we buy. The seller will also have to pay a fee. We then get to pay tax on those items. Greedy

First Name	State	Title	Body of story
Yuliya	NY	\$263.50 in fees for 6 tickets bought this year through Ticketmaster	On average, Ticketmaster pocketed 25% in "fees" for each ticket I bought this year, and probably the same goes for years prior. I've purchased 6 concert/event tickets this year so far and I added up the fees for all 6 to be \$263.50. One of the ticket purchases even tacked on a \$6 "ticket processing fee" which makes no sense for a digital ticket – what are they "processing" exactly? The fees could potentially be justified if they went to the venue, but there's no indication of where the money is going, and what "service" we're paying for as consumers. Transparency is only the first step – the best thing would be to cut those fees down to a reasonable 5-10% maximum (because small ticket-selling sites don't charge more than that percentage), while also listing exactly what the fee is for.
Pia	CA	Just give me what I want. I dont want your junk.	All we want is basic cable tv service. But our service provider keeps adding a telephone service, some sport channels, movie channels, etc, which they state is "free" with your "basic" subscription, and yet months later our monthly bill starts creeping up! They state the increased fee is just typical "service" fees, but we know different. Why cant we just pay for what we want, with no junk additions, free or otherwise, and if we will make the decision to add additional services with fees. We don't want your junk! And we are not your Guinea pigs!
Diane-Drew	NC	Newspaper ripoff	I wanted to cancel my subscription. I sent an email to the company. I have to connect to their URL which is ok. But if I don't use this link, my subscription will continue EVEN though I contacted the national company to cancel. They also want to charge \$ 4.99 for a paper bill. There's also a charge a fee to begin a new subscription
Christopher	FL	Sport Event fees	When buying sporting tickets from resellers there is always a \$25 or more processing fee that is not included in the advertised price.
Glenn	TX	Resort fees at RV Parks	We stayed at Hidden Valley RV Resort in New Mexico. The pool was closed and there are no other amenities, so the the \$25 daily fee was just additional profit. As a percentage of the daily cost, this was a huge increase in cost.
Geraldine	MD	Who Should Pay Operating Expenses?	I regard these fees as operating expenses that are passed along to customers. Operating expenses should be paid by the seller. Even the Kennedy Center is charging fees to ticket buyers in virtually all situations (I think if you buy tickets at the box office they don't charge them.) Now restaurants are adding them. By now, I'm just furious. If it costs more, raise the cost of the goods or services instead of charging customers more, sometimes much more, than the stated prices. If the expenses cannot be justified as operating expenses, but serve just as a kind of trick played on the customer to extract more money, the customers should not be charged. In fact, these tacked on fees should not be allowed, given that they are just a kind of scam.
Lynda	CA	Wells Fargo	Every time I look at my monthly statement there are more fees! This has to stop!
Ellen	CO	Hotel “ hospitality “ fees	Have encountered ridiculous fees in most every hotel with all our reservations .. everywhere !!

First Name	State	Title	Body of story
mike	MN	Phone Fees	<p>surcharges my Verizon bill Oct. 2022</p> <p>The total amount due for this month includes surcharges of \$8.98. itemized list of surcharges</p> <p>Fed Universal Service Charge \$0.55</p> <p>Regulatory Charge \$0.09</p> <p>Admin & Telco Recovery Charge \$3.30</p> <p>AZ State 911 Fee \$0.20</p> <p>Pima Cnty Tran Priv Sur Tele \$0.03</p> <p>AZ Trans Priv Sur on Tele \$0.32</p> <p>Surcharges \$4.49</p> <p>Fed Universal Service Charge \$0.55</p> <p>Regulatory Charge \$0.09</p> <p>Admin & Telco Recovery Charge \$3.30</p> <p>AZ State 911 Fee \$0.20</p> <p>Pima Cnty Tran Priv Sur Tele \$0.03</p> <p>AZ Trans Priv Sur on Tele \$0.32</p>
Naomi	HI	Spectrum does not prorate when canceling	<p>I cancelled my Spectrum internet because it was not performing as expected. If you don't cancel on the day you billing cycle starts you have to pay for the entire month, they do not prorate for cancellations. So if you are 2 days into your billing cycle, you still have to pay for the entire month. Find this most unfair especially since I live in an area with a lot of military personnel who often have to move with short notice.</p>

First Name	State	Title	Body of story
Terry	HI	ADDED FEES	<p>I labeled my story "Added Fees" because they probably shouldn't be labeled "Junk," but they are getting too high, and will soon cause me to look for substitute services. The fees I'm referring to are fees placed by the government and Public Utilities on Telecommunications and Electric power. My electric bill is \$11.50 (because of my photovoltaic), but added on are: Non Fuel Energy, Energy Cost Recovery, IRP Cost Recovery, PBF Surcharge, Purchase Power Adjustment, RBA Rate Adjustment, Renewable Infrastructure Program, Green Infrastructure Fee. I get a \$14.11 Grid Supply Credit because of the power I provide the electric company from my PV system. Total Bill: \$51.90, \$40.40 higher than my actual energy use.</p> <p>My telephone bill includes: Regulated and Non-Regulated Taxes, Surcharges and Regulatory Fees Access Recovery Charge \$0.48 Federal Excise Tax \$0.33 Federal Universal Service Fee (Primary Line) \$2.11 General Excise Tax \$0.43 Intrastate Surcharge \$0.20 Statewide 911 Emergency Service Surcharge \$0.27 Telecommunications Relay Service \$0.12 Subscriber Line Charge Sgl Ln \$6.50 Cable Services include: Broadcast TV Fee (06/01/23 - 06/24/23) \$17.72 TV Taxes, Surcharges and Regulatory Fees General Excise Tax \$7.99 Cable Franchise Fee \$8.05 Olelo Capital Fund Fee \$0.44</p>
MARSHALL	VA	Junk I do not want!!	<p>I have Comcast Xfinity cable, internet, home phone and cell. I was into Xfinity just last week on another matter and did ask about the junk fees. The rep told me these are REQUIRED fees and we can't do anything them. He said the fees go to the respective charger.</p> <p>Broadcast TV Fees \$ 25.40 Regional Sports Fee \$ 12.35 Estimated Taxes and Government & OTHER FEES \$ 11.32</p> <p>----- \$ 49.07 33.84 % OF MY NET BILL FOR FEES.</p> <p>HO REALLY GETS THESE FEES? i told him I don't have any extra sport channels. He said I still get some sports with my regular stations.</p> <p>My income comes from Social Security and a parttime job. I am 78 years old and could use the extra money.</p>

First Name	State	Title	Body of story
Frederic	OH	TV and Cable Fees are Unknowable Until You Finish the Order	Recently I want to change my TV/Internet provider since the current provider had steadily increased prices to over \$200/month. Many flyers in the mail from the competition showed prices in the under \$50/month ranged, which I knew to be lowballing. However, by the time you added a moderate TV channel lineup, equipment rental, sports add-on fees, DVR 'rental,' and taxes the cost came up to \$157 per month. Still lower than my current provider but 3X!! the promotion. On top of that the DVR seems to hardly work anymore given that most major programs say I need another option to record those shows!
PAUL	CA	Commissary Junk Fees	As a disabled Veteran I shop at the Commissary on base sometimes. I was amazed when I checked out the first time and noticed 2 different surcharges. One was for using a credit card and another they said was because I wasn't retired after 20 yrs. Duh, there are a lot of disabled Vets that were Honorably Discharged because of service connected injuries. It seems even the government likes to screw the least among us with junk fees too!
C	TN	Undisclosed Fees for Paying with a Credit Card	<p>On a recent vacation to the Hudson Valley in New York it seemed like every time I used my credit card as payment, the vendor added an undisclosed fee, or surcharge, for using the card. It happened at a chain of Mexican restaurants, a butcher shop, and a farmers market. In none of these instances was there any advance disclosure of the surcharge, which averaged about 3-5% of the bill.</p> <p>More and more merchants, who have accepted credit card payments for decades, are now adding surcharges for using them. But they don't reduce their prices to keep things "budget neutral." It's an inflationary way of continuing to raise profits without raising prices.</p> <p>It's a disservice to consumers. And it's a dangerous practice. Forcing us to carry wads of cash on our person encourages armed robbery and theft. Moreover, If a thief steals your credit card, you have protections to minimize your loss. If they steal your cash, you're out of luck.</p> <p>And if you discover after a purchase that a vendor hasn't dealt with you fairly, you have recourse through disputing the charges on your monthly credit card bill. But if you paid cash, you're out of luck again.</p> <p><u>These credit card surcharges need to stop</u></p>
Gordon	CO	Pay to ask	I am preparing to rent a house with my sons all off to college and selling the house in Suburbia where we've lived for the past 12 years. As I work through applications, I am amazed at the number of fees just to apply for a rental - ranging between \$15-45 per application, per applicant (and if two people apply, that's two fees). This is asking me to pay just to request consideration from a property management firm for POTENTIAL to rent a house - not even rent itself. And these fees are not refundable if my application is denied. I pay to be rejected in that case. This is ridiculous. If Property Management companies need the money for their function, that should be built into the rent, not added to the process of even requesting consideration.

First Name	State	Title	Body of story
Shawnda	TX	It's Just a Rip Off	I thought that my bank card would say denied if I did not have enough money. This was my first time to have an over draft. I just needed milk on my way home from work. I had cash. If my card had said declined, then I would have paid with cash. So it turns out that my bank charged me \$35 fee for a \$1.88 gallon of milk. I went to the bank to talk to someone about it and ask for the fee to be waived. That bank manager refused to waive it. That was Wells Fargo back in 98 or 99. Obviously, I quit that bank.
John	FL	Excess fees for business	When credit cards first became common place for shoppers, every business added the cost of these fees on to their products so the customers were paying them. Now, all of a sudden, business is adding 3 to 3 1/2 percent onto bills and invoices to cover these costs. All these businesses are double dipping and making an additional 3 to 3 1/2 percent to their bottom line. Not only have I seen this in stores and restaurants but even the local car dealer charged it for repairs. Now that a few have gotten away with it every business is jumping on the bandwagon.
Bruce	MO	Movie Ticket Gotcha	I ordered two tickets from the theater's website to see Oppenheimer. Only after I clicked to check out did I see that a \$4 fee was added to a \$16 purchase. Twenty-five percent! Really??
Sallie	CA	Hotel rip off fees to stay in a run down area	Hotel fees-resort fees at tourist class hotels in the middle of a city that are clearly not resorts, combined with city taxes and "redevelopment area" fees have put me off going back to San Francisco. Egregious to be charged a \$20.00+ fee to stay in the rundown Fisherman's Wharf area. It's sad that the once vibrant neighborhood has fallen on hard times but it's not my job to pay to revive it through junk fees.
Marc	CA	Airbnb is terrible	The fees added on to the overall rental can greatly boost the total to be paid over that of the nightly rental total. Also, these extras can vary quite a lot between properties one is looking at. Therefore, it can take a great deal of effort to be able to compare rates at different places with the starting information that you're provided on just the nightly rental. This is a pain for renters who just want to compare apples to apples. Since Airbnb has the dates one is looking at they should simply provide the average daily rate for the grand total including nightly rental and all fees. Simple math combined with simple software engineering.
Edwin	CA	Junk fees	There are a few banks that charge a fee just to make their credit card payments and they say if you don't want a fee to go to the automated service but then it doesn't work so they put it that way so you go back to customer service and you do have to pay for the fee it's totally ridiculous and I hate it cause it's not right at all
Jonathan	IL	Comcast / Xfinity	Why are we required to pay the Regional Sports Fee and Broadcast TV Fee? This adds about \$30 to the bill which is \$200 or more a month if you have the "triple play" option
Philip	CA	Cable TV "broadcast TV surcharge"	I just don't understand why a "broadcast fee surcharge" of \$22.50/mth is added to my cable TV bill from Spectrum, when I subscribe to their "Basic TV and Expanded Basic TV Services" for \$84.99/mth. Why isn't the fee, which is an additional 25% on top of the "monthly cost", simply included as part of the cost?

First Name	State	Title	Body of story
CARL	VA	Robbing Us Blind!	My local electric company decided to charge customers six dollars extra if we use their online bill pay service. I decided I can come to the office and pay with my debit card, so they started charging three dollars extra if you pay with a debit card. The only way I can pay my bill without being charged extra is to pay with cash or write a check.
Thomas	VA	Not just Airlines, Hotels & Resorts but also car dealerships....	The "document processing" fees, "non-tax" fees and the add-ons that the customer doesn't ask for and the dealership refuses to remove, during the purchase of a vehicle. For the past two car purchases, I've had to go one and two states away to find a dealership that didn't have vehicle add-ons. I still paid \$699 in "document processing" fees but that was small in comparison to the vehicle add-ons at other dealerships. The most terrible add-on is Nitrogen filled tires. Normal air is 78% Nitrogen, why do I need to pay \$299 to have 100% Nitrogen put in tires of a new car.
Gracie	MO	In sane Fees on the Poor	I no longer bank with Bankmidwesr for this very same reason
James	NC	Bank deposit fee	Shortly after opening my business account with Wells Fargo , I completed a new house plumbing job for a customer who insisted on paying cash . On my next months statement I was blown away to find a charge for a cash deposit that exceeded my monthly limit . After a discussion with one of the banks representatives , they agreed to refund the fee . I fail to understand a bank that charges to make a cash deposit , is that not what they operate upon ? Needless to say at that time we had personal accounts as well as business at this bank . All accounts have now been closed , and moved to a local credit union with which we are totally satisfied . P.S. this was only one of numerous fees we were charged over the years .
Lloyd	PA	Increase in Comast items, York,Pa.	The increases for me in 2023 are four Items; Broadcast Fee,\$20.00 per month Regional Sports Fee,\$15.00 per month Additional Tv in home,\$10.00 each per month. Have four for cost of \$40.00 per month Franchise fee,\$6.00 per month
robert	SD	airline seat upgrade	this type of service by airlines, is nothing more that taking more from travel service. airlines received a lot of tax payer money during covd from the government. first it was charging for bags on airlines, which use to be free. lets have the airlines start treating people like they use to, instead of just a number.
maria	MS	Beware of medicine cost	My Dr prescribed a cream. I went to pick up at pharmacy and told my co-pay was \$100. I declined. Next day I called to inquire what the name of creme is and was told that if I did not run through insurance it would be \$20. Small lesson is always ask pharmacy both prices. Big question, who is getting the extra \$80.
Kathryn	OR	Bill pay fee evasion strategy	I've managed to avoid junk fees, for the most part, by not using banks. I use credit unions instead. However, one of them charges a fee for their bill payment service, & the other doesn't. I'll leave you to guess which one I use to pay my bills with...& which one has lost most of my business...

First Name	State	Title	Body of story
PHILLIP	TN	Ticketmaster robbery	I purchased two tickets via Ticketmaster several months ago for an upcoming concert. The tickets were listed as \$81.50 each, but after all the junk fees, the tickets ended up being nearly \$120 each (\$119.97 exactly). That's a 47% increase over face value! The fees added were: \$5.50 (Order Processing Fee), \$8.00 (Facility Charge) x 2, \$19.75 (Service Fee) x 2, and Tax USD \$7.97 x 2. To make the story worse, it ends up that I cannot attend the concert due to a work conflict, so I listed the tickets for sale on Ticketmaster. I listed them for \$120 each, which is the total I paid for them, including all the junk fees. Well, TM is, surprise surprise, charging me more fees to sell the tickets, such that when they sell I only get \$102.84, or another 14% in additional fees for TM. AND, whoever buys the tickets at \$120 each will also pay additional TM junk fees. So in the end, TM is going to collect nearly the entire face value of my tickets in additional fees. It's clearly a monopoly and needs to be broken apart.
Renee	WA	Surprise hotel fees	Why did my mortgage company charge a 100 late fee and a 25 dollar fee? I am sick of being nicked and dined! My credit union promise a refund of fees. You guessed it! It hasn't happened.
James	CA	Lifetime monthly drug enrollment fees	I'm being forced to pay the US government a Drug Plan Late Enrollment fee EVERY MONTH FOR THE REST OF MY LIFE! Isn't that ridiculous? Is the government serving citizens or the other way around?
DAVID	ME	RV camping blues	A year or so ago , campgrounds started charging up to \$75 to reserve a site that has always been free to reserve. On top of that, a lot of campgrounds are charging \$10 per day for a Resort fee??? I don't consider a campground a Resort.
Marilyn	FL	Unnecessary Airline Fee	In May I traveled on Jetblue and was not allowed to choose my seat unless I paid an extra fee.
Rueben	CA	Gary's junk fees	WE are retired stay-at-home folks. As such though we would like to help, we have no junk fees to report. Keep up the great work!
MARK	NM	Comcast Thievery	By law cable providers are permitted to pass on costs for rebroadcast of network television; however Comcast charges \$20 per month for a basic TV package of broadcast channels and some cable only channels. On top of this they charge \$25.10 a month as a Broadcast TV Fee. Something is very wrong for this to be permitted. Enquiries as to what this \$25+ is paying for Comcast only says it is an allowable charge by the FCC. I think some/all of this is paying for sports channel fees from professional and college sports. I want to see a breakdown of exactly who is getting this money and if any of it is being kept by Comcast. I believe this should be a cost of doing business and yet is another gouge from a service provider.
Nancy	MO	Airline Seats...Ticket Xtra-Fees...Resort Xtra-Fees	Yes, within the past 6 months I have been overcharged with extra fees for airline seats (so I can sit next to my husband), concert tickets extra fees, and resort/hotel extra fees. These companies make plenty of money and it is ridiculous how they "add-on" the extra fees.
Philip	CA	The Overpriced Giant's Baseball Ticket	I found what I thought was a reasonably priced lower deck seat to see the SF Giants in 2021. The ticket was \$65, but the add-ons were \$45. This included \$12.50 to send me the electronic ticket. Must have been very expensive electrons!

First Name	State	Title	Body of story
Debbie	NY	Credit Card Fees	I went to a local diner and paid for lunch. Upon reviewing my bill, I saw an extra fee. I inquired about this and was told that they tack on a fee for anyone who uses a credit card.
J+Richard	AZ	Visiting Boston	Fanueil Hall Hilton Boston. Park and Stay rate includes parking. Still was billed \$57 per night for 3 nights. Management removed the fee. Did the same to another member who booked their own room with same plan. Over billed as well. Not a mistake. They are hoping you don't read the bill. Also had destination fee of \$20 per night. For what? Also had kitchen appreciation fee.
Patti	WI	USING GREEN BAY PACKERS TO CHARGE UPFRONT HOTEL FEES	My name is Patti, I am a grandmother of 3 grandsons which are my pride and joy. So do to the fact that I only get to spend a few days a year with them I try to do special things with my Granson's Zev, Asher and Emmet. Well this year I was able to afford a couple of nights at a hotel in Green Bay. My daughter purchased 7 tickets for the Green Bay Packer Family Night Event. So because, it is also my Grandson Asher birthday and my birthday on August 4th and family night is on the 5th, also my Grandsons' father, my son Peter birthday is Aug 18 and my other Grandson Emmet birthday is Aug. 21. We are all Packer fans. I was so excited, finally after saving for awhile was able to afford a mini vacation with my son's family. I was told by the hotel management that I had to pay for both nights right away and because it was a Green Bay Packer Event monies are not refundable. So even though an act of God or something like covid or an accident could occur I would still have to pay for both nights. Also you are not allowed to cancel in the event of an emergency. So I pray to God that this mini vacation goes as planned so we can enjoy our family get together.
Barbara	KY	Helpless	My financial institution sit back and wait for your account get low so they can charge you fees. I have direct deposit. And there's been several of times the bank has taken fees when they shouldn't have. I couldn't get my medication at one point. Yes this is really bad. They have refunded my credit my account once. I think it so wrong.
A	CA	PNC Bank late fee	PNC Bank charged me \$25 in late fee for nothing. I mailed my due payment on time.
MARGARET	OH	Spectrum...nearly dubbed my monthly fee for WI -Fi connection in this home.	Not much to say...as usual...I received a letter telling me they had to increase the rate...with no explanation as to why...and why such a huge increase.

First Name	State	Title	Body of story
Jerry	WI	Seating Musical Chairs	<p>In February of 2023 my wife and I purchased tickets on American Airlines for a vacation to California in August of 2023 (there was no charge for our seats). We purchased our tickets early so that we would guarantee getting seats to sit together (my wife is a very nervous flyer and would not fly unless we sat together).</p> <p>Since then we received (3) E-Mails documenting minor changes to our departure and arrival times. On the 3rd E-Mail we did not notice immediately that the flight number had changed. We went to the American Airlines website about a month before our vacation to send a copy of our itinerary to send to our relatives in California. Not only did we discover that the flight number had changed but our seats were changed and we were no longer seated together.</p> <p>Since our seats were no longer together we would have had to cancel our vacation and ruin our vacation plans. In searching for other flights for a later date there was an additional \$174 gas surcharge per person.</p> <p>As a final resort I called American to complain. I explained our dilemma and was told that because we did not pay for our seats they could not guarantee that we would be able to sit together (American did not offer an ability to pay for these seats). We thought that it was horrible that families could be split up at the airlines whim.</p> <p>Eventually I was offered the ability to speak with a supervisor at American. To Americans credit we were offered (2) \$55 seats together at no charge so that our vacation was not ruined.</p>
S	WA	Comcast/Xfinity Cable -- A "Leader" of Junk Fees	<p>At the top of page two of my July, 2023, Xfinity bill for cable, phone and internet service is the statement, "Regular monthly charges \$247.15," as if this could be the total amount owed. But, no. The actual total due as listed on page one is \$283.05. Of that amount there are the usual government and franchise taxes and similar fees totalling \$35.90.</p> <p>Most interesting and confounding are two Service Fees listed under the \$247.15 monthly charge, the Broadcast TV Fee of \$26.30 and the Regional Sports Fee of \$10.35 (total \$36.65). Why are these even listed? Distributing over-the-air broadcast television has been cable TV's fundamental mission since day one. Why is there a separate charge for this function? Why is there even a dedicated listing for it?</p> <p>I don't watch or follow sports. Nevertheless, I am charged a Regional Sports Fee for something I do not and will not ever use. And, just try to get this fee removed from your bill. I gave an Xfinity representative permission to block all of the sports channels entering my home in order to get this fee removed. Xfinity won't do it!</p> <p>I support better truth in billing. Let's get rid of so-called junk fees that are simply there to make a bill initially look lower to the consumer than it actually is.</p>

First Name	State	Title	Body of story
King	NV	Charging resort fee for a non-resort hotel	The Holiday Inn Express in Elk Grove, CA is just another run of the mill hotel. However they insisted on charging me a resort fee and claim their pool qualified their hotel as a resort. The really mean aspect of this story? The pool was out of order when we stayed there but they insisted they must charge their resort fee anyway.
Jacqueline	NY	little boy turned away	I was in line for the Madison Square Garden Cat Show. A little boy was in line a few people ahead of me. He had the admission amount, but there was a ticket handling fee--AT THE BOX OFFICE. He didn't have the fee, and he was turned away.
Edwin	MI	ATM fees	If you use an ATM to withdraw cash with a bank you don't bank with you are charged a fee. I get that it's not my bank, but my bank chase bank charges me for using a non-Chase ATM on top of that. I really don't get that. Why does it cost Chase 3.50 for me to use a different bank ATM?
Debra	IL	So No to Fees	Fees are about as bad as taxes. When I need to use my debit card for a with drawl, the banks and businesses charge you fees some are around \$3.00 to \$3.50. You get charged for overdrafts. I haven't had a overdraft in a long time {knock on wood!}. It's ridiculous and it's hard for the middle class and Seniors.
Brenda	CA	That's How They Getcha	This isn't a story about "junk fees" per se, but I think there are some who may find it interesting. When booking a recent trip, my husband and I were choosing our airline seats. The airline website warned us that they couldn't guarantee we would sit together...unless...we paid extra. For a total of 4 flights, we declined this extra fee (which would have totaled almost \$300 additional dollars) and each brought a book to read. On every single flight, even though we didn't fall for this scare tactic, we sat together. This is how we intend to approach these fees when we travel again in the Fall.

First Name	State	Title	Body of story
Stephanie	WI	"Historic Preservation Fee"	<p>In the summer of '21, I purchased tickets for a show at the Pabst Theatre in Milwaukee, Wisconsin. Along with the usual sundry "junk fees", there was an "Historic Preservation Fee" of \$4 or \$5 tacked onto the ticket price.</p> <p>I just went to the Pabst Theatre's web-site, and chose a show at random. Here's the charges:</p> <p>Actual Ticket price: \$55.00 (and it's not the "best seat in the house" by any stretch of the imagination!)</p> <p>Historic Preservation Fee: \$4.89 Sales Tax: \$3.94 (which will go up by 2% when the Milwaukee City Sales Tax takes effect in '23) Convenience Fee - Web: \$11.91 Subtotal of Fees: \$20.74 Order Total: \$75.74</p> <p>Next, there's the charges for how you want to get your ticket/s.</p> <p>If you have a "smartphone", you can download them (this is the "preferred method" by the promoter AXS). However, there's a few things shown on the web-site about using a download, such as "Buying tickets for a group? Make sure everyone enters together or, for events with transfer enabled, use the app to transfer tickets to everyone before the event." And, "NOTE: Ticket delivery or transfer may be delayed or disabled for some events."</p> <p>If you don't have a "smartphone" and/or would prefer to pick up the tickets at Will Call, that's \$5.42 extra.</p>
Susan	MA	Airbnb price for rental and then additional fees on top.	<p>I saw a rental at \$264.00 the additional fees and taxes turned into \$400.00 per night. Felt like false advertising.</p>
Ina	FL	Help on the iPhone	<p>I can't remember the company name something like Just Answer charged me \$49.00 and they didn't answer my question</p>
Rosario	PA	Take my money	<p>I am pleased to share with you what happened to me with this bank several times they took money from the account without authorization, they even received 3,200 dollars and never returned it and I made the decision to close the account I lost more than 4,000 dollars</p>
Barbara	FL	Fee for Depositing too much cash per month into Bank Account	<p>A few years ago SunTrust (now Truist) charged me a huge FEE for depositing too much cash in 1 month. I don't remember the exact details (but I could find them if needed) but it went something like this. Actually what happened was I transferred about \$600,000 cash from one of my accounts to another one of my accounts. SunTrust treated the transfer as CASH and charged me .001 fee or \$600. I almost came unglued. I went into the bank screaming and kicking saying "you are a BANK, I thought you wanted our cash". I demanded they reverse the fee or else I was going to pull ALL of my money from all 5 accounts with them. After several managers, they made the right decision and credited my account. This was about the stupidest thing I had ever heard of.</p>

First Name	State	Title	Body of story
K	MA	forced to pay a fee to pay rent	My apartment building management company, Greystar, announced several months ago they would no longer be accepting checks as payment, Residents have to use an online service, Rent Cafe. In order to use this service, there is a mandatory monthly fee. I am not sure this is legal for section 8 tenants and had a legal services lawyer contact the various authorities in my city. They all ignored her and so I just pay the fee every month. I have no choice where I live since I cannot afford any other apartment. I live in a supposedly progressive northeastern city where almost everyone claims that providing affordable housing is one of the most important policies but they do nothing to help the residents of such units.
MICHAEL	CA	Hidden Motel Fees	On numerous occasions I have made Motel reservations only to find the Motel has parking fees that are difficult to find. Once you add in the daily parking fees it becomes obvious they are not a good value.
DOUGLAS	NY	A late payment fee almost as large as the bill itself.	Three months ago I was charged a \$29.00 late fee by Citi Bank for paying a \$34.00 bill late to LL Bean. I protested without effect. I have decided to boycott Citi Bank by not using the LL Bean credit card any more. Douglas A. Nielsen
Greg	IN	I have given Ticketmaster 1000's in fees.	I have been an avid concert goer for 40 years. I hate to think how much money I've given Ticketmaster over the years. The all in pricing is a start. But they are, for all intents and purposes a monopoly. One the government could have put the brakes on when they allowed their merger with Live Nation. Please break up the monopoly!
Terry	MO	I have no story.	I have no story.
Sheen	WA	Bank of America 2009 fees for ice cream was close to \$1000	I was 19 years old when my first bank account was opened with Bank of America. When I graduated high school I decided to go to Japan for a couple months. When I returned I was told that it's too late for me to report fraud. It turns out my debit card was stolen and used for some ice cream. They charged me overdraft fee and non-sufficient funds every week for months. They told me there's nothing they could do to help me. I ended up just not having a bank account for 7 years. I'm still shocked to those days long for Bank of America to be under fire about there fees. Not only did I feel devastated but I felt taken advantage of. Because I was unable to check my bank account when I was abroad and I was not using my card I had no idea that somebody bought ice cream or that I had these fees piling up. They were almost \$1,000 the time I came back. That was a lot of money to a teenager in that time.
Martin	DC	Mishandling	For the last ten years or more, virtually every theater in D.C. has been charging "handling" and "service" fees on top of their advertised ticket price. These are not fees contingent on anything else other than buying a ticket. The posted and advertised prices are nothing less than deceptive advertising, something I thought the federal government outlawed long ago. In my experience, the only theater where you do not get thumped for additional cost is the Shakespeare Theatre if you buy tickets at the box office. That used to be true of the Kennedy Center, but no more (though the up-charge is less at the box office). No theater here or anywhere, like any other entity charging patrons or customers, should be allowed to post a charge that isn't the bottom line.

First Name	State	Title	Body of story
Carol	IN	Bank junk fees	Once in my long life (78 years), I was overdrawn on my checking account. I was charged \$35 per day for the overdraw. This is outrageous! When I called the bank to complain about the charge, I was told this is their policy and it could not be changed.
Linda	NM	Fees for bank statements?	Sunflower Bank charges \$ 2 per month for a paper bank statement mailed, and even when I have signed up for online banking to stop the paper statements, a couple of times a year there is a glitch that makes the paper statements and \$ 2 fees return again. And if I get frustrated, there is also a \$30 fee to close my account.
J	PA	Not sure that this would be considered a junk fee!	<p>I am not sure that this would be considered a junk fee, but I am also not sure the claim from Verizon is valid. Hoping that you have some comment to provide.</p> <p>Had new rental FIOS router for which the additional cost over the prior router rental stated was too low when we accepted the new router. Rental charge is currently \$18 per month. Found out recently that Verizon will sell this new router model for \$400.</p> <p>In telecon where I was asking to reduce my total payments, a Verizon agent had suggest that I purchase a router, and provided the model number. I went to Ebay and purchased a new open box identical item for \$150.</p> <p>Once all was working with the new purchased router, I returned the old rental router to Verizon in order to remove the monthly router rental charge.</p> <p>Recently noticed that my new bill from Verizon was not reduced!! With no idea why it was not reduced I called Verizon. I was told on the phone that my purchased router was owned by Verizon so that Verizon would charge for a rental of their unit.</p> <p>I asked a lot of questions, but was not provided with specific information about the claimed history, and no documentation was offered to prove their claim.</p> <p>Basically the offer to remove the rental charges (for what I consider MY router) involved my purchasing another router from Verizon for \$400. Claimed that Ebay would refund my prior payment of \$150. I did not find all this acceptable in terms of cost and the work involved for me to make another swap.</p> <p>I have been thinking about this for the last few days, and wondering if they billed and perhaps collected a payment from an original renter. And now they are billing me - assuming any part of their verbal claim is true.</p> <p>Hoping that you have some comments to provide.</p> <p>Since I have no evidence for or against Verizon claims, I do request that you CR not publish this message.</p> <p>FYI, I have been a CR subscribe since the late1950s.</p> <p>Appreciate all the information that your team provides.</p>
Cb	AZ	Airlines...	Airlines charge an exorbitant amount of money just to allow people to change their flights if their plans happen to change later in time. I have to fly to Seattle for a job and I got the cheapest flight since this flight isn't covered by the company. The date was firm so I didn't have to worry about having to cancel it. But even without opting for any of the "extras" by the end of the process the tickets were about \$100 more than what was originally quoted because of "convenience fees" "booking online fees" "no print ticket fees" the list goes on. It's ridiculous.

First Name	State	Title	Body of story
Marvin	MA	hotel hostage	<p>I booked a hotel room for two nights at the Lake View hotel in Bellaire, MI. The stated rate was \$262.00 per night. When I got the confirmation I saw:</p> <p>Taxes and fees: \$80.57 (not explained what these fees were for)</p> <p>Property Fee: \$ 38.79</p> <p>These fees added \$119.36 to the bill which should have been \$525.60 but was charged as \$644.96!</p>
Joseph	LA	Asset protection fee	<p>We were looking for an apartment in our hometown in the interim while we searched for a house. I was reluctant to use one of the large complexes since they tend to pray upon people.</p> <p>We contacted Ormond Plantation Apartments and in addition to ridiculous requirements in the lease, they had a surprise "asset protection fee", which was to protect their assets. I asked how that monthly fee was different than monthly rent. They said it was different because it was a fee and the lease couldn't be changed (prior to signing) because it was a 'legal document'. Suffice to say, we didn't rent there.</p>
Jonathan	CT	Hidden fees, big and small	<p>One of my favorite local music venues, the Jazz Forum of Westchester County, NY, charges hidden and unexplained fees on top of the advertised ticket prices, ranging from about 7.5% to almost 13%, depending on ticket price. Although these fees are posted as soon as one clicks the button to purchase tickets, they are unavoidable (since the venue only sells advance tickets online), they are not included in the advertised prices, and they are not explained anywhere on the website. Most of these fees are obviously too large to be explained by sales tax, and if they represent a legitimate expense of the business, there is no reason that they should not be part of the advertised price.</p> <p>On a much larger scale, even though I have paid my credit card balance in full every month for many years, if my payment is even one day past the due date, Bank of America triple-dips on penalties: there is a \$35 late fee, in addition to which they charge a usurious interest rate on all subsequent transactions for the cycle following the late payment (even though the payment covered the entire balance) because the bill is consider to not have been paid in full. Finally, they have a policy that they can raise the already exhorbitant interest rate to an even higher rate as high as a 20.99% "penalty" interest rate.</p>
Philip	OR	Salem rips off citizens	<p>Beginning in August 2015, a \$2.80 streetlight fee began appearing on Salem, Oregon monthly water bills. This was supposedly for streetlight maintenance. I live on a cul-de-sac with no streetlights. The nine houses on the cul-de-sac are paying a fee for a benefit that they don't receive. I have requested several times for a streetlight installation. No response from the city. Two neighbors' cars, parked outside at night, were vandalized, one was stolen. A streetlight probably would have been a deterrent.</p>

First Name	State	Title	Body of story
Regina	IL	Hilton Grand Vacations--Not so grand after all!	I planned to attend a church convention in Las Vegas, NV. As a Hilton Honors member, I received an invitation to visit one of their timeshare properties, if I agreed to attend the presentation. Shortly, thereafter, I was diagnosed with breast cancer, and had surgery. I required radiation treatments, which I was told would begin two to three weeks after my planning appointment on July 18, 2023. My treatments began on July 24, 2023 and I would need 20 consecutive treatments. When I contacted the Hilton to reschedule, I was told I would be charged \$120.00 as I was now less than 14 days away from my arrival date. I explained by situation, and offered to provide documentation, but to no avail. I was told, "that's why they read the rules to you on the phone; there is nothing that can be done. Calls to the Supervisor were not returned.
Mahasin	NC	A Pre Designed System	The Municipal Credit Union has a built-in part of my account for paying the insufficient funds fee. It is totaled at \$250.00.
James	MD	Car rental fees	There are at least six fees associated with car rentals. The government gives these companies the okay to charge them. I wish I still had the contract from earlier this month. But I assure you that some of them are not necessary. I calculated it came to over a hundred dollars.
Mary	IL	Handicapped son & Chase Bank junk fees	My adult son is autistic with several debilitating issues on the spectrum & a herniated disk in his back. I'm 71 still working full time to support him. He has a bit of money saved in a bank account at Chase. I found out that Chase was charging him a monthly fee just to hold on to his money!!! I went ti Chase & fought with them. They said that policy says they can only reverse a couple of months of fees & that there would have to be a certain amount of money in the account to not be charged the fee. We fixed it but if I hadn't checked, they would have completely depleted his account!!! Please stop this fleecing of handicapped, poor & all people!!!
Nicole	VA	Trash...not so easy to budget for	We moved from a townhome to a single family home. When searching for a new trash and recycling company I got quotes from several companies. I thought I had gotten a good price, but found that they charge \$6 in administration fees on every invoice AND a recovery fee that fluctuates based on fuel and varying dump costs - this fee has been over \$50 on some of my bills. I would rather have an upfront cost each month instead of not knowing how much I'll owe for the next quarter.

First Name	State	Title	Body of story
STEWART	CO	Junk hotel parking fees	<p>Grand Junction, CO. Double Tree Grand Junction adjacent to I-70</p> <p>We used Hilton Honors points to reserve a room in advance. When we arrived and checked in we were told that we were being charged an extra \$12 to park overnight in their plain unprotected open air lot. The agent at the desk then justified this fee by claiming that they do rent space in the lot for people flying out of the regional airport at \$12/day and so they have to charge guests the same. That was an offensive, transparent lie to justify what is, as Consumer Reports rightly designates, a junk fee. We have never stayed at any interstate adjacent accommodation and been charged for parking. Had this property contained its own underground parking and offered valet, that service could be justified in charging. But certainly not in an unprotected, park at your own risk, open air lot!</p> <p>We did complain to Hilton about this and other issues with the various properties we stayed at during the trip and were reimbursed 10,000 Hilton Honors points, albeit not for this fee which they consider a "resort fee".</p>
DON	NC	Investment Fees	<p>The investment houses like Vanguard are now charging an excessive fee if you request your statements in paper. Their costs is less than \$2, their fee \$25. They used to be the leader in low fee investments, but now they are maxing out their profits with junk fees, investors need statements to keep the firms honest.</p>
William	NJ	Grand theft tv	<p>Simple enough and to the point, Broadcast tv fees above \$20 per month charged by the cable companies for a handful of channels that are free over the air to begin with?and no logical reason from the cable companies for this outrageous fee but I suspect the major network channels may have a hand in this ripoff charge as pure greed.</p>
J	MI	Bank fees	<p>It's completely unfair when banks take an overdraft fee out of your acct. at 9:00 a.m., and you made a deposit at 9:01 a.m., in person, as soon as the bank opened. The reality is balanced should be done at close of business and if the customer's acct is in the black, no overdraft fee, or any other kind of penalty should be assessed!</p>

First Name	State	Title	Body of story
Joseph	PA	Phone Company Billing Fees	I've been a customer of T-Mobile for more than 5 years with always paying 4-5 months in advance. Now T-Mobile sends me a text threatening me with a \$10 a month charge if I continue to pay with a credit card and not get on the auto-pay. They want my account and routing numbers but I do not like the idea of anyone having my routing/account numbers. If T-Mobile is hacked, they also get my bank info. That is why I pay with credit card and always in advance. Their customer Service rep in the store states that it is because of the card service fees they have to pay. The service fee is 3%. OK, what is 3% of \$66.34 (MY bill) ? It is \$1.99 but they want to charge me \$10. If this isn't criminal, I don't know what is. The phone company prefers to be able to auto-take from your debit or savings account, but Credit cards are the price of having any business, yet T-Mobile prefers to rob their customers by Charging \$5 for each person on the account. So, they want to charge me \$10 for my wife's and my phones. If you had 6 people on the account and the bill was \$300, they would charge \$30 extra each month, when, in fact, they only pay the credit card service \$9.00. To me, this is a scam and violates what they have been doing for the last five years with me. Please understand, it is not the amount of money so much as the principle of the crime. My \$66.34 on my credit card cost them \$1.99 which means they are cheating me out of \$8.01 each month. Now, multiply me times 50 million customers, and we are talking about a great deal of theft every month. It's bad enough, that they want to charge a customer for a paper bill unless you go paperless. I would hope that you will consider the principle as well as the charge. If every business in America started to charge the customer for the service fees they absorb from credit cards, they would loose a lot of the customers. Even gas stations don't charge the full 3% which is what Visa and Master Cards charges. I do not think that I am alone on these feelings, and are being forced to pay criminal prices for them to continue using a credit card to pay their bill, or being forced to give personal, private information of your bank accounts to the phone company. And as I previously stated, what if they are hacked ? It wouldn't be the first time, and the hackers get your personal account number and the routing number to clean out your account. Please consider, not just me but every person forced to give up personal banking information in order to save the overcharged price
Bob	CA	xFinity Ripoff	My story is a short one. xFinity promised mobile service at a flat \$15.00/month plus taxes. I am consistently being charged an extra \$3.00 to \$4.00 per month for services that are only legitimate in the minds of the greedy little slugs who run xFinity. These fees are classic junk, which perfectly matches xFinity's reputation.....JUNK!
Beverly	FL	Theft by taking	Bank of America and FL Central Credit Union Saint Petersburg FL stole all of my inherited income. Refused to refund wire transfer without receiving my airtumes. Now being threatened by trespassing.
William	CA	When a Resort is not a Resort	Finally did a lot of traveling in 2022 utilizing airlines and hotels. I was taken by surprise at many hotels to find a 20-30% Resort Fee tacked on to my daily room rate. To me, a resort is a vacation destination where you plan to spend a good part of your time partaking in the amenities of the hotel/resort. The most outlandish experience was a very nice hotel located on the boardwalk in Long Beach NY which was located adjacent to the public beach. I was charged a 30% resort fee to walk across public boardwalk and utilize the public beach.

First Name	State	Title	Body of story
Lawrence	TX	Handicapped hell	I told the United agent that I need a wheelchair for boarding as I am partially paralyzed. But I was charged a fee and when returning I waited in a dark gate for a wheelchair , 15 minutes and 45 minutes until a cart picked me up. The crew whisked by me. Never asking if they could help.
Elizabeth	NV	TicketMaster service fees that don't provide service	We recently purchased concert tickets through TicketMaster and got hit with "service fees" of \$150 per ticket. I don't see any "service" being provided by TicketMaster other than being the source to purchase the tickets. The cost of \$300 to buy 2 tickets is ridiculous.
Selene	CA	Show me the real price - don't nickel and dime the consumer	I took a Spirit flight from Eugene, OR, back to Los Angeles. I thought it was ridiculous to be charged separately for a carry-on bag. Who doesn't have a carry-on bag when they're travelling? Just charge me a flat rate that includes a carry-on. Don't publish a false, low airfare, then charge me separately for a bag, because it feels like a junk fee! Everyone I know of who has travelled on Spirit has complained of the same thing - it's ridiculous!
Amara	CA	Monopoly	I am so sick of TicketMaster!!! They have virtually made it unaffordable to go to any shows anymore! Back in the day we would go to shows just about every weekend because it was so affordable. Now you have to pick and choose what you want to see, and hopefully be able to save up to go see it? I do not understand all the fees and surcharges when they are basically an automated system and do not have to pay staff to sell tickets anymore. What are all these fees and surcharges for anyhow? It's not like you really have a choice to go purchase the tickets from anywhere else? I'm just so fed up with them!

First Name	State	Title	Body of story
Nickolas	CO	Landmines, Landmines everywhere	<p>This is not a specific horror story, although I could talk about my apartment's random, and often times illegally levied, fees. But instead I want to talk about how I have to live life as regards these junk fees.</p> <p>Me & my wife want to buy a house. A dubious prospect at best, and after having some conversations discovered that the majority of the mortgage payment installments were junk fees. So, we have to negotiate around every single one. Realtor fee? Mortgage insurance? Insurance against paying property tax? Broker fee? But wait, we'll waive this item if you do x.</p> <p>To build credit, we (begrudgingly) signed up for a credit card each. It's mind boggling how many traps are built into the credit card system. 30% interest? Late fees? Exactly 25 days to pay before incurring a late fee, a # of days so blatantly intentionally placed so that you can't just "Address all my credit card debts on the 1st of each month"? It'd riddled with traps.</p> <p>I, Nick, barely spend money because everything feels like a scam anymore. Whenever I am compelled to spend money, I have to narrowly tip toe past every trap laid in front, and yet I still step in some. It makes me hate the society in which we live. It's disgusting. But in a world where scams are the norm, and chronically go unpunished, whatever can happen that'll fix these supposedly legal scams?</p> <p>I & others consider myself a "smart dude", and yet I lack the confidence to navigate daily life while avoiding all these 'scam fees' which is really what they should be called. It'd be nice to just spend money and get what I paid for.</p> <p>We're expecting a baby in January. While the wife is delivering, I'll be forced to guard the door, swatting away any personnel who aren't insured under our health insurance plan. It's the difference between paying \$5,000 and \$50,000.</p>
GARY	WI	T-Mobile Payment Fee	<p>I joined T-Mobile for my cell phone service about 2 years ago. Initially I paid my bill by check every month (never late). Then they added a \$10.00 fee if you did not switch to automatic billing with a credit card. They tried to claim that I was getting a \$10.00 "discount". Make no mistake, this was a PENALTY if you did not switch to automatic billing. Now I am notified that I must switch to an automatic withdrawal from my bank account or use a debit card or I will be billed an extra \$10.00. Of course they send me a "Reminder: Update your payment method to receive your Autopay discount" Again, this is another strong armed tactic to ensure monthly payment with no credit card charges.</p>

First Name	State	Title	Body of story
Dixie	GA	Wells Fargo lost us as customers	Wells Fargo charged me 4 \$35 overdraft fees in one day! I didn't realize when you pay at the pump for gas they sometimes don't pull it until the end of the week. As a "modern day slave" living pay check to paycheck: I checked my online banking every day to see where my balance was to make sure I had enough to get what we needed. The money appeared to be there so I did some grocery shopping. When they pulled the gas pumps at the end of the week the money was not there but they pulled it any way. Wells Fargo charged me 4 \$35 over draft fees in one day! And they only refunded \$70 dollars of it. That was after I raised EXTREME CONCERN of already not having money THEN they took what I didn't have so I officially OWED THEM MONEY
Connor	CA	No choice	My wife and I visited Las Vegas. We were going to have our first child and decided to celebrate with an alcohol free trip, the cleanest Vegas vacation. We checked in to our hotel, The Monte Carlo. First, they wouldn't give us a non-smoking room, even talking with my 8 months pregnant wife, claiming we had only requested one, not reserved it. Then, they charged us Las Vegas taxes, a daily room cleaning fee, and for a newspaper every day, not delivered to our room, but just out where we could see it. In all, it was an extra \$85 per day and they knew we would pay because we didn't have anywhere else to go.
Chris	TX	College tuition tech and fees	As you know college is expensive especially graduate school. I got on the deferred payment plan because I do not have tuition reimbursement through my employer and have to save up the money and pay out of pocket. I was charged over 200 in late fees because they wanted the form completed every semester though I had the deferment approval prior and nothing had changed. They should not be allowed to charge excessive late fees for your education when you are already paying an excessive amount per credit hour. There should also be a cap on what they can charge per credit hour for online classes/programs especially when you do not have access to the amenities on campus. Additional technology fees are gouging when you cannot use campus labs, printers and other resources. It is a deterrent to anyone pursuing advanced education. Needless to say I decided to stop going to this college.
Phil	NE	Hidden Venmo fees	I am a landlord with one rental property and my tenant was having difficulty getting the initial rent and deposit money to me because he was in a different state. He tried to Zelle the money over but they limited the amount. He suggested he would Venmo the money to me. So I proceeded to set up a Venmo account. I read the fee agreement and it stated there were five ways you would have to pay Venmo. None of these apply to my situation so I was not expecting a fee from Venmo. When the money showed up it was short \$72. They charged a \$72 fee when I expected to be charged zero. venmo brags about no hidden fees but that's exactly what they have charged me. I've gone back-and-forth with emails from Venmo and they have not yet explained this hidden charge.
Tammy	TX	Enough is enough !	We as consumers are aware that we are paying too muchfor unnecessary fees , we are people that make this decision alot of us are just ,trying to make a living...communicating

First Name	State	Title	Body of story
George	GA	I give up	<p>I used to go to lots of concerts, sometimes traveling to a city for a weekend to go to a concert. It's expensive to fly somewhere and book a hotel and pay for restaurants, but there are a lot of performers I'd like to hear, so...</p> <p>But as of last year I just don't even look for concerts anymore. The fees on Ticketmaster and other ticketing monopolies are so high that I was getting tot the end of the booking process and finding that the fees nearly doubled the cost of the tickets. I decided I'm not going to let Ticketmaster get fat on outrageous fees so I've just stopped looking. I know what they're going to do, so I just don't bother. They obviously agree that the fees are obscene because they don't show them until the very end--if they did, nobody would even start the process! They need competition--selling the same tickets--to drive down those fees but as a monopoly they don't have to answer to anyone.</p> <p>Hotels are just as bad. they lure you in with one rate and then slap you with 'resort' or 'amenity' fees for \$40/day and, again, you have to get to the very end of the process to see what they'll be. If they charge a fee that's not discretionary, it's part of the rate and should be included up front so you can compare them to other hotels that don't have those insane fees. All I'm asking for is transparency so we can see what the true cost of a stay is going to be</p>
Michael	WI	TDS "wifi" fee	<p>After pricing out on the TDS website we had service installed and received a bill with an additional wifi fee. We called and explained that we are using our own wifi router and that the only equipment TDS provided was a modem to convert their fiber to an ethernet cable. Their equipment provides no wifi. However, they refused to remove the charge and now we are stuck paying an additional \$120/yr over what was quoted and what our actual install is.</p>
Stephen	MA	Hotel Prices Are High Enough!	<p>We made reservations at the Royal Sonesta Downtown Chicago for a three night get-away. We were told about the \$28.00 per night "Resort" fee and accepted it. It covered wifi, use of the work out room, and a \$10.00 daily credit in the restaurant. My opinion is wifi should be included in the room fee, charging for the work out room (if even necessary) should only be for those that use it, and if they want to entice guests to patronize the the restaurant, they can give a coupon upon check in.</p>
Jeff	WA	Car rental fees	<p>I recently rented an automobile from Dollar Rent a Car. I was driving through the midwest where tolls were collected (Illinois and Indiana). The tolls amounted to 18 dollars...but the 'convenience fee' was more...just shy of \$20. I understand the legitimacy of some processing fee to forward the toll charges...but more than the tolls themselves? That's excessive.</p>
Bill	CO	TicketMaster/Live Nation	<p>Tack on fees are rediculous. They can add up to 25% more to a ticket price for their additional fees and charges. You must really want to see your performer to pay out these exhorbitant fees.</p>

First Name	State	Title	Body of story
Daniel	NH	Ticketmaster and Live nation are racketeers!	<p>In purchasing tickets for just about any concert, there are so many extra charges and we have to go through ticketmaster to purchase tickets. It is straight out racketeering yet our politicians couldn't be bothered with helping us nothings to eliminate these "convenience" and other fees we have to pay. It's extortion. The reason is that they serve their own interest and companys own our government and give politicians millions of dollars which should also be a crime.</p> <p>For example, I purchased ticket for Sarah brightman. The ticket cost was about \$85 per seat. But now it is well over \$100. This is outrageous!</p>
James	CO	Quitting Waste Management (WM) was like leaving The Mob	<p>Freedom isn't free.</p> <p>We used WM for many years; declining services at increased costs, one-sided changes to the contract with no opt-outs, etc. Luckily, where I live, we can choose our trash company.</p> <p>When we finally went to quit WM, the add-on fees just to quit cost me the equivalent of about 3 months of trash pickup. IMHO, pure extortion, but worth every penny just to escape WM "service."</p> <p>Fees for "refurbishing" cans (same price that I originally paid for them!), diesel surcharges to pickup the cans (weeks late), no pro-rating of remaining service, and more.</p> <p>WM customer service made Comcast customer service look GOOD. Wow. Multiple 30min on-hold times, multiple instances of incompetence/lost CC numbers/lost orders, etc. I have zero faith that WM has kept my information safe.</p> <p>It was a nightmare, but finally being done with WM felt like I had escaped from the continuous leaching of a "protection" gang.</p>
sam	NY	Chase Bank was charging me 5.00 to take twenty dollars from ATM machines I was so sorry I used arms for cash withdrawal only to find out there was no convenien	<p>Everyone is being charged with fees that have nothing to do with commerce. These so. Called fees do not improve any aspect of banking or retail business,it only creates fraud by allowing a business to collect a fee for using a debit card, a small independent grocery store called green market charged me 5.00 just to use my debit card and demanded I must purchase twenty dollars of goods for them to approve my purchase. To hell with green market grocery they also lie about having wholesale to the public prices, there is nothing in their store that is wholesale to the public.</p>
Christy	FL	Mother frustrated	<p>My mother was very frustrated and confused about her cable and phone bill. The bill was never the same amount and kept going up. She wanted me look and explain the bill. The fees were confusing and had no explanation.</p> <p>I've called the company to lower the bill, but it always goes up.</p>
ALAN	CA	A fee to pay a fee	<p>My son has been away at school for the last couple of years and so we have seen several rental agreements come our way. At some point in the document is a list of fees. There is a fee for every thing imaginable. To name a few fees: mail holding/delivery, package holding, mail stamp and envelope if they need to contact you, application, check in, check out, parking, carpet cleaning, recreation, pool cleaning. All of which should be part of the rent. But my favorite is the rent payment fee. The office doesn't accept cash for rent. Only checks, credit cards, bank transfers and other electronic methods. But, each method has a convenience fee associated with it. You can not pay your rent without incurring a fee.</p>

First Name	State	Title	Body of story
Max	DE	5 dollar movie night	A bunch of friends and I tried to go to a 5 dollar movie night just to be charged 3 dollars at check out. We had already made plans so we all ended paying 60% more than expected
Rebekah+R	GA	Junk Fees	Charging a late fee without a grace period is total ridiculous. Also paying a fee for emergency 911 is ridiculous.
Hella	OR	No Truth in Advertising	Junk fees are everywhere and it is truly annoying and also quite expensive. I recently booked a nice hotel stay for my in-laws 50th wedding anniversary at a beautiful lodge overlooking the Columbia River Gorge. It was a special occasion so I was willing to spend more but was still annoyed when, in the very last computer click before final payment, an 80 dollar "resort fee" was added on to the already expensive room. These fees are everywhere in the hotel/travel industry: Airline tickets advertised at a certain price add on fees to reserve a seat and take a bag after you entered all your data, significantly increasing price, hotels and vacation homes do the same routinely with resort and cleaning fees and city taxes. These should be disclosed in the advertised price or at least before you spend time on the site and entering all your data thinking that you just got the trip or location at the price you wanted, then being slapped with extra charges when you are already invested. It is smart and profitable for the companies to do this, but deceptive and aggravating and expensive for the consumer. I would very much welcome meaningful consumer protections against such deceptive practices. Thank you.
Julian	AL	Vrbo over 100% Hidden Fees	I rented a small apartment with Vrbo in Golf shore, the rent was \$277.20 for 3 nights and I was charged \$282.36 in fees before taxes: \$92.40 x 3 nights\$277.20 Additional charges\$217.36 Standard Reservation Fee Third Party Reservations\$59.00 Vehicle Registration Fee Third Party Reservations\$10.50 Cleaning\$75.00 Accidental Damage Waiver Third Party Reservations\$59.00 Electronic Processing Fee - Third Party Reservations\$13.86 Service Fee\$65.00 Tax\$65.33 Total\$624.89
Thomas	AZ	Jurassic Quest	My wife and I brought our grandson to Jurassic Quest in Tampa last month. The tickets were about \$20 each, but a \$4 per ticket service charge was added. The advertised ticket price should be the final price including fees and taxes.
Suman	NY	test	test
Jules	CA	Escrow Is Notoriously Full of Junk Fees	Having moved from Oregon back to my native-born SoCal, we purchased both a new home, sold an investment property, purchased another investment property all in 2021! Cannot express how expensive escrow has become, especially full of unnecessary junk fees and lame fee excuses! They now are required to itemize these fees in State of California, but they still charge the fees. There should be stronger regulation, especially at the current mortgage rates.

First Name	State	Title	Body of story
Mariane	WA	Ticketmaster	Ticketmaster listed concert tickets for \$27 but charged \$43 for them. When questioned they just said that was for fees, but no explanation of what they were for. They try to make it impossible for consumers to contact them.
Johanna	MA	Fees for Bill Payment Methods	Fees for paying bills by credit card or check. Fees from local government agencies for all bill payment methods, including ACH.
Sara	GA	Online hotel booking scam	On my departure day to visit relatives, they informed me that their power was expected to be off for 24 hours after a tornado hit their area. I quickly went online to book a night's lodging, as a heat wave made it unsafe to do otherwise. Online Booking accepted the reservation, adding a booking fee of \$43 and an additional unexplained per person fee of \$3 each (for 3 people). The lodging cost was \$99, with added fees of a whopping \$53. I was not informed of the fees or that the reservation was non-refundable until after I had confirmed and entered my credit card number. I view this as an outright scam. When Congress belatedly passed legislation to require airlines to list add-on fees upfront in online booking, it could have been expanded to require all businesses to do so. Time is well overdue for the correction of that egregious oversight.
Anna	DE	High Bills	My cable bill has lots of small fees added. They are worded to to make it seem like the money all goes to the government, when I questioned it I found out that some of the money went to the cable company.
Cynthia	OH	Hertz is the worst	I traveled to Bozeman Montana for work, and rented a car to spend a day at Yellowstone. When I refused the extra insurance because I already have coverage, I was told that if the car wound up needing a repair, I would have to pay the daily rate (159.99) for every day the car was out of service until it could be repaired, and that there was a shortage of service providers that according to the agent would equal a 4-6 weeks wait for service. I was told that this was particular to Montana. I was sufficiently spooked to pay the ridiculous 17.50, in addition to a bunch of other charges she could not explain, but were labeled VLCR, 2 more labeled "additional charges", LDW, and tax. Also pressured into an unneeded "fuel purchase option", I paid 95.69 even though I used less than half a tank, because the agent would not tell me anything about the mileage of the vehicle or how much fuel it had. If I'd had time to evaluate and not had two agents snickering at my requests to have all the charges explained, I might have realized I didn't need a the fuel purchase option for a single day rental. These charges all brought the total of my 159.99 one day rental to 324.09, MORE THAN DOUBLE the advertised rate.
PATRICK	PA	hidden hotel tax and mandatory dealership add ons.	1. I was checking out at a hotel in Minnesota near mall of America. my bill was about 10% higher than what I expected because of a hotel tax that was not previously disclosed! 2. I was at 2 new car dealers and both mandate about \$250 for dealer add ons that I didn't want. I think all new car dealers charge very excessive registration fees. No wonder people hate new car dealerships.
Kenneth	FL	Grifting Companies	Companies that charge fees are liars and grifters. Honest companies tell you the cost up front so you know the total cost.

First Name	State	Title	Body of story
Mary	NY	"Broadcast fee"	Spectrum provides my cable TV service, which is expensive enough, but when I signed up for the basic package of channels and local network TV, the price of \$72 a month included an \$11 "broadcast fee." When I asked the customer service guy what a broadcast fee is, he didn't know. \$11 a month is \$132 a year of my money going where, exactly? What am I paying for? I'm retired. I don't even watch most of the channels I get, but Spectrum only sells cable service that consists of packages of bundled channels.
Alan	VA	Hidden fees with hotels particularly bother me	<p>I hate that websites show one price for a hotel night, but it is quite different when you finally make the reservation. Make it clear up front so that I can make better decisions.</p> <p>I really hate it that communities think charging excessive hotel taxes is a good fundraiser. It's awful for your visitors. Hotels know this fee will be charged and they should include these taxes in their advertised price.</p> <p>Fees for pets are also often unnecessarily vague and hidden.</p>
JULES	TX	Concert rip off	Have always wanted to see the Eagles in concert. An opportunity just came up but will have to drive 350 miles to see them and ticket wasn't cheap but here's my chance. I registered for presale. And when my "opportunity" arrived the code they sent me didn't work. So I looked anyway. All the tickets under \$200 had to use the code that was no good so I opted for the \$300+ ticket. I was happy because I was finally getting a chance to see the Eagles perform. Then I went to check out. Yikes the fees were half the price of the ticket. I paid them anyway because I had my chance to see the Eagles in concert. Ticket finally cost me over \$600. RIDICULOUS!
Jean	OR	Children's entertainment	I wanted to take my grandchildren to an event at the Veterans Memorial Coliseum in Portland Oregon. Tickets were \$69 + \$12.75 for service fee and another \$4.75 for ticket processing fee. The tickets were being delivered electronically. Parking is an additional \$27. These fees increase the cost of a child's ticket to more than \$100, which makes it beyond what I was willing to pay. There are 5 of us... tickets total alone would be \$500. Heaven forbid if once we get inside they want drinks and snacks... that could potentially be upwards of \$1000 for Disney on Ice. This is horrible.
Dan	FL	Vegas Rip Off	Buying tickets for shows before a visit to Vegas to insure a good seat and availability was a lesson in "Junk Fees". You go online and choose your seats, date and the amount of the tickets. Once you do that you are presented with a checkout screen where you notice a \$35.00 per ticket fee to purchase. A couple of days pass and I get motivated to write a review expressing my dissatisfaction with the fees on the website. I get an email later that day recinding a portion of the fees in hopes that I would reconsider my review. I told them thanks for the credit but I would not edit the review because the fees were outrageous.
DOROTHY	UT	Too many surprises that come too late	This year we've paid "parking fees" at several hotels and resorts, - which were added on after we saw and booked the daily hotel rate. Some of the above turned out to be substantial over the course of a week's stay. Also paid numerous "handling fees" on top of concert or play tickets.

First Name	State	Title	Body of story
Stephen	NC	Concert tickets	Use to go to local venues to buy tickets to see favorite performers. Even, when I could, in line "all night long." Then online sales happened. Ticket price plus service for this and that. This didn't make it easier but more expensive and scalping became more prevalent. Would see price for tickets, sometimes half the price of what ended up in checkout. Back to scalping easier for them as well as they resold on line. Ticket prices always included cost on venue, understandable, but charges for electronically providing sales, a cheaper method, by third party who had virtually nothing to do with performers or venues, accept making cost higher, is nothing short of yet another form of scalping.
Fritz	WI	Nickel-ing & Dime-ing? Ha!	Nickel-ing & Dime-ing is how it started. But with no regulation (that's what We The People is for, folks) it has become Hundred-ing resulting in Thousand-ing. My experience has been primarily with hospitality and internet purchases, but it's rampant. And guess what? Without government regulation THERE'S NOTHING WE CAN DO ABOUT IT.
Kathryn	TX	Curtain goes up on higher ticket prices	My worst experience happened years ago, when I tried to buy tickets to a traveling production of "Book of Mormon" that was coming to Austin. I had to go through a major ticket broker to buy them, and while I knew the tickets wouldn't be cheap, once they'd added on handling fees and other charges, the price had nearly doubled. I paid anyway, but I deeply resented it.
MURRAY	TX	Didn't know how bad it was till I retired.	All I want to know is how much things cost. No extras. No nothing. I just want to know what I have to budget for. There are airline fees after the fees. Cruise fees with shore fees and docking fees after the fee. Hotel/Resorts hidden fees after fees. phone hidden fees after fees. Cell phone hidden fees after fees. It's all French to me. I don't understand none of it. Don't like any of it. And I'm sure there's more I don't know about because my spouse pays the bills but, oh I hear about it. And It's not my fault.
Amy	NC	Invisible fees at restaurants	I'm seeing more and more fees secretly added onto restaurant bills. Sometimes it's a "service fee," sometimes a fee for using a credit card, and last night I got an "environmental impact" fee. They don't mention these up front. You find out after it's too late. I've stopped going to the restaurant with the service fee and I'm considering not going to the one with the environmental impact fee any more either. When will it end?
Jim	NJ	The joke was on me when I wanted to see a comedian	One of my favorite comedians, Jimmy Dore, is appearing the Vogel at Count Basie Center for the Arts in Red Bank, New Jersey, this month. On the theater web site, I selected a \$30 ticket which, at check-out, increased by 49% to \$44.75. Even though I'd never seen Jimmy Dore and was jazzed up about finally attending one of his shows, no way was I going to pay 49% of the ticket price in fees, so I passed. Since then, I learned the show's sold out. Maybe a number of fans bought tickets at the theater box office and avoided some of those fees, but as it would be a 46-mile round trip for me, travel expenses negate that idea. I'd like to know how many paid the 49% mark-up. One is too many.
TOM	IL	B.S.	Every time I rented a vehicle for recreation or moving, the price they advertised was always B.S. The \$19.95 per day will cost you over \$30.00 per day after their "Add ons". All vehicle rental facilities are the same.

First Name	State	Title	Body of story
Larry	PA	I Got Wrestled Into Submission	I had just purchased tickets to a wrestling event and at the end of the purchase, I was pile driven to submit to a ton of junk fees. There was only 3 of us going, but the fees added up to almost \$100.00!! This will be the last match for me.
Mark	AZ	Junk Fees Considerably Raise Cost of Travel	About a year ago I stayed at an Embassy Suites in the Phoenix area. I booked this hotel because the hotel has a good reputation for being clean and presentable, they had a good daily rate, and they served a free (full) breakfast in the morning. Upon checkout, I learned that they charged close to \$10/ day for self-parking. I contested this charge and asked to speak to a manager. Their response was that they always have a parking fee here (and at their other properties). I protested, saying that their write-up didn't mention any fees for parking. Additionally, parking consisted of a paved parking lot in front of the hotel -- a place where most hotels never charge. Again, they said that they ALWAYS charge and there was nothing they could do. Since we stayed about a week, the extra fees amounted to around \$70. While I liked the hotel, it was clean, comfortable, located in a good part of town, and the free breakfast was good, on my next trip to Phoenix, I didn't even consider going back.
Mike	CA	American Airlines shows Least Cost airfares.....NOT!	I recently went to Expedia to buy airplane tickets. American showed the lowest costs for each of the four legs of our trip. I chose American. Later, I got a memo from American, "would I like to choose my seats (or leave it up to random assignment of seats)?" My choices were \$68 for seats near the front, \$28 for mid-range seats, and \$14 for middle seats! I also had to pay \$30 for a checked bag. Needless to say, \$68 would have pushed the overall flight cost to MORE THAN the next lowest fare on Expedia. I believe that American intentionally posts "low fares", but fully intend to make their profit on Junk Fees.
Frank	MA	Who charges a \$50 fee to close a retirement saving account.? Schwab does	Tdameritrade was bought out by Charles Schwab recently which including all their accounts . Upon reviewing all their fees ,I noticed they listed a \$50 fee for closing a account.It also stated that upon death a account will be considered closed. One of my accounts has \$200 . That's 25%!
Timothy	GA	Air travel is expensive but as a consumer I like having options.	I may be unusual but I find that some of the complaints are due to laziness. I don't tend to use 3rd party booking for flights because it usually costs more that way. I typically fly Southwest Airlines when they are going where I want to go because of their flexibility, 2 free checked bags per passenger and no charge for carryon bags. Overall they are usually the lowest price. I am not that picky about where I sit so the open seating works well for me. I don't feel like the other carriers are worth the extra cost. I will not fly on Spirit because they nickel and dime you to death and have no leg room. I don't dislike Delta and am okay to fly with them but cost is almost universally higher than SW.
James	LA	Cox cable - the worst incompetent monopoly	We have been using Cox cable for television, telephone and computer for years because there was nobody else in New Orleans. All of our outlets have regularly broken down. We spend over \$200 dollars every month for a company that breaks down for hours. If you call them you will have to pay them extra for repairs. They also have a gimmick that you that improves your internet, cable bills and telephone service for an extra \$10 dollars a month. It is a racket because there is no competition.

First Name	State	Title	Body of story
Clark	MO	Apparently Legal Scam Fees Much The Same as Junk Fees	DirectTV, doncha just love it? DirectTV's scam fee that most troubles me is for Regional Sports. I'm from Alaska and am now living in the Midwest AND DO NOT FOLLOW ANY MIDWEST SPORTS TEAMS. Nonetheless, the FCC's regulations empowers DirectTV to bill me for a service that I simply DO NOT USE.
Mark	WA	The Government Charges these Fees too	Are you a hiker ,Park visitor or camper? Over the last decade, Recreation.gov (really Booze Allen Hamilton) charges hidden fees to reserve a campsite, a hiking permit or these new infamous FREE entry permits to National Parks and monuments. Booze Alled is making many millions on these fees. The governmet needs to start in their OWN backyard first!
DORIS	FL	Junk fees	I requested ONE report on hearing aids and paid the \$10. Now you are charging me \$10. a month as you have access to my account. I get nothing more from you except ads and I want nothing more. You are not saving me money, you are wasting my money and taking my money for your pockets...Cancel this service immediately and refund the \$10. charge for this month for NOTHING..and stop sending me offers.
David	IL	Car repairs at Toyota dealer	When paying for repairs at a dealership, they charge a 3% surcharge for a credit card, but not debit. So, whether the repair is \$50 or \$5000, it is still 3%. I'm sure that the cost of processing a credit card payment does not vary by the amount of the charge.
Willard	NJ	The Great Propane Ripoff	I have been a propane heating customer for over thirty years with no junk fees on my delivery bills until recently. A few years ago my propane company started charging a "Hazmat Fee" which is supposedly being used to train employees on all of the regulations the propane industry is required to follow. However, if your business is based on delivering a hazardous material, shouldn't employee training be part of the basic cost of doing business and not an additional fee? Recently another fee has been added to the bill - a "Fuel Recovery Fee" which is supposed to recoup the cost for the amount of energy used to make the delivery. Since this is a flat fee regardless of how far the delivery actually is from the dispatch depot why isn't this amount part of the basic per gallon price of propane? After all, delivery of propane is the basis of the business. These two fees together increase the real price of propane by an additional \$.15/gallon. As in the other industries Consumer Reports has already documented, these additional fees make comparing prices between competitors impossible.
diane	CA	marble fraud	i paid this company 500.00 for them to provide me with a lawyer.well a few days before court he declined the case .no explanation.then marble withdrew from the case and their own contract states if for any reason they withdraw im entitled to a refund.but since then i have not recieved a dime.I have proof they agreed to pay me on tex messeges they say it takes 3 days well its been over a month now and they refuse to pay me back for some reason they think their entitled to it

First Name	State	Title	Body of story
Dina	MA	High surcharges for Toll usage on Rental Car despite under Insurance Claim	Recently someone backed into my car, thankfully their insurance accepted responsibility and covered a rental car while mine was at the Autobody shop. A few days after I returned the vehicle, I was schocked to see that there was a \$4.95 "service charge" PER TRANSACTION for each Toll booth charge. That seems very high, but also it does not make sense that this is not also covered by insurance. I was only without my own Toll Pass device due to someone else's fault. Paying for the Tolls is my responsibility but why paying for the surcharge? Lesson learned to remove my Toll Pass device and use it with rentals.
R	CA	comcast hidden fees	<p>xfinity (comcast) gives me a promotion for tv and internet at \$95 per month for 12 months. then fees are added for more than \$70. these fees include: equipment fees for \$24, service fees for \$39.50 for broadcast tv fee and regional sports fee, and taxes and other fees for \$8.25.</p> <p>the equipment fees i can understand, but i have no control over any of these fees. i assume some of them, at the least, are mandated by government.</p> <p>so when the government acts to ban hidden fees, they should start with their own hidden fees.</p>
MICHAEL	CA	UTILITY BILL STATEMENTS IN SAN DIEGO CALIFORNIA	<p>It used to be that COX Cable & ATT phone bills would include all the extra junk fees etc. Now I have noticed that they took most if not all of them out of the physical bill. BUT NOW they hide charges for things that they give you a 3 month to 1 year trial on. RE: HBO MAX, HBO etc for COX Cable & ATT Mobile does basically the same thing with some of they're promotional trials.</p> <p>Then when it comes time to renew (after they have required you to set up for "Auto Pay" to renew at the end of the trial, hoping you will forget if you want to cancel at the end of the trial period or not notice at the end of the trial date). When you go to your bill to see what your getting charged for, there are no documentations of any extra ended promotions but, of course they continue to charge you after that point.</p> <p>How many millions extra do these companies make on those of us that forget &/or don't see these extra feature charges on our bills because they are simply not on the bill?</p> <p>My remedy is to put a reminder on my mobile phone on the calendar just before the end of the agreed upon trial date so that I can decide if I want to renew or not.</p> <p>It still would be nice to have any extra charges from trials/promotions stated on my bill so I can keep track of them when my bill goes up after the promotional period ends.</p>
Glenna+And	OR	\$3.50 service charge just to update my credit card expiration date	<p>I received a new credit card which had an updated expiration date. All else was the same on it. I received an email from CenturyLink (owned by Lumen in Colorado) saying that I needed to provide my new expiration date so they could process my payment. I clicked on the provided link and updated the expiration date. In the final screen to confirm the change, I was informed there would be a \$3.50 service charge!!</p> <p>There was no prior notice of this fee.</p>
Laura	IN	Internet cut off fees	<p>Although they cut my internet access two months ago for non payment I still get late fees every month. Now they sued me, so add all those fees and fines. 300+ dollars over a 50 dollar bill. Thanks Nitco!</p>

First Name	State	Title	Body of story
Stacey	OR	Fees on everything	There are fees on everything we do from staying at a hotel to using power utilities. When we as seniors get a small increase in our SS the Medicare and medical insurers have already eaten it up. If we want to save money by eliminating our landlines we can't because CenturyLink will also eliminate our wifi. I'm sure it's the same for everyone not just seniors. Between groceries going up tremendously (\$5 for a dozen eggs and \$2.29 for a can of soup) the fees that pay the corporation's cost of doing business should be stopped. The billionaires are making more money than ever and the middle and lower classes are making less than ever even with increased wages. People are losing their housing due to corporate greed. Soon they will be trying to squeeze blood from turnips.
Thomas	WA	Cable and Internet	Cable and Internet fees are out of control. I have cut the cable as the fees were approaching \$300/month. Retired on fixed income. Something must go!
Richard	CA	Las Vegas Ripoff	In a trip by car from Yuma, AZ in 2015, I tried to make a reservation online at a hotel in downtown Las Vegas. Before reaching Las Vegas, I discovered the hotel had charged me a resort fee. I told the booking agency to cancel the reservation, and I stayed at a Best Western hotel just south of Las Vegas. Despite my timely cancellation and the fact that I did not enter Las Vegas that night, the canceled hotel billed me for the room including a resort fee. It took time and effort to get the bogus charge reversed.
LEN	IA	Car rental	I recently priced a car rental. The rental fee was quoted at \$450.98. The taxes and fees added another \$156.95 for a total of \$607.93!
john	MA	Paying a fee to pay a bill	I think it's absolutely ludicrous to pay a fee to pay a bill!!!! What???? Insanity!
Linda	GA	Uncalled for fees	Everytime I make a payment on line I am charged a fee. We have extra fees on our power and water bills. We should not be charged for these services.
JOHN	CO	Cable TV Broadcast TV surcharge increase	We live in a rural area too far from Denver and other metro areas to receive antenna TV (except one or two stations). We subscribe to Allo fiber for basic TV for \$23 per month (we also pay for internet and phone) to get what we could on an antenna if we were not so far away. They then tack on a "Broadcast TV surcharge Res" of \$9.75 that they are increasing by \$3.00 for the new year. This is on top of set top rental at \$5 each for 2 - total \$10 (the DVR counts as 1 of these set top rentals). We only watch a handful of channels - one of which is the Denver PBS station (not all of their programs are on their Passport stream).
Pamela	PA	Costly unfair fees I have had to pay to have my payments processed.	My credit cards charge ten dollars to process my payment on the phone. That costs \$30. My Version wireless costs \$3.50 each time a call in a payment by phone. ATM machines cost \$2.50 to \$3.50 to withdraw my money from various located ATM machines. It's costly and unfair for anyone at any age. It's been going on for too long. Please help. Thank you

First Name	State	Title	Body of story
Deb	OH	The newest fee	Went to a restaurant and when we got our bill noticed an additional fee. My friend called the owner over and she said if we paid cash the fee would be removed - it was a fee for using our credit card. I paid cash. And guess what? I also paid the fee (it wasn't removed). I went to the owner and she said, again, it would be removed if I paid cash. I told her YOU don't understand - I've already paid the bill IN CASH and paid the fee! She did look a 'bit' shocked and then said she would credit me back the fee. I said forget it, I'd take it out of the tip (which is already paying for the wait staff's salary). The owner sent a receipt with a credit for the fee (?? 77 cents). I would have to go back up to the register to get my money. I gave it to the wait staff and told this was the rest of her tip. I AM SO SICK OF ALL THESE LITTLE HIDDEN FEES!!!
Phillip	FL	"Blue Stream" Blues	BlueStream fiber was recently awarded contract to service my retirement community in Florida. I use my home there most, but not all, of the year. I opted for the "Basic Bundle" of limited TV and 200 Mbps internet advertised at \$59.95/month. When I called and scheduled installation I am told my monthly bill, including "fees" is over \$95! "Service" and "Broadcast" Fees increased my bill by nearly 59%.
Kelly	OH	No purpose for my added fee	I was trying to buy a jacket from REI for a family member for Christmas and it said that I needed to join the membership before I could check out. So I begrudgingly signed up for the free membership they showed but after I gave away my precious, and personal, information it turned out that I couldn't just do the free membership but I had to join for \$30 for a lifetime membership. I asked my other family members if anyone belonged to REI and luckily someone did. Unfortunately they had to get it for me and I had to pay them back. When the parka was already almost \$250 I was stunned that they wanted another \$30 just so I could get it when I knew that I would never shop there again. Might be a different kind of fee than you were thinking but to me it was just another ripoff from a company trying to get more money.
Jamie	CO	Time share fees	We own several timeshares for decades. There were no add on fees for energy, resort maintenance or community services when we purchased these time shares. These added fees now increases the costs of our vacations.
Merwin	PA	Elderly health care equipment monthly payment junk fees	After signing up for purchase of CPAP equipment for use as a sleep aid, my 82 year old wife learned there is a monthly online payment fee of \$8.00. Of course after 12 monthly payments online to actually pay for equipment ownership this added fee of \$8.00/mo increases the convenience cost by \$96.00 for the year, approx 15% of the total patient cost by Apria Healthcare.
Teresa	MI	Comcast FEES!	Comcast has several FEES on their Bill! The most is the Broadcast Fee of \$20!! WTF!!
Emily	NY	Verizon Fee for calling in to pay my bill	Verizon over charges for all their services and then when they sent an email about a bill I called them and they were planning to charge me for using my credit card to pay on the phone. terrible. needless to say I don't use them anymore. too expensive.

First Name	State	Title	Body of story
Andrea	WA	TICKETMASTER et al.	Fees for concert and other event tickets are some of the worst. It's bad enough that the ticket price is so high, but once the fees get added to each ticket it makes the cost prohibitive. I can understand a service fee to help pay for the maintenance of the website, etc., but that should be a flat fee for the single purchase, not a separate cost attached to each ticket. If I'm buying tickets for a group of family members and/or friends, the fees really add up. That's price gouging, to me.
A	MD	On-line Convenience Fees	I've noticed an increasing number of sites that charge an extra fee for the van for to literally push a button to send info or even automate the process - regardless there is somehow a fee for digital services. Ticketmaster is the worst of these - to receive an electronic ticket added fees apply, when in realty it's cheaper than sending tickets another way. Simply a revenue collection policy - one we try to avoid at all times but with some services the are unavoidable.
Joseph	IN	Hospitality fees.	The resort fees at these hotels mostly in Nevada are ridiculous. I just checked hotels in Reno for a trip that I have coming up and they are about 40.00 a night. That's almost the cost of the room during the week. And I don't know what I even get for these extra fees.
Carolyn	TX	DirectTV	I finally dropped DirectTV because of fees & constantly increases in the service!!!
Phoebe	NC	STOP the fees.	For years I have looked at my Spectrum bill and tried to figure out why I am being billed all the fees, then one day I said to myself, maybe if I dig up Albert Einstein, and bring him back to life he could figure it out, no, I don't think even he could figure it out. All these fees are nothing but a scam, a way for companies like Spectrum to rip off the public.
Julie	TX	Misleading Pricing	I find it difficult to shop and determine the value of a service when the pricing is deliberately false. Hotels, rental cars, theaters, phone plans, even contact lenses quote a price and then add additional "fees" to the back end. I would like pricing to be straightforward and honest. It is a bait and switch tactic.
William	GA	Rental Car Junk Fees	How about some of these taxes on a recent 1 week rental. The taxes and fees were 50% of the cost of the rental car! Non-taxable fees: Police training fee \$2.00, City surcharge \$10.00. Taxable fees: customer facility charge \$42, Concession recovery fee \$24.54, transportation fee \$8.00, parking surcharge \$0.60. Was is my Avis rental paying for police training? Why do I pay a parking surcharge on a rental car not being parked at the garage? What's a concession recovery?
C	VT	cell phone and internet/telephone/TV	According to Verizon, my fixed monthly plan charges are \$80. Then why is my bill \$106.38? I have a basic plan of voice, messaging and data, no add ons. My regular monthly charges for Xfinity are \$160.99. But my bill is \$224.14. Equipment and services fees, as well as taxes, fees and other charges add another \$64. And I would love to be where the download really is 1000 Mbps!

First Name	State	Title	Body of story
Michael	VT	Transfer station fees	I live in Rutland, Vermont and we have a transfer station that we can bring our trash and recyclables to. They charge us \$15 a year for the permit, which is reasonable. But then on top of that they charge \$2.50 for a "transaction fee" whether or not you pay by cash, check, or credit card. Then, on top of that they charge another \$2.45 for a "governmental fee" which is not explained what that is. Further, if you have more than one vehicle in the household that you may use to bring your stuff to the station they charge you another \$5 for each additional household vehicle. One can only drive one vehicle to the station at a time, so what sense does that make ? Also, the only things that are free to drop off are paper, cardboard, plastic, glass, and tin cans. Everything else you have to pay a fee for. A black trash bag is \$5 each and a regular kitchen sized trash bag is \$4. Grass, leaves, brush, and other items are all by weight. They even charge 50 cents a gallon for used motor oil. This is certainly a cash cow for someone and they wonder why people throw their trash on the side of the road or other inappropriate places or just burn it at home.
Barb	MD	Water bill	Hoe come the fees on the water bill is over \$40 before you run a drop of water it's all fees...then if you don't use bunch of water they day you've used none an go up 191.00...ah can't use water coz can't afford it
H	CA	SDGE monopoly fees	San Diego General Electric is a monopoly that consistently charges minimum fees and other junk fees because they are a monopoly. Also Ticketmaster charges fees anytime you buy or sell tickets in their platform. Any charges should add value to the consumer. Thanks!
PAM	MN	no brainer	If our democracy was truly representing the voters, this "junk fee" elimination is a no brainer. As long as our elected officials are beholden to their private and corporate campaign donors, voter safeguards/needs will continue to come last. Obviously, our elected "Representatives" benefit from this presently corrupted "democracy," or they would pass long overdue legislation to correct. The shame....and dereliction of their sworn duty...is wide-spread, both Left and Right.
Kathy	ND	Car dealers	Document fees on car purchases - mine were \$90-;for what?
Daniel	MN	Government Fees	Every time I pay taxes online there is always a service fee. Last time it was close to \$40! I think agencies should budget for that when that is how most people pay and greatly eases their collections.
Ralph	CO	Pet Friendly Hotels	\$50/night for a pet staying at a hotel is NOT a pet friendly hotel. But, online the fee is not listed. You drive up to the hotel with your dog only to find an exorbitant charge and it's too late to change hotels. When the clerk is asked what the dog gets for the \$50, they have no answer. No dog biscuit, no poop bag and no invitation to the free breakfast. The fake moniker "pet friendly" means nothing and should be replaced with the exact fee and services.
RONALD	TX	INSURANCE	I have been paying my vehicle insurance auto draft in 6 months increments. I get charged \$1.50 extra per month for this convenience.

First Name	State	Title	Body of story
Ronnie	CA	Beware the computer!!	Fees to get bills. They TRY to charge you money to pay a bill. If we dont fight back, they will find anyway to charge bogus fees! I want paper bills. I WANT PAPER!!! My banks charging me 2.00 to get my paper bills. Paper bills are safer and more transparent. They can change things on the computer, have you sign thousand page documents, the scam goes on and on with the computer. With paper bills you see what you have its not hidden. And they cant give you thousa nds of pages to sign!! BEWARE!!!
Susan	CA	Fee's, fee's, geez	When we pay taxes it is for a reason, to have it put towards helping out our country. Fee's I believe are just a way for the ones charging it to make extra money and the fee's are not really going into anything but their wallets. Next we will be charged a fee to breathe or to send a text. If we don't put a stop to it now, it will never end and they will make up new ways or reasons to charge another fee on top of an initial fee, then charge a fee just for paying the first fee. Being charge a convenience fee in order to purchase a service or ticket is the biggest crock of bull I have ever heard. So if you want to take away this ridiculous charge, so many consumers would be so grateful.
Del	WA	Junk fees are out of control	I have experienced all of the different types of charges mentioned in your article. Especially upsetting are the hotel fees and the concert ticket fees. Those fees have completely changed my decisions whether to purchase or not. One of the most interesting and frustrating fees I have come upon is the propane gas company in our town charges a fee if you want to receive paper bills instead of paying online. Ridiculous!
Jeremy	CO	Miscellaneous fees	I find it difficult to shop and determine the value of a service when the pricing is deliberately false. Hotels, rental cars, theaters, phone plans, even contact lenses quote a price and then add additional "fees" to the back end. I would like pricing to be straightforward and honest. It is a bait and switch
Teresa	IL	Why fees??	I hate fees, especially when I pay a bill. I'm paying my bill with my money, why should I be charged a fee?! The worst is the utility companies and cable companies. I do not think this is fair since I am already paying a bill for their services. The companies have chosen to take my payment on line and suggest it when I sign up for their services. It's very unfair and eats in to my budget.
Francis	OR	He-llo-o!	Ever check your phone bill closely? Land line or cell phone, they all have a multitude of fees which are ridiculous. They're not fees, they're taxes and they belong overboard along with the tea. It used to be easy to pay for gas with a credit card. No more, Now it's another money grab with an additional 10 cents or more per gallon.
Sieglinde	FL	Spoiling my enjoyment	I have a favorite breakfast place who just started to add a 4% fee if you use a credit Card. My credit card pays me back 3%. I alway tip in cash. I may not go there anymore. They have raised their prices after COVID but the 4% is addl. I'm not going out much anymore.

First Name	State	Title	Body of story
Tessa	NJ	Fun and travel shouldn't only be for the wealthy!	Am I the only one who thinks that when you purchase an airline ticket you should also be given a seat without having to pay for "up to 6 inches" of extra leg room? The term is nebulous as "up to" can only be a fraction of an inch-at least clearly define it so we know what we are actually getting for our money. Concert and other entertainment tickets should not have fees of up to 30% of the ticket price; we are the ones who either download them onto our phones or print them at home. These additional fees mean that many families can't do basic things together and the artists/venue/airline workers aren't getting huge pay raises. It's big business as usual making record profits while taking every government bailout when disaster strikes. It's time for change!
Rod	OH	Fees on top of fees	This seems to be the go-to gimmick for every company these days. Utilities, banks, business, all charge a fee or worse, multiple fees. I think Internet/cable/telephone is the worst. The list of fees is lengthy, and unexplained. Why do I have a fee for an over the air broadcast channel?
Robert	CA	Hotel Fees Excessive	Difficulty finding hotels in Hawaii that didn't require a daily resort fee, daily parking fee, and cleaning fee as high \$500.
Kenneth	NC	N.J. Turnpike Authority	I was in New York for my sister's funeral on Sept. 23, 2022. While there I got lost and my GPS kept bringing back through the toll 4 times. A friend told me not to worry because the fee would come in the mail. None of the 4 fees were over 4 dollars each. But with each fee there was an administrative fee of \$50 attached?? A bill that should have been less \$20 turned out to be over \$200 dollars!! Can't get customer service on the phone and they don't offer a call back option?? I wonder how much money they've made off of out of state travelers? Guess I will try to get the New Jersey Attorney General's office?
ELTON	MS	Comcast fees	Comcast charges me the following: Broadcast TV Fee \$21.95 Regional Sports Fee \$7.95 Franchise Fee \$5.95 Total of Fees: \$35.85.... Even though I am greatly satisfied with the intuitiveness of the Xfinity experience, these 'fee's are just extra profit for COMCAST.
Becky	GA	Paying Fees on Fees???	Attempting to be an environmentally conscious consumer while cutting back on expenses in this greed-driven economy, I pay as many bills as possible online. The one bill I never pay online is my water bill because of the "convenience" fee the city adds for paying online. In fact, during warmer months the water department adds two "convenience" fees for paying online; one convenience fee for paying the basic water bill and the second convenience fee for paying the summer surcharge, itself a fee tacked onto the water bill, the assumption being all customers use more water in the summer. Instead of paying fee upon fee upon fee for my "convenience", I drive to the water department using gas and adding to pollution.

First Name	State	Title	Body of story
Richard	AL	Pyramiding Costs	When joining the cable company, it insisted to know how many outlets I had. Told them none of their business since the Communications Act in the 90s. So it settled on one additional outlet since I was getting TV Cable (1), and internet (1), for \$5 every month. Cable is divided into 3 parts: cable basic (ch 5 thru 20) \$18/mo; local broadcast \$27.95/mo; digital expanded \$69. The internet was separate \$61.95/mo for 15 MB but w/ discount of \$10 for bundle internet whatever that is. Prices tend to increase every year. Then there is a Franchise fee \$3.60 & FCC fee of 8¢/month.
Kevin	OH	Where's The "Convenience" In Fees?	It's funny how fees to pay utility bills online are called Convenience Fees. Convenient for whom? Definitely not the person paying the bills. Companies stress how eliminating paper bills is better for the world, but they never mentioned that paying online would include fees. Ending these fees would then be more convenient to paying bills online.
Theresa	MI	My WOW (Wide Open West) internet and cable bill fees	<p>This bill went up \$10.00 from last month. I can only change my plan if I agree to automatic payment from the bank. I used to receive a paper bill, but they charged for that too. They make it difficult to see these details online. To do so, you have to open another page with a different password from the billing site and then download a PDF.</p> <p>Wide Open West bill details: Basic Cable \$56.14 (This is not a premium or digital plan.) Internet 200 \$39.18 Phone \$23.68</p> <p>Additional Services (which are not optional, and I don't want) Sports Surcharge \$8.85 (I never watch sports)</p> <p>Other Services (none of which are optional) Broadcast TV fee \$17.04 Network Line Fee \$6.50 Modem \$14.00</p> <p>Taxes, Surcharges, and Fees Cable Franchise Fee \$4.78 FCC Reg fee \$0.09 PEG Access Fee \$0.91 FCC Phone Fee \$0.05 Federal Excise Tax \$0.52 Sales Tax \$3.30 E911 Charge \$0.25 Federal Telecom Relay Service Fee \$0.88 Federal Universal Service Fund \$10.07</p> <p>We used to have Comcast, but they were worse.</p>
Christy+Moc	NC	Extra fee for what?	I realize that all of us feel the effects of our economy. If there has to be extra fees for something, please list in detail what that fee is covering..not just including a blanket charge of "service fee". "Resort fee", etc

First Name	State	Title	Body of story
Frank	CA	Ever present "convenience" fees	This type of junk fees are tacked on by almost every cinema or theater in the US. It can vary from \$1.00 to \$10.00. I have asked "convenience" for who? Certainly not for the client. Venues outside the US are much less likely to charge these stupid fees. Perhaps they have better consumer protection laws than we do.
Lisa	VA	Fees! YUGG!	On most of my bills the fee is almost 1/2 the amount of what the item cost is I am paying for, example my Verizon bill had fees of \$38 dollars and my bundle price for phone and internet was \$79. I have never understood why I have to pay a processing fee online for concert or sporting event tickets. I am doing all the work and my tickets come to me digitally. Who are they paying to do any work to charge me a processing fee? I am processing it all. Toll fees- I get a bill in the mail for not paying a toll but there was no toll booth on the road where I could pay. Don't understand that one either. It has really gotten ridiculous. Something needs to be done.
Mary	CA	Deceptive fees	I definitely am negatively impacted by add on fees. But to quantify the impact is next to impossible because the fees are cleverly disguised. This makes it difficult to determine what the fee is actually for. This applies to my cable, phone, travel, rental cars, as well as some airline fees, etc. In addition, I make automatic payments online which is convenient, but I admittedly don't carefully review a bill as I did with a paper bill. Makes it very simple for companies to add these deceptive fees. Please help.
Lavesta	TX	Monthly annoying fees	I am handicapped and limited income, fees for TV,internet plus taxes are a real burden and Every agency in the USA is asking for donations, except You.THANK YOU!
Susanne	MA	Fees on our nonprofit	I recently became the unpaid bookkeeper for a community land trust, a small all volunteer-run nonprofit. In order to make the land trust work, the bookkeeping needs to be as simple as possible, so we use a subsidized version of a popular bookkeeping software to charge our lessees their rent and property taxes. QuickBooks adds nearly 3% to our property taxes, which is a real stretch for our low-income lessees. We need to use the software to streamline the bookkeeping, but our lessees end up paying a price they can't afford.
Lisa	SC	Bill pay	Why do we have to pay a fee to pay bills on line? This just isnt right. If u do paperless billing, the company will save money in postage, but you still have to pay a fee
Robert	VA	Govt and consumers are BEING ripped off	Most fees for paying online are govt agencies or utility companies as they are using a "service" that is pure ripoff to take money from agencies and utilities that are often way behind in technology (note that NASA computers on today's spacecraft are often using operating systems that are 10-15 years old). We consumers end up paying the fees and everyone loses except for the ripoff artists and cons who talk the utilities and govt agencies into paying fees to let them handle the payments. What a racket! I pay fees to pay my water, electricity, property tax and DMV accounts. It is pure ripoff by con artists taking advantage of low-IQ or just lazy govt & utility morons.

First Name	State	Title	Body of story
Shakearah	MD	Fees for Practically Everything!	I have to pay fees for pay rent, paying cellphone bills, cable television, utilities and it all totals over \$65 monthly. The fees are all allegedly for processing payments but I find it to be ridiculous because in the past fees were hardly ever a practice. Fees are just another money grab for greedy companies and it needs to end!
Leora	TX	Give me is a pig	The convenience fees I pay cost me more than my electric bill put together it's ridiculous and I'm sick of it. It cost enough to live through life as it is to have this money stolen basically is just wrong
Sarah	VA	Fees Bite!	The cost of my international fare this past May was \$826.24 BUT the taxes & fees totaled \$1,131.87 along, which brought my total to \$1,958.21. That is outrageous! Not to mention the fees that sneak in for hotels, retail and food items, plastic bags, utilities, etc. If a company is trying to cover real expenses, then just put that in the original item cost so we aren't deceived.
Richard	OK	Toll Fee's on Rental Cars	Trip to Florida over the summer, the option is to either pay a flat rate of 10.00 per day on rental contract or pay as you go. The part that is not disclosed is that there is NO way to pay tolls as you go for most of the tollways in Florida, only picture tied to license plate. Story ends with paying about 6 dollars in tolls PLUS 9.99 for each toll for a total of 120.00 dollars.
Victor	FL	Room fees	Was charged service fees in addition to the room cost.
KATHLEEN	PA	Convenience Fees	No explanation of what they are actually charging you for???? Tagged onto the end of a takeout bill after the fact. But it's definitely not for YOUR convenience...
Michael	NY	Required for basic service, but charged as an extra fee	Spectrum charges me \$5 per month extra for a wi-fi router, even though wi-fi is essential to being able to use their internet service. I have the most basic Consumer Cellular service at \$10 per month, but fees and taxes makes my bill \$15.18, more than fifty percent higher than the advertised cost. At the very least, they should warn customers of those fees in their advertising.
JEROME	NY	Phony Fees	I'm fed up with fees, especially the idiotic and dishonest "convenience fee." They, unfortunately, have become common for all sorts of tickets to live performances, not to mention telephone and cable bills. Why the phony pretense that a ticket is, for example, is \$52.00 when is is actually \$55.50. Our nation could do with a campaign on behalf of openness and honesty.
Sandy	AZ	Ticketmaster fee	I think it is unethical that Ticketmaster or a venue add a "venue fee" to the price of a ticket. I also dislike that resorts add a "resort fee."
Iris	FL	Convenience?	I think it is ridiculous that a company charge a "convenience fee" to pay a bill online when they receive payment instantly, in most cases.

First Name	State	Title	Body of story
Kimberly	IL	proactively...I cut back on the air that I breathe	<p>I'm 50 and am slated to live much longer than my parents. And my kids... well they are predicted to live til 100 plus years of age.</p> <p>To mitigate the long term health costs I will have to face and the cuts that Medicare and other federal programs provide like social security impose on us, when I can no longer mentally and physically keep a job; Not to mention when ageism, sexism, racism, or some other ism doesn't hinder my ability to take care of myself.... I've cut back in every humanly possible way currently. In ways people have been told to cut back. Cutting cable, keeping a vehicle until it's old, so using every last ounce of what known before spending.</p> <p>Dont get me wrong, I still get a coffee outside and eat outside once in a while.my choices are limited bc that's another area where we fall short. (The food supply)</p> <p>I'm not a martyr.</p> <p>But I'm not living beyond my means.</p> <p>So the only next logical step is to cut how much air I breathe and bottle it somehow and monetize on it. It is not looking good for my future based on current treatment of society as a whole. Despite the fees I've avoided by doing without, and the increasing awareness and cutbacks many people engage in, fees exist whether they are boldly shown on a bill, or whether their is an implied fee just by being somewhere using something.</p> <p>Good luck in getting fees reduced or removed. There is a loophole somewhere else that can be exploited. I'm a realist, not a pessimist.</p> <p>I hope you can solve the issue of living in a country with massive wealth, but being priveleged and poor at the same time. I don't count on it though, to be honest.</p>
Kate	OH	Disabled and fees suck up a huge hunk of mybudget Fees suck up a huge hunk of my money budget	<p>I am disabled and Ani fixed income every month, so fees on everything from groceries, I have to have delivered to fees, tacked onto my Internet, phone, utilities, and even to just pay by check for my rent! I could go on and on about all of the fees I deal with, but the reality is That it boils down to more and more companies and utilities realizing that they can quickly add on a few dollars that add up to huge amounts in the end and get away with it because consumers have nothing they can do to fight these extra search charges.</p>
Giselle	NC	Fees adding more than 50% to theater ticket price	<p>A \$24 theater ticket ended up costing \$39... I decided to forego the theater event. Concert subscription fees added 25% to the ticket cost... NOT doing that again!</p>

First Name	State	Title	Body of story
Celeste	MA	Inconvenience fee	<p>“Convenience fees” when you purchase a ticket through one of the online vendors. You have no choice on where to purchase your ticket as they corner the market. I don’t find it convenient at all!</p> <p>Fees on your medical bills or credit card payment if you wish to pay over the phone.</p> <p>We pay fees everywhere, from utility bills to hotels and airfare! These companies are making millions in fees alone! We need to stop all of it!</p>
DANA	HI	FEES, FLEE, JUST DIE	<p>It's apparent I will have to work until I drop dead. Already at 67 this year and fighting traffic to go to work and back makes for a 12-hour day.</p> <p>Going on vacation is no longer a choice. I wanted to rent a hotel room to attend a concert (those fees are crazy too) but with the add-on fees, even for a local, it took the cost up another \$103.00, so the hotel was affordable, but the fees were not.</p> <p>Cable and internet are just as bad. My provider gouged their customers during the pandemic and doubled the service. Many of us were working at home and it cost us as much money as driving to the office. Shameful, especially for people who were too sick to attend the office but could still get paid by working at home. I no longer have that provider and bought a firestick for my TV, which fortunately I rarely watch.</p>
Thomas	AZ	APS my electric provider is out of control	<p>Charges for fees constitute more than the charge of electricity consumed! They even charge customers EVERY MONTH for their METER and to READ the METER!!! (Amazing since it's all read electronically.) And the list of outlandish fees goes on and on... see below..... charged to have an account, charged for delivery, even charged to bill customers! Makes me want to scream....</p> <p>Cost of electricity you used</p> <p>Customer account charge \$2.18</p> <p>Delivery service charge \$7.38</p> <p>Demand charge on-peak - delivery \$4.26</p> <p>Environmental benefits surcharge \$4.04</p> <p>Federal environmental improvement surcharge \$0.28</p> <p>System benefits charge \$2.19</p> <p>Power supply adjustment* \$5.25</p> <p>Metering* \$6.02</p> <p>Meter reading* \$2.18</p> <p>Billing* \$2.43</p> <p>Generation of electricity on-peak* \$2.00</p> <p>Generation of electricity off-peak* \$11.18</p> <p>Demand charge on-peak - generation* \$8.77</p> <p>Generation of electricity Super off-peak* \$1.83</p> <p>Federal transmission and ancillary services* \$7.64</p> <p>Federal transmission cost adjustment* \$0.56</p> <p>LFCR adjustor \$0.85</p> <p>Cost of electricity you used \$69.04</p>

First Name	State	Title	Body of story
BRUCE	CA	Irritating	Any fee that does not appear until checkout or check-in (e.g., resort fees) is just plain irritating. At least with phone or cable fees I know they are there. If they are eliminated, then the costs will just be moved elsewhere on the bill, but at least the true costs will be more visible.
Barbara	CA	Fees everywhere!	From multi service fees on theatre tickets to surcharges on everything, any advertised 'savings' allotted to seniors are wiped out. With basic costs increasing on every level, these added fees are greatly limiting my ability to enjoy my so-called golden years. These growing costs are out of control and need to be reined in.
John	NC	Fee's	Cable Fee's and Fee's to pay bills are getting out of hand. Fee's for using a charge card are also.
Philip	CA	Rate increases/fees	For San Diego Gas & Electric customers like me, we are paying an increase in rates, which includes fees, EVERY year. SDG&E claims that those increases are to pay for damages to equipment from wildfires and also to upgrade that damaged equipment to make them "fire resistant" --- while the company posts RECORD PROFITS to their shareholders. UNFAIR! OUTRAGEOUS!
Adam	AK	It's Not Convenient For us	Whether it's a card processing fee, a convenience fee for buying tickets, a fee from a delivery service, or something a telecom service makes up to make another extra million dollars, it hurts us as consumers and often hides the true cost of doing business until it's basically too late.
S	CA	Boo fees!	More than once, this "resort fee" has killed me, getting a basic hotel room. The same for "convenience fee" when I'm trying to stay ahead and pay a bill. With the former, these MUST be included in the room cost, rather than getting tacked on at the end-- especially when the place is obviously not a resort!
Linda	NJ	Account Assistance Fee	I called Andrews Federal Credit Union for assistance in resolving an issue I was experiencing in not being able to access my accounts online. None of the automated prompts options addressed my problem, requiring that I speak to a real person. Once I finally got to a human being I was told that Andrews was moved away from the current customer service model to AI service and that if I wanted to speak to a person about my problem there would be a \$2.00 fee. I needed to be able to get in my account to actually see my transactions history so I authorized the fee, however I felt like I was being held hostage. There was no way to solve my problem using the prompts Andrews FCU provided. It was either pay the \$2.00 or I was out of luck. I I'm seriously considering closing my accounts and going with a different financial organization. I shouldn't have to pay a fee to gain access to my account. This is ridiculous.
Robert	TN	Upgrade fee	I recently HAD to purchase a new phone from Verizon because of the JUNK they sold me before and had to pay an extra \$35 upgrade fee they called it for no reason and said it's policy so I couldn't get out of it. Please stop this fleecing.
john	GA	A fee to pay even my water bill!	The billing agency for the water I use in my townhouse has a convenience fee on paying the water bill.
Larry	IN	Fees everywhere!	Everywhere you turn around fees are jacking up the price. I'm on fixed income and can't get by like this! I've cut back everywhere I can. The only think left is bankruptcy. Do something!

First Name	State	Title	Body of story
Steve	PA	Comcast	Why should I have to pay a broadcast fee, sports fee and who knows what other fees on my Comcast cable bill? I do not want to "cut the cord" but at the same time these stupid fees take an unnecessary bite out of my fixed income. These fees go up at the beginning of every year with no end in sight - they need to be reined in. Thank you.
FAITH	PA	SCAMMING FEES	I REALLY DISGUSTED WITH BANK FEES FOR CHECKING AND SAVINGS! ALSO, FEES OF ALL CABLE TV. I REALLY FILL I AM REALLY BEING RIPPED OFF. TO ME IT'S ANOTHER SCAM WHICH THEY CALL LEGAL.
Bill	TN	Comcast add on fees	Comcast fee for "free" broadcast channels just increased \$5.00 to \$25.90. I don't think this is an option. Cable box rental is \$10.00 each. Can't receive anything without one.
CLAUDIO	MI	Airbnb pricing	On more than a few occasions, my wife or I have seen a place for rent on the Airbnb site that appears to charge a reasonable amount per night. However. when we delve a little deeper, the place may end up costing considerably more due to the additional fees. What initially is the advertised price may be nowhere near the final cost due to those fees.
Mary+Jo	MN	FREE TV	We, too, are retired & on a fixed income. It stinks to high heaven to have tv bills. I remember when tv was FREE!!! We took it for granted.
Richard	OR	Mad as Hell	Now my credit union charges a fee for a paper statement.
Jon	VA	One inclusive price please	I fully understand that cable TV and streaming services must pay local TV stations and national networks for the right to "rebroadcast" those station's and network's content. I also understand that they must also pay commercial sports teams and networks to offer those events to their customers. But what I object to is tacking them onto customers' bills as additional fees without offering them an "opt-out" option. I never watch commercial sports, yet I had to pay a fee for them - which is one of the several reasons I finally just cancelled cable TV service. Such fees (and taxes) should be simply rolled into one inclusive monthly bill, so that the total cost is obvious before subscribing. The same goes for those surprise "resort fees" which have been tacked onto my bill for a downtown hotel which was certainly no "resort".
David	VA	Movie Fees	My wife and I wanted to see a movie. We ordered the tickets online which we assume it will be \$24 and ended up being \$35. We decided it was not worth it and decided not to go. We may just showed up at box office to avoid paying the outrageous fees. These fees are hard on retirees.
SUDESH	CA	Misc charges \$5 to \$9 per cell phone line!!	ATT wireless adds many charges that other cell phone providers don't.
Melinda+L	VA	Fees of all kinds	I pay bank maintenance fees, online processing fees, service fees, cable/internet fees. The whole idea of the digital world is the "convenience." I don't want to go to the post office to mail a bill or use paper checks if I don't have to. The fees add up along with increased costs of mailing.

First Name	State	Title	Body of story
SUDESH	CA	Fee for a bank statement	When a bank charges for sending you a statement after you accepted their offer to "save a tree".
Dave	MI	Squeezed for fees	Utility, cell phone, and cable companies are the worst at charging tedious fees. Corporations are reporting record profits which they've accomplished by emptying not only our wallets but our coin purses as well with these tedious fees that are charged with no representation, meaning, or justification. A cost recovery fee, sports network fee (we don't even watch sports), local network fee, delivery fee, ATM withdrawal fee, account low balance fee (I have to keep money in my account even if I need to spend it), overdraft fee that charges daily until balanced (ridiculous). What should be a company EXPENSE (Like The cost to air sports games) the company steals the money back from us with their junk fees so they can rig their profits.
Mike	TX	Cable TV fee	My Xfinity cable bill has a \$26.65 broadcast TV fee.
John	IL	Account inactivity fee	I had a bank account that I ignored because it was not a checking account and it was an account at a bank in another state. Later I decided I was going to close the account and discovered I was being charged a \$10.00 monthly inactivity fee for eight months. I was ultimately able to make the bank refund the fees, but the sneaky way I was debited for this charge really turned me off.
Nick	CA	STOP THE STEAL PEOPLE!	Paying extra Fees on almost everything we buy or hidden fees you don't know about until you get the bill needs to stop! STOP Corrupt Business practices NOW!
LaRee	CA	fees on everything	there are fees on everything cable and internet is one of the worst being a senior on a fixed income something has to go
Andrew	NJ	Verizon - King of the Fees	Not a long story, but something that has been egregious for years: the long list of "fees and other charges" on each monthly bill: NJ State sales tax: \$5.41 911 System/Emergency Response Fee: \$0.90 CATV Universal Access Fund: \$0.71 Video Franchise Fee: \$5.01 Federal Universal Service Fee: \$6.56 Regulatory Recovery Fee – Federal: \$0.09 Fios TV Broadcast Fee: \$6.49 Regional Sports Network Fee: \$8.89 FDV Administrative Charge: \$0.99 TOTAL: \$35.05 Pretty sure they are just making this stuff up.

First Name	State	Title	Body of story
Maura	NV	From Riches to rags	I was having some problems resulting from my son who lives at home losing his job, we could no !onger meet our expenses of around 2000.00 a month, At that time I had credit card debt,but was basically just paying less then I wanted until Discover started their ridiculous late fee bull, I would pay online ,I admit at the last minute, it was always after having to listen to the automated woman telling me things I did not need to hear and taking forever, minutes late, pay the fees. Washington Federal, my then bank, was even worse with the deposits not in to pay the debits, they are money hungry.Lets not forget the utility companies charge a lot of fees if you use credit or debit, bull, but it adds up and if your income can not support, it is a recipe for disaster.
Mark+S	IA	Concert tickets and car registration	When you buy tickets online through TicketMaster, you can pay upwards of \$15 per ticket in fees. That is outrageous! We chose not to attend the concert, one that we were planning for our anniversary, because of those fees. Our county treasurer's office charges a fee for us to pay our annual registration fee online. If we pay by mail, there is no additional charge for that.
Nancy	ND	Greed fees!	Fees on telephone and cable are out of control. I am retired, on a fixed income, but have enough income that I do not qualify for services. I've cut my cable and am looking for cheaper telephone service. I shouldn't have to live like this after being a productive, working member of our society for 45 working years!
Harold	WA	Resort Fee	On a trip through Rapid City, SD, in Oct., 2022, I stayed in a hotel that I booked through Priceline. When I got there, the desk attendant told me there would be an additional resort fee. I finally agreed to pay it but added "under duress" after signing my name. The desk agent told me that they couldn't accept those words. I told him that was the only way I would sign. He finally waved the resort fee.
Todd	CO	Fees, convenient for who(m)?	Airlines. Car rentals. Hotels. Promoters. Apartments. Banks. Phone carriers. The list goes on and on, is never ending, nickel and dimning all of us on a daily basis.
Lynda	CA	absurd fees I have been forced to pay	Resort fees for hotels (not including parking, the one thing a disabled travel needs most to be included--for bikes I cannot ride, coffee that costs them \$1 etc. these fees are between \$29-\$40. Comcast cable: for TV channels I never use, like sports, which run at least \$20/month.
Patrick	AZ	Fee for paying State Taxes	A convenience fee is charged if paying AZ State income tax by credit or debit card — 3% of the tax. The transaction costs the same whether the tax is \$1000 or \$10,000.

First Name	State	Title	Body of story
Clifford	NY	Donating to the internet	Many times when I make a donation online to a charity, I have to pay a fee to use the online donation option. It ranges from anything from 0 to 3 dollars, usually just 30 or 40 cents, but it begs the question, "What should that service actually cost?" Why does it vary so much from site to site? You're basically captive to it because you want your chosen charities to get all of your donation, and you don't want to choose charities based on their fees to donate.
Marianne	MD	Obscure and Dubious Cell Phone Fees	Verizon Wireless adds multiple additional fees, some of which seem to be arbitrary government surcharges. Included are these 8 separate fees: * MD Univ Srvc Trust Fund Surcharge * Fed Universal Service Charge * Regulatory Charge * Admin & Telco Recovery Charge * MD State 911 Surcharge * Cecil Cnty 911 Surchg * MD State Sales Tax – Telecom * MD State Sales Tax
Steve	CA	Bank fees	Paying a maintenance fee on a savings account that dips below, say \$300 on a given day, when you're not even earning .5% interest.
Neal	AZ	Too Many Fees	The "add on fees" (i.e. resort fees for hotel bills and broadcast fee on my cable TV bill) are two that "stick in my craw" when it comes to most irritating. I am sick and tired of the many extra dollars that are being added on to my bill for a wide variety of reasons. Each one may not be significant amount, but added together over time they become quite the additional cost...and there is no reason for them other than the chance to make more money for those companies creating the bill!!
Vickie	OH	In NC, if you renew your vehicle registration with the DMV on-line, they charge you a "processing" fee, even though it is to their advantage!	At 91, my mother no longer drives and has to arrange transportation for appointments. She does not have smart phone and internet access, and would be confused and overwhelmed if she tried it. She banks at Chase in Lancaster, Ohio. It appears that the Chase branch in Lancaster is being phased out. When my step-father died late last August, it was difficult to get an appointment in any kind of reasonable timeframe since there was only one person in the office to handle such matters and he was booked solid. He was most helpful when we met with him, but the catch is being able to meet with him. They assigned Mom an on-line personal banker, which does her absolutely no good. I reside in another state, but have been added to her accounts and can view and monitor any activity online. But what if I couldn't?!?!?!? What do other older or handicapped individuals do?!?!?
MR+David	ID	Forced Fees	I really hate forced fees such as broadcast fee on cable. I will not pay auto dealer set-up or delivery fees. Sometimes it will end a negotiation; sometime not. The thing of it is, if these charges are not itemized or done away with, cable companies and car dealerships will just raise their prices anyway.
Maria	IN	Utility Fees	Every time we open our gas and electric bills we get angry because we know we NEED these utilities to live and function in our homes and businesses. The so called carrying fees, fuel adjustments and outrageous fuel hikes. These so called extra cost are fast becoming more then we are actually using of their products!! All people and most surely retirees are having a very hard time with these added expenses!

First Name	State	Title	Body of story
Ann	NY	Surcharges, fees supply charges for utilities	Something needs to be done about all the fees and supply charges utility company is charging. (Con Ed)
MARIA	NV	Paula van de Berg	To many hidden cost the bank tv you name it everyday one wants more of your hard earned money I have to be careful not to spend to much of my SS
P	NC	DMV fees, State tax fees, hotel fees	I mail in my NC DMV payments because I refuse to pay a fee to renew on-line. Same with filing state tax returns. Also, refused to pay a per day security fee at a hotel. Not in the on-line quote? I'm not paying.
Mary	TX	Food delivery fees	I cannot drive for medical reasons. Often times we do rely on delivery services. But what may cost 80 dollars or so is boosted to over 100 bucks with the service fee, delivery fee, taxes, this that and then of course they want Me to tack on a tip. Also convenience fees for what? Paying a bill? Why do I have to pay to pay. Stupid!
Jeff	TX	Unnecessary Fees	I have been hit with many unnecessary fees from internet providers, electric companies, telephone companies, water companies and many others !! Before covid these fees were ridicules but after covid seems all of these companies have been given a green light to over charge for every thing !! I am also on a fixed income and between inflation and over charges it is killing me !!!
William	TX	Credit card fees	When a business charges you to use a credit card. Don't take credit cards if you're going to tack on another charge to use the type of payment. Give discounts for using your preferred method of payment similar to what companies are doing for paperless billing. But don't charge more.
barbara	MN	Ticketmaster	Their pricing system sucks. Their "verified fan" system is a joke. I tried to get tickets to Bruce Springsteen and as I was 3rd in the queue, I got bumped back to 1600, then 2000 (it happened twice). Meanwhile the ticket prices kept going up by hundreds of dollars. I gave up, but have since bought a ticket for about \$350. (Outrageous but I really want to go to this Concert and it is in a location, I have sat in before. Then I get charged a \$70.00 service fee, so my ticket is \$420. How does Ticketmaster get away with this? It is a monopoly; there is no competition. I have checked out other concerts and theater productions and the tickets are way beyond the listed price. So no more Ticketmaster for me. I think the service fee is based on the price of the ticket. A Springsteen concert ticket is usually about \$100. to sit in the section I am in. The the Ticketmaster fee is an additional \$20 or \$25.
Arthur	RI	Outrageous ticket fees	Purchased \$40 tickets to college basketball from Ticketmaster which was the only option. By the time I reached checkout and fees were added, the tickets cost \$60, a whopping 50% increase.
Ellen	MD	Resort fee in Manhattan	Checking out of a hotel in Manhattan I noticed a resort fee. I questioned what it was for and didn't get a clear answer.
REGINALD	NC	Resort fees	My wife and I love to travel, and many times when we research for a nice resort destination, we very often find (especially with timeshare exchanges) that the resort wants to charge a fee for room cleaning, or a late check-out, or even simply a "Resort fee" with no explanation of what it is for. Very annoying!!

First Name	State	Title	Body of story
David	IA	Banks are behind it all	<p>Many of the fees we are charged for making payments are for the "convenience" of moving money. Top of the list for charging fees of all kinds must be the banks. Banks are famous for creating "services" they perform in the marketplace and charging us for them unreasonably. They charge fees on buyers and sellers using credit cards. They charge made-up fees on loans and mortgages. They charge absurd fees for the "privilege" of having and using a checking account. And these institutions are making obscene profits.</p> <p>STOP UNREASONABLE BANK FEES!!</p>
Valerie	NY	Family time is fee time!	<p>If we're trying to enjoy a tv program together on a local network, our cable company charges what they refer to as "pass thru" charges that must be paid in order to provide us with four local network channels, to the tune of \$20 a month. Isn't including programming options part of doing business as a cable company?</p> <p>Recent travel to see family and friends included our dog. We visited 16 states and covered 5,000 miles by car. We stayed in 12 different hotels/vacation rentals, and all but one charged a non-refundable pet fee of between \$50-\$100 a night during our stay. In most cases, we were staying for only a night, so a \$120-\$150 hotel rate at a Hilton or Marriott branded "roadside" hotel suddenly became \$195 to as much as \$250 a night, before the local taxes (which are considerable). I don't mind providing a deposit, but given that our dog is house trained and we are responsible dog owners, we never leave a mess. We should get our deposit back.</p> <p>Ticketmaster must be, hands down, one of the "front runners" in how to charge fees to consumers. There is no declaration about the "flat rate" percentage you are paying—just a dollar figure tacked on at the end of your transaction, and it is significant.</p> <p>Recently, I needed to try to resell two out of four tickets to a football game we had planned to attend with our adult children out in Minneapolis. When I saw the level of fees that Ticketmaster would once again assess (they get you coming and going), I decided not to sell the tickets. Instead, we gave our two tickets to my husband's cousin and her husband (who live just outside Minneapolis), who attended the game with our kids.</p> <p>This was during the blizzard in late December that impacted the entire Midwest and then came east—we live in Upstate NY, and couldn't make the drive out to the football game. Our kids flew out from a different locale.</p> <p>These are just a few recent examples of fees. I'm in the midst of serving as the Executrix of an estate, and have been going through the mind boggling process of</p>
Terri	KY	Cable and Internet	<p>Cable and Internet fees are out of control. Cut the fees and they will raise prices. I dropped cable but Internet service only, from Comcast, is over \$100 per month (not the highest speed).</p>
SHIRLEY	MN	Everyday Purchases	<p>I used to have my mortgage autopaid. When I refinanced this was not transferred. I can pay by phone with no charge, but there is a charge if I want to pay using a debit card. I was given to understand that there would be a fee also if I wanted to set up autopay.</p>

First Name	State	Title	Body of story
Jeffrey	RI	baggage fees	Baggage fees were initially charged, supposedly, to cover increased fuel costs. After fuel costs went down the baggage fees were not discontinued but have grown dramatically. I am sure that they are very profitable to the airlines but they are very irritating to me. I do not pay a fee to my preferred airline because I use their credit card - which does include an annual fee - but see it as unfair that they don't charge this fee to everyone. It is discriminatory and should be included in the ticket price.
john	NY	Phone Fees	Phone bills from traditional providers contain taxes and numerous fees. Spectrum(assume also other cable companies) advertises 'no taxes or fees'. Phone service should either be taxed or not, but should be the same for all providers.
douglas	MI	Universal connectivity fee	Back 30 years ago or more they added a charge to your telephone service called a Universal connectivity fee. This was to help put land lines all across America to make sure everyone had access to a phone. We still have this fee though it may be called something else, now it's supposed to help bring broadband internet to everyone in America now or so they say. My question, why is the government currently spending additional billions of taxpayer dollars to do this when we have been paying this fee for decades through our phone bills??? Enough already
Howard	NY	Fees for no service	I recently asked Spectrum to turn off my internet and phone service for 3 months while I would be away. The fee for having no service is \$29.95.
Donald	AZ	Internet, cable - really all fees.....	Way too many fees to do things that should be "fee free."
Barbara	AZ	APS electric bill fees	I moved recently and stated using APS for my electricity. I couldn't believe the long list of fees on my bill. Some of these are System Benefits charge, Metering, Meter Reading, Billing and Power Supply Adjustment. Why do we have these extra charges? I have to pay APS for Billing???. What the heck is a System Benefits Charge? It makes me mad that all these extra charges are tacked on to my monthly bill.
K	MA	Mandatory fee for paying rent	The corporate management company of my apartment building is now equating that rent payment be remitted online only. They are touting this change as them going "paperless," The catch is that we must pay an additional fee each month in order to pay rent.
Duane	MN	Home Owners Association Quarterly Payment	I pay a quarterly Home Owners Association fee of \$57.00 from my checking account. They add a \$4.94 convenience fee. My gas and electric company, internet company, health insurance company and all of my credit card companies are paid the same way and none of them charge a convenience fee. What is the rational for the convenience fee for the HOA?
C	MD	Comcast Cable Fees	they charge a broadcast TV fee when we can only get 2 local stations. A sports package fee when we don't watch sports.

First Name	State	Title	Body of story
Joanne	CA	DMV Card Payment Fee	Went in person to pay the transfer of title & registration fees of a used SUV we recently bought from a private party @ our local DMV in San Luis Obispo, CA after looking info up online. I arrived 40 minutes before closing. Got up to window, was told amount of fees due, put my credit card in & a fee of \$29 was added without being told prior to payment, no sign posted or any online notification. I asked employee why it was coming up more & she stated that if not paying by cash or check, they charge a 2% service fee. I was shocked & dismayed to say the least. Since it was now closing time & I did not have any checks with me & would have had to transfer funds to cover the check, I was stuck & let the transaction go through. DMV should have this payment fee clearly stated online & posted at payment counters. Felt ripped off by my own state!
JANET	NY	Fees are out of control	I finally had to cancel my cable subscription. I live on Social Security and a small pension. I am 80 years old and TV keeps me company and offers me entertainment. My cable company, Spectrum, has priced me out of the ability to continue to subscribe. So sad !
Jill	MN	Easy Pay \$10.00 fee	It started with car & property insurance costs rising for no reason and no "real" benefit to me. Go Paperless, so no real cost for them. Personnel Vs paper, printing and stamps doesn't exactly cost the same as auto-pay expenses- fee for using debit or credit cards which requires less labor. Easy pay does not equal a savings for the customers. I've had growing numbers of similar extra costs to make it "easier to pay!" ?Yearly cost of \$120 bonus to them makes it easier for them to collect their money! (Also have had offers from other companies- an internet company, among others.) It's yet another example of businesses win and customers lose.
Vera	GA	Costly Fees	The fees to pay my bills are outrageous! I am attempting to live off a Disability. It is very hard. The high gas prices makes it difficult to afford to drive. Now, the fees makes it hard to pay my bills online. So now what?
G	PA	Fees at my Toyota dealer.	I was surprised to find that taking my pickup in to fix a tire pressure sensing problem and rotate the tires resulted in a six-dollar charge for "Shop Fee". Prior to this visit, the dealership apparently paid for the use of their own shop themselves. Notably, this was not disclosed on the quote that I was given when I came in. Then to add insult to injury, when I tried to pay the bill on my credit card, I was told there was a three percent fee for use of a credit card, which was also not disclosed initially. I paid with a debit card, but ultimately I was sorry I did so, because part of the repair turned out to be unsatisfactory, and I had no recourse through the credit card company when the dealership failed to honor their promise to send me a partial refund.

First Name	State	Title	Body of story
JOE	SC	Fees Out of Control	Started with Banks charging fees for various services; now almost every utility (electric, water, cable TV, internet, telephone) has multiple fees. Hotels, vacation rentals (almost all add 30 to 40% in fees), other travel and hospitality related businesses started adding fees to their nightly rate. The latest are businesses including restaurants, County/State treasurers, and others charging a fee to use a credit card. When we go out for a nice evening dinner, restaurants include a 20% service fee, state tax 8%, city tax, hospitality tax plus another beverage (or other miscellaneous) tax 3%, and a credit card use tax 3.5%. The check presented then asks for a gratuity. The actual amount paid is 1/3 or more than the menu prices (minus gratuities).
PATRICIA	PA	Parking Fees.	I was surprised and annoyed to be charged an almost \$3 fee for online parking reservations in town (Phila.) when going to see a play. Otherwise, the additional charges Verizon adds to their monthly cable/internet bills is the more expensive additions we get.
Thomas	CA	Ticketmaster Monopoly	I have tried to purchase tickets to many events only to get a nearly 30% increase in the final price all due to "Ticketmaster fees." These are tacked-on at the end of the purchase process. Most of the events on their site are not available for purchase without Ticketmaster control and of course their ridiculously high fees.
DANIEL	IN	Fee of Last Resort	I'm irked by hotels charging resort fees, as if they just realized they're on a beach, have a pool, or internet. I have even seen it on downtown hotels, miles from a beach. And it often doesn't show up until just before I hit the reserve button.
ron	CA	PGandE charges a convenience fee to pay by phone using checking acct., or credit card.	I am sorry to report my story is not good. I spent over an hour following precisely the instructions given in the Consumer Reports email message today in order to receive copies of the three major consumer credit reporting agencies. I have an I.Q. of 144. The request I checked was for all three reports. During the next hour I had to re-enter all my data several times because Experien told me I had either failed to enter data, or entered unverifiable data. After doing so three separate times it gave me directions to go all the way back and start completely over. I did so and when I finally requested my report it took me to a screen which I could not read because they used a deep magenta back ground on which the printed message was indecipherable due to no contrast between the font and the back ground. I did not want to click any of the three choices since I could only read two of them. I see from stories other C.R. readers have sent in I am not the only one facing this sort of problem. Respectfully, Dr. Ronald Eastwood

First Name	State	Title	Body of story
DAVE	CA	Car rental fees	<p>I recently took a New England fall foliage road trip, arriving in Boston and making a large loop this past fall. Although I had never rented a car using a Fuel Purchase Option before, where you essentially return the car with a nearly empty tank and they charge you for a full tank of gas, the checkout person at the rental agency convinced me it was a cheap and convenient way to go rather than trying to find a gas station nearby the airport, which in Boston is not easy. I was told I would be paying essentially the going rate for gas, at that time about \$3.50 per gallon - a pretty fair deal. What I wasn't informed of is that they would charge me with additional fees totaling more than \$18, effectively raising the per-gallon price more than another dollar per gallon. These additional fees may also had been charged by the car rental company during my initial booking for the rental car through a company that organized the flights, hotels, and car rental, meaning I may have paid the same fees twice.</p> <p>Bottom line is, pricing should be transparent and all-inclusive. If a company feels they need to charge for something, that should be reflected in the price for that product or service - not through the use of so-called fees with names that don't clearly describe what they are. Had the checkout person told me there would be an additional \$18 of fees for the Fuel Purchase Option, I would have likely passed. This practice is deceitful while bordering on dishonesty</p>
Allen	NY	Gas station	I just stopped today at Stewart's gas station and got around \$35 in gas. I paid with my debit card which is with Empower credit Union. For some reason my card was debited \$125 not sure if it's the gas station or credit union that's responsible. It was only for maybe an hour but still that should be illegal.
John	CA	Fee for nothin'	<p>I understand fees but the ones that are for services you are already paying for always feel excessive. Concert ticket "convenience fees" when they are truly sending tickets the most efficient way for them. Cable and mobile bill fees for services you never asked for. Resort fee for extra activities that I am most likely not going to use.</p> <p>And tips when there is really no service aspect. The POS company Toast facilitates a tip for almost everything and they tend to show a high % first. Often 25% or 30%. That is just taking advantage of a consumers muscle memory to click a screen.</p>
Michael	NM	Kitchen fee?	I went to a donut shop. Purchased a small iced coffee drink and a donut. Besides the sales tax, the shop added on a "kitchen service fee". How ridiculous!!!
Mae	NJ	Cable.internet and phone	I am a female senior living on a fixed income.I pay for 5 fees monthly to Xfinity for my bundle. I pay a sports fee and I do not watch sports on my tv but it is included in the bundle.Another fee I pay is voice 911
Lara	IL	Comcast Fees	Their fees are out of control. I had a package with a Sports Broadcast Fee of \$18. I told them I have never once watched a sporting event and didn't want to be charged this fee. They switched me to a different package...where I am now charged a \$17 Entertainment Fee PLUS a \$21.50 Broadcast TV fee. There has always been an additional Franchise fee. So...each month I have \$42.71 in fees alone which is \$512.52 per year.

First Name	State	Title	Body of story
JOHN	NJ	Water and TV fees	NJ American Water charges a Purchased Water Surcharge for our area that canceled water supply shortage. Why do we have to pay this when they decide to get more water from another source? And, optimum charges for a Network Enhancement Fee which should be their job to stay competitive. They also charge a 911 Surcharge! I also get the Regional Sports Fee when I don't use it or haven't agreed to the charges and it is not mentioned when signing up. Give us a break!
Dawn	IN	9.95	Fort Financial FCU charges \$9.95 to make an online payment.
Nancy	FL	Nancy	We have a seasonal camp in Maine. Every year we opt to leave our account active because if we chose to disconnect the power, we would have to pay an exorbitant reconnection fee. We use NO power during these dormant 6-7months. Four years ago the monthly fee was around \$6, it is now nearly \$14! This seems outrageous. The company is Central Maine Power. The other fee we encountered this year was during our visit to the Van Gogh experience in Sarasota, FL. There was only one way to buy the tickets - online - and they charged an unreasonable fee on EACH ticket even though it was one credit card transaction. I believe it was \$12 for each \$48 ticket!
LARISA	NJ	Paying a fee to pay a bill	It's absolutely ridiculous to pay a fee to pay a bill for Property Tax by Credit Card. No extra fee to pay by check. Why Township not excepting Credit Cards, but rather using some 'service' for 3% on each payment. For property tax of \$3000 it is \$90 just for one Q bill. Very expensive!
BARBARA	CA	Resort Fees	I arrived at a hotel around midnight and left at 8 a.m. the next morning. They tacked on a \$25 resort fee, which they would not even consider deleting. What a ripoff!
Joan	IL	Also called 'charges'	On my utility bill. In addition to the cost of gas and electricity, I have a Customer Charge for gas delivery \$19.35. Then a Distribution Delivery Charge of \$25.55. Then a Surcharge of \$2.01. Then a Purchased Gas Adjustment Charge of \$57.47. Then Energy Efficiency Programs Charge of \$1.72. Then a Gas Environmental Adjustment of \$.91. On Electric, similar. A Customer Charge, a Meter Charge, a Distribution Delivery Charge Non-Summer, another Distribution Delivery Charge Non-Summer, a Total Energy Charge, a Customer Generation Charge, a Clean Energy Assistance Charge and several other Adjustments and Charges.
STAN	TX	Fee to quit paying bank money	I grew weary of PNC bank's "you paid too much for your escrow, here's a refund" followed by "you didn't pay enough for escrow, let us jack your mortgage rate this following year" merry-go-round, so I decided to pay my insurance and taxes on my own. "Oh, no," they told me. "You can't withdraw from escrow without paying a withdrawal fee to cover our attorney's costs." "Don't you already pay your attorneys?" I inquired. "Yes, but they need fees for this." Bull****! So I had to pay an additional \$85 fee a) to get the money I'd paid into escrow that year back and b) to regain the privilege of not paying them any more of my money just to dance to their convoluted tune. Planning ahead to pay my own homeowner's insurance and property tax is easy compared to having to deal with their greedy arrogance.

First Name	State	Title	Body of story
Kerry	VT	Fees are rising, with no explanation!	Cell phone, cable, landline phone and electrical utility fees are doubling. No explanation as to why. I think these fees are killing us seniors or at the least, killing our budgets based on limited incomes.
Jack	NV	Resort Fees, Why?	Popular Hotel chains across the United States are playing the same games, it's call Resort Fees and Parking Fees. The extra charges add up to the hotel bill. This is what I called, price squeezing the consumer's.
Amber	OR	Host fees on Vrbo and Airbnb!	Host fees on Vrbo and Airbnb! \$125 on top of rental & cleaning cost is a "host fee." What?!!!!
J	IL	Sports and entertainment ticket fees	I just love when I purchase tickets on line and the venue comes up with all kinds of fraudulent fees. Ticket service fee Group fee Printing fee Parking service fee And others which I can't think of off hand. There isn't a person on Earth that believes those fees are justified after they overcharged you initially for their tax payer supported venue/monopoly/ Most professional sports teams and Ticketmaster.
Carolena	CO	Made Up Fees	Our Xfinity bill has so many bogus fees that I have questioned these fees to the employees, and they have no answer other than "everybody has to pay those fees." It has become an out of control monthly bill because the company is a conglomerate that it can do anything it wants. I've had to try to do things to lower it, and it's almost next to impossible. They add fees that I've never heard of such as "Regulatory Cost Recovery," "Federal Universal Service Fund," "Franchise Fee," "Broadcast TV Fee," "Regional Sports Fee," and we don't watch sports! Because of paying so many fees, and not being able to save any money, we have not been on a vacation for 7 years! It's a sad fact! This world is run by greedy criminals! It's got to stop.
Pamela	SC	Utilities payment fees	When you pay a utility bill online, then there's the 2% to 3% payment/service fee on addition to your high bills.
Suzanne	ME	NO explanation fees	A friend attempted to buy Christmas concert tickets for our local symphony. She accidentally went to Ticketmaster and was charged a \$50 surcharge on a \$31 ticket. She quickly realized her mistake and was unable to correct it. At a minimum, one should have a short window to correct mistakes.
David	CA	Ticketmaster and Internet Fees	Events now no longer sell tickets at the door but make you pay online to people like Ticketmaster who charge additional fees. I also get extra fees on my internet service provider bill which I do not understand. Oh for the good old days of pay at the door!!!
DIANE	IL	Fee to Submit an Individual State Tax Return Using TurboTax	It frosts me to have to pay a submission fee for filing my state tax report after I have already paid to use TurboTax.
Joseph	CA	Late fees	Late fees! The worst.
Cleo	MD	Instagram "Sale" for hotel room, "resort" charge when everything was closed at the resort	For Thanksgiving we visited family who purchased a place near the water. They shared an ad "mention this post" that offered a reduced rate at a nearby hotel. At check-in we were told of a \$35 per room resort fee; it was the winter, so all the "resort" services were not available. But we still had to pay the fee.

First Name	State	Title	Body of story
BARBARA	PA	Comcast/Xfinity	Their additional fees add fifty dollars to my bill every month, and if I did not get a \$30.00 internet credit, it would be \$80.00 extra. I am on SS and cannot keep it up.
Jacqueline	CT	Every bill (companies) has these junk fees.	<p>Here are a few examples of junk charges.</p> <p>This is a energy bill from Washington Electric. Notice an Energy Charge and 2nd Energy Efficiency Charge. Same with the Security Light and a 2nd charge for EE Security Light. These are minor charges however when people live pay check to pay check every penny counts.</p> <p>Customer Charge 26.49 Energy Charge 100 kWh @ 0.084760 8.48 81 kWh @ 0.211490 17.13 Security Light (1) 22.04 Energy Efficiency Charge 181 kWh @ 0.010930 1.98 EE Security Light Charge 0.18 14.19% Rate Inc Surch Eff. 11/1/22 10.52 Total Charges 86.82</p> <p>This is the Eversource Electric Company Supplier Eversource Service Reference: 128442009 Generation Srvc Chrg** 572.00kWh X \$0.12050 \$68.93 Subtotal Supplier Services \$68.93 Delivery (DISTRIBUTION RATE: 001) Service Reference: 128442009 Transmission Chrg 572.00kWh X \$0.03681 \$21.06 Distr Cust Srvc Chrg \$9.62 Electric Sys Improvements*** 572.00kWh X \$0.00997 \$5.70 Distr Chrg per kWh 572.00kWh X \$0.05844 \$33.43 Revenue Adj Mechanism 572.00kWh X \$0.00192 \$1.10 CTA Chrg per kWh 572.00kWh X \$-0.00036 -\$0.21 Comb Public Benefit Chrg* 572.00kWh X \$0.01248 \$7.14</p>
Bill	AZ	Salt River Project service fee	Our power company (Salt River Project) in Arizona charges a mysterious \$20.00 'service fee' with every monthly bill and doesn't disclose what it's for. I consider it a junk fee and feel they should be called out for it.
Jay	FL	Auto purchase abuse	Document fees. Prep fees. Hotels/motels: daily parking fee when you park yourself, resort fee even if you don't use amenities.
Paul	AL	Resort fees	You get a price on a room and then they add a resort fee. It's a blatant attempt to make the room seem cheaper. The resort fee isn't optional but the don't tell you about it until it's too late.
Jacqueline+M	MD	IRS fee for making quarterly payment online	I was happy to learn I could make my year end quarterly Federal tax payment of \$2,700, to the IRS, on line. But when I went to actually do it on line, there was a percentage fee that was going to amount to \$50!! I quickly changed my tune, got the 1040-ES payment form and mailed it in to the IRS with my old fashioned check for the cost of a simple stamp and envelope.

First Name	State	Title	Body of story
Felix	CA	Pre-paid phone plan "recovery" fees	These seem to be ubiquitous amongst many pre-paid MVNO cellphone service providers, and these fees feel particularly scummy because there's no breakdown of where this fee actually goes, it can be close to 10% extra of the base charge, and buried in their Terms & Conditions is confusing verbiage that suggests these fees aren't even required by the government.
Joan	NJ	Comcast/Xfinity Internet and Cable	The fees on my cable services are killing my budget. As a senior citizen on Social Security I can't keep up with the increases, fees, taxes and delivery costs. I used Comcast for almost 22 years and customer service suggests I give up my phone or get slower internet to save money. I'm shopping around but fear my other available choice will be the same. I don't watch sports but have to pay \$10.85 mo. for Regional Sorts fee and an additional \$19.55 for Broadcast TV Fee.
Billy	FL	Resort Fees	I stayed at a Hilton Resort in Williamsburg Virginia for Christmas and the resort fees (\$196) cost me almost as much as the Getaway Price (\$242) for a week.
Edward	ME	Resort Fees	About 18 months ago I had to attend my sister's funeral in Las Vegas. There were 7 family members attending and we all booked rooms at the same hotel - not Las Vegas but In Henderson, Nevada. When I checked in I inquired if there was a resort fee and I was told there was and it was \$32 per night. I tried to convince the desk clerk that I would not be using any resort facilities and I was told it did not matter the fee was mandatory for all rooms. I made an appointment to meet with the manager and I explained to him that I would be staying only 2 nights as I was in town to attend my sisters funeral. After a little conversation he told me there was no exceptions to the hotel policy. I was not there for the fun - actually the opposite. These fees should be investigated.
DEBORAH	IL	Airline Round Trip Flight from Chicago to Phoenix	Southwest Airlines Flight 02/07/2023 Base Fare \$ 215.40 U.S. Transportation Tax \$ 16.16 U.S. 9/11 Security Fee \$ 11.20 U.S. Flight Segment Tax \$ 19.20 U.S. Passenger Facility Chg \$ 9.00 EarlyBird \$ 40.00 Total \$ 310.96 I thought my flight was going to be \$215.40 but by the time they got done adding ALL their FEES my total cost was \$310.96
Cathy	GA	I have seen "convenience" fees as high as \$10.00.	I enjoy using my credit card to pay bills to acquire points. However, I have seen "convenience fees" as high as \$10.00 for utilities, HOAs, car loans, etc. Convenient for whom? They're doing nothing. Everything is automated. If the fees are over \$2.00 (which I still think is wrong), I send them an old fashioned check. Now they have to open the envelope, process my check, deposit it, etc. How's that for convenient?
glenda	NC	Outrageous	Spectrum charges a 5.00 fee to pay your already outrageous cable and internet bill by Service Representative. Duke Energy used to charge a fee as well but have since done away with the fee.

First Name	State	Title	Body of story
Rich	AZ	Dish	2 year "contract" means \$5.00 quarterly to base choice of program..no line item why just uses my credit card as their slush fund..first month of new "contract" \$118.45 to 6 month rate of \$133.38...Rich. AZ
Roger	WA	Land line telephone fees ... Ziplay/Frontier	The monthly bill is doubled by numerous fees that even customer service can't explain when asked what they are for.
Alfred	FL	ABSURD FEES FOR NO APPRECIABLE SERVICE	<p>I guess one can't object to people trying to make a living...</p> <p>That actually may have been the case too many years ago but, now it seems no matter where you go or what activity you may be engaged in, people must always be on the lookout for economic parasites. Those parasites can be in the form of individuals or companies whose main goal is to create a consumer gauntlet designed to separate you, me and others from our hard earned money.</p> <p>Whether it's signing up for a "free seven day trial" or buying food at a restaurant, there always seems to be a catch. With regard to the "free trial", one must remember to cancel or you will either continue to get goods you no longer want or you'll be charged the full amount, though you were promised otherwise.</p> <p>As far as buying food in an airport kiosk or fast food restaurant is concerned, I usually get taken through a series of steps on an electronic sign-in screen when I'm paying which displays what I purchased, has a screen for my signature and then, with no compunction whatsoever, invariably asks me to leave a tip, although the only thing the person did was ask me for my credit card. All I can say is that galls me.</p> <p>I am all for tipping and paying things forward, because people who work hard should definitely be compensated. On the other hand, I'm completely against the various deceptive practices used by a variety of businesses.</p> <p>A</p>

First Name	State	Title	Body of story
Eileen	MA	Crystal Clear	<p>Eversource electricity delivery charges in Bristol County Massachusetts per kWh. According to Eversource typical monthly household usage is 530-550 kWh.</p> <p>These rates are effective January 1, 2023 - June 30, 2023.</p> <p>Delivery Component Current Rate Customer Charge \$10.00 per month</p> <p>Distribution Energy Charge *\$0.08144 per kWh</p> <p>Transition Energy Charge- \$0.00411 per kWh</p> <p>Transmission Charge \$0.03812 per kWh</p> <p>Revenue Decoupling Charge \$0.00304 per kWh</p> <p>Distributed Solar Charge \$0.00469 per kWh</p> <p>Renewable Energy Charge \$0.00050 per kWh</p> <p>Energy Efficiency Charge (Greater Boston, Cambridge and South Shore only) **\$0.02254 per kWh</p>
Karen	NC	\$ for what?	<p>The atm charges \$2.00 to access my own money, when it use to be free. The housing office charges \$3.00 as a fee for paying rent online. To air up a tire now costs \$1.50 or more. For air!!!</p>

First Name	State	Title	Body of story
S.I.+Leo	WA	Local sports	<p>I don't watch local sports, it's a completely separate add on item from the other channel package. I have repeatedly asked for it to be dropped from bill. Infinity won't drop it. They charge for local channels because they are not in their package (so do Dish and Century Link) Also had a franchise equipment fee and a franchise relocation fee. Plus taxes— city, county, federal, 911, schools, and others.</p> <p>We had an install from Century Link, we told them we would install it. They insisted they had too, charged us \$99 to have a tech stand in my living room looking at my fish tank, during COVID while my husband installed the devices.</p> <p>Why do the companies charge for their "box" so we can get the product? It's \$9 a month to have a channel box... and we must use theirs. They never, ever update it, they want their \$9 a month, even after the equipment is outdated and the consumer has paid enough monthly fees to buy the box. Infinity and Century link (I'm sure others pull that one) ... the consumer ends up paying for obsolete equipment, and being charged for repairing it.</p> <p>Century Link did the same Franchise fees, relocation fees, tons of taxes, and won't remove the extra fee for local channels, including local sports.</p> <p>It is robbery. There is no competition between companies— the city gave the "contract" to Infinity and Century Link. They don't compete. Internet connections are a choice between those two. They are lousy companies and they take advantage of their "city consumers" due to City specific contracts.</p>
Brian	MT	DishTV Satellite opt out Gallery Fee and Broadcast TV Fees	<p>DishTV, opted all it's customers into their Gallery channel summer of 2021. Since I am on autopay, I didn't notice the charge until January 2022. DishTV had a auto opt-in then opt out to quit the fee. After one hour and half phone and chat session, I was promised a refund. The next month the Gallery fee was still being charged. Another hour + phone session on the phone found no record of the first contact and the rep was unwilling to give a refund. I had to go to the retention rep to finally resolve the issue with a C card refund and 50% off the Starz/Encore for three months. It took a threat to disconnect to even get that much. The broadcast channel fee is ridiculous for supposed free TV. I feel network and other OTA channels should be supplied at the cost to the TV station and the Cable/Satellite provider. We live in a black hole for OTA networks channels, so antenna reception is very expensive and some aren't possible at all.</p>
WILLIAM	ME	Credit Cards	<p>Pay bills with Credit Card and being charged a fee for using it without being advised. I thought this was illegal.</p>
Peter	PA	INTERNET SERVICES AND HARDWARE	<p>Hundreds of dollars over the years for MODEM and STB rental. These charges never end even after the equipment cost is recovered time and time again. If you purchase a commercial equivalent, it is not managed by the provider.</p> <p>Fees for services that are levied for things like the ability to access your DVR from a second STB, when you are already paying for DVR services. The ability to "rewind" a movie or other broadcast from a second STB is also a separate fee when the main STB has the feature.</p> <p>Other fees for things I don't need or want, but can not be unbundled.</p>

First Name	State	Title	Body of story
Maureen	MI	Limited budget	Being on Social Security, any extra fees cause strain on my limited budget. It doesn't leave much for any extras.
Stephanie	RI	NYC stay one night at Hotel	NYC is 4hrs away from me and my fav place to be but with the prices you pay a night plus taxes they add a resort fee. Ok what resort. This is a hotel not a resort and that's insane. \$250 on top of all that for incidentals unreal. This is why no one can travel all this money for 1 night is ridiculous
WILLIAM	FL	Solar Power Fees	My electric utility pays me about 1/3 of what I pay them for a KW of power. They then sell it to my neighbors at full price. They added an extra fee to my bill which takes back more than the small amount of money they pay me for the electricity I generate. They get to profit from me doing the right thing.
Michael	CA	Surcharges on cellular telephone bills	Not government fees. Nickels and dimes on every line, every month. For what?
Ingrid	CO	Fees, fees, and more fees	The fees that I dislike car rental cars fee, hotel fees, cellphone fees, fees for my land line phone service, transportation fees when ordering online, and Covid related restaurant fees. I can't even begin to add the cost. Frustrated by fees. You never know how much something really costs.
James	NC	Paying for power outages.	We were without lights or electricity for 10 days due to a power outage. We are charged for service on a monthly basis. That is a total of 30 days service. When there is a power outage, we are sitting in the dark with no electricity at all. Why are we still being charged for service we did not receive on those 10 days we sat in the dark? There should be a pro-rated bill based on the amount of days you actually received service.
RENATE	CA	Network providers	Because we live in a canyon, we must have a telephone/internet/TV provider. In our case "Frontier." The list of fees on the telephone bill, which we just have to pay by automatic deduction from the bank account, IS LENGTHY. Noone can really explain what they are, they are just due. Pls. investigate these companies VERY thoroughly, they are crooks.
Richard+A	MI	Cable TV fees	My cable TV company (Comcast/Xfinity) recently raised my rate about \$20 a month. Only \$3 of this was for my service package. The rest of this was for equipment (\$8.50 to \$10 for each outlet adapter) and about a \$9 increase in the local broadcast fee.
C	CO	Tired of seeing fees (extra charges) on my statements	Fees on mobile phone, airline tickets, utility bills, bank fees and cable tv. Oh and fees on the internet bill. Probably are more!
Deborah	NY	Concerts	Can't stand all the fees that Ticketmaster/ Livenation charge for hockey and concerts! It's an online service and should be a lot less!
Gay	WA	tCOMCAST sports fee	There are fees I don't understand like a Sports fee and broadcast fee. I'm not even watching many sports events!
Walter	OH	Fees on everyday functions	Fees on internet, cable, mobile phones, hotels, bank fees to use your own money, and on everything we have a need to use.

First Name	State	Title	Body of story
Sylvia	CA	"Resort" fees	I hate so-called resort fees. It's deceptive advertising when a rate is advertised and when you go to pay another \$25 or more per day fee is added to the bill. The "resort" just means it may have a small room with an exercise bike in the basement! If a resort has pools, hot tubs, etc, then I'd understand.
Elvira	TX	Fees cost us too much!	Spectrum went HD, my TV is HD....but I am required to rent a cable box to connect the cable to my television...a cable box for EACH tv. Ploys fees for broadcast tv. It's way too much! My city water bill charges a fee for paying online, and don't allow us to pay direct from the bank. Ridiculous!
Syd	TX	Two fees I dislike the most	I have to pay a fee for my business monthly rent. When a new company purchased the building I have lease space within, told all the leasing businesses they would not accept checks. They were paperless. They provided a portal to make payments, \$.95 for ACH directly from a checking account or \$5.95 per \$1000 if rent is paid by CC. The other fees I dislike are on the tickets for events and movies. For many tickets, 25% additional costs are imposed on top of the ticket price. This is just gotten out of hand. Syd Waldman CFSP Houston Texas 713-875-4811
Dennis	NV	The GREEDY FEES	Cell phone fees Internet fees.. NV energy fees .. SOUTHWEST GAS FEES ... WATER BILL FEES.... EVERYTIME YOU try to pay. ANYTHING FEES FEES..... WTF. WHY ARE THESE PPL SO F"*KIN. GREEDY.. IT'S JUST GREED...
L	CA	DirectTV	I pay \$8.99 a month for insurance for if I ever need an upgrade or need a new remote. I have used it once in 15 years. Where does that money go? It's mine as I haven't used it.
Jerry	HI	Fees-fees-fees!	I'm confused. Are they fees or are they just plan 'ol thieves??? Just put the real price down and forget the games.
Laurie	TX	Bill Buster	I pay for fees every time I pay all my bill whether its my cell phone or electric or internet bill also when you pay at the money center you also pay fees there as well also paying for money orders. Its different in person than on line but they charge way too much.
Walter	MI	Elelctrifying	My electric bill is almost 50% fees. There were 7 on my last bill and some have initials that give no indication of what they cover.

First Name	State	Title	Body of story
Daniel	TN	Fees, Fees and more Fees	<p>Pretty much all of the Fees mentioned are frustrating and I feel powerless to effect any change:</p> <ul style="list-style-type: none"> - Fees for "check imaging" on bank statements - Resort Fees, hotel parking Fees (to self park), an extra fee.to.check in early when the room is already ready which effectively and misleadingly inflate the the real cost of a hotel room bordering on a bait (low room rate) and switch (non-optional add-on fees) - Air B&B, VRBO and similar entity fees - "Booking, Administrative, etc fees that have very vague, nebulous explanations - Airline fees that have been added on for every little thing- bags, seating, boarding access, etc. - Cable and cell phone fees that are NOT legitimate state or federal taxes - Ticketing admin / processing fees on already over-priced event ticket prices
Josh	CA	Experiences of a lifetime for a fee	<p>Between seeing Elton John's final tour, seeing my first Cirque de Soleil show in Vegas to just seeing a regular movie all of them have steep prices and no way to avoid paying some bs fee for processing. It's infuriating at how steep many of them are and they honestly feel like an insult because they should already be part of the ticket price if they are going to charge them. Itemizing it feels like a middle finger because they are unavoidable and have often deterred me or limited my enjoyment of having to almost double the price. Their regulation seems devoid of reason for the sake of capitalism because there is no competition against these companies.</p>
Laura	MI	Fee's...Fee's...Tired of Fee's	<p>I live on a limited income because of my disability. So all these fees, from Consumers Energy to bank fees, impact my ability to get food for the month and make it hard for me to pay my property taxes. I don't know what a vacation is because I am always paying bills that have fee's. Even taking a trip out of town is out of my reach.</p>
Jerrold	TX	I've Used Several Insurers	<p>I'm in San Antonio, TX and my current carrier is GEICO who I've had for about 5 years. I check various companies every 6-18 months so have had about 6 companies over the years. I'm currently in my last 6 month period of being penalized for a non-injury fender bender in April 2018. Ever since the accident created a big increase and I couldn't get a better quote I stayed with GEICO, they have reduced the rate every 6 months. At my last renewal in October I reduced my annual mileage from 12,000 to 4,622 based on 2 years of data I found from inspection and safety records and maintenance records. I'm retired, 85 years old. My last previous accident was years ago backing up in a parking lot and bumping a car parked in a fire lane. My insurance company told me that they treated that the same as an accident on the road which is why my premium went up so much. Can't remember for sure what company that was. I had AAA Auto Club insurance for years and liked that they had annual instead of semi-annual premiums.</p>
Diane	MI	Cable Fees	<p>There are so many fees on my cable bill. I don't even know what they are for, but they sure make my bill go up continually.</p>

First Name	State	Title	Body of story
Linda	IN	Extra Fees Charged but with no choice or value	Extra fees charged on Cable, 'in case' I ever need service by phone or visit by a tech, charged whether I use that service or not. Fees charged on Mobile phone bills add another 25% to total use plan costs. Bank fee to include copies of my cancelled checks with a paper statement. Not a fee, but a new expense: health care company switches all notices and monthly statements to my email, without regard whether I have a printer (and forcing ME to print them if I do) or am able to read, store, or respond to inquiry on pages and pages via a phone screen. I am on SS and all such fees dent my required living expenses.
Just	NJ	Cable Fees	Just absurd. An extra fee to rent a set top box - but the cable TV will not work without it, should be in the basic price. A fee for sports channels, that I do not want, but it is not optional. A fee to pay their required government fees, and on and on. The price should be the price with only sales tax added, if applicable.
Andrea	OR	Internet and Phone Fees	Not much to tell, but last summer or so, my landline/internet bill started creeping up over \$125/month, and I called the company (Centurylink, who was recently purchased by some outfit called Lumen), who promised me a basic rate of around \$85 (no cell phone or anything—just unlimited nationwide landline calling, and basic internet), but the bill has already worked its way back up to more tha \$95/month. It's gotta be those mysterious "fees", which I guess wasn't part of the deal...
Kenneth	CT	Cable Fees	Outrageous Cable fees and 100 channels not wanted.
Mindy	TX	Nightmare	<p>I'm a single mom making low income. The cost and fees for everything keeps increasing but my pay rate stays the same. I'm going to have to move into a 1 bedroom apartment even after my son finally starts working. I'm barely keeping afloat and I'm praying that I don't get evicted until I can move to a cheaper bedroom apartment. I desperately need to a financial miracle but I'm NOT holding my breath!!!!!!</p> <p>I REALLY want to move to San Antonio because my mom's living in an assisted living facility in Nes Braunfels because she has dementia. I desperately want to move to San Antonio so that we can spend as much with her as possible while she still remembers us and while she's still with us. Seriously doubt I can afford that. I've gotta get a job, find an apartment and hire movers, which are extremely expensive. I doubt my tax edging will be enough to cover everything for this move. So now my mom is probably going to forget about me and my son, courtesy of my brother who moved her there closer to him after she's always lived an hour away from us. So we probably will be forgotten sooner by not being around much and we probably won't be able to say our final goodbyes when that time comes. And there is no financial assistance for relocating from Lubbock to San Antonio.</p>

First Name	State	Title	Body of story
Lisa	KY	Less Music Therapy/ Live Entertainment	I used to go to concert ALL the time. Big shows, small venues, you name it. Not only are the ticket prices outrageous (\$35 for nosebleed seats in an arena - IF you're lucky enough to get them from the venue and not someone reselling them). If your do end up getting tickets at resale, there is another fee on top of the inflated price. So, live entertainment is now a luxury and I have to pick one or two shows a year to go to. Movies are the same. I used to be able to go to a movie, have popcorn and drink for maybe \$30 for 2 people. Now if you share the snacks it might only be \$50 for a matinee. Add extra for an evening show, 3D of 4D and for a larger theater room.
DAVID	WA	To many fes and taxes	The cable bill includes 44% extra for fees, taxes and equipment. The phone bill includes 21% extra for fees and taxes. The cell phone bill includes 31% extra for fees and taxes. When will they be happy with the amount of extra money they collect?
Stacy	NJ	Verizon Cable TV Numerous Fees on 1 Bill	There are numerous fees on my Verizon cable TV and internet bill Every month to include sports network fees. All theses fees need to stop.
Jean	OR	AIRBNBROKE	When I first started using Airbnb for my family vacations a 4 bedroom house was less expensive than 2 cheap hotel rooms. Now often times the daily cleaning fees are more expensive than the daily Airbnb house. In addition, often times no one comes to clean until after we have checked out. Another big gripe is the check in hours are getting later in the evening, and check out hours are getting earlier in the morning. As a result you do not have the benefit of a 24 hour overnight stay.
George	WA	State charges extra for credit card transactions.	Initially, businesses were not allowed to charge more for credit card sales. Now the state of Washington adds a fee for using a credit card for renewing a license. Even though paperless billing has saved them a great deal.
sandra	AZ	Bye Bye Cable	I ditched cable TV fir good after all the add on fees & rising costs.
Becky	CO	Vrbo and Airbnb	Just booked a 3 night stay on Vrbo for part of a vacation - there was a host fee for \$104 and a service fee for \$77! For 3 nights!
Marni	NY	Ticketmaster out of control	While I appreciate that TM now has the option to view all your fees up front as part of the price if you toggle that option, its totally insane that fees can be 25% of the cost at LEAST. Facility fees, handling fees, etx. First of all its mobile tickets now so we are doing all the work so to speak adding to our digital wallets. The facility already gets a portion of the ticket prices. And dont get me started on dynamic pricing. Ticket prices going up as youre looking at the prices!
Mary	IL	Fees for greed!	Fees are nothing more than greed. Even my investment company charges fees for no reason. Even for just paying bills on line can cost a fee. So absurd. It has to stop!
Joan	CA	ATT fee	Today I got a ridiculous statement with various "fees" from AT&T including \$5 for paying from my AT&T phone 📞!
Carlin	NY	Subscribe, subscribe, subscribe	I'm so sick and tired of paying \$175 a month for my cable and Internet and I still can't see everything! Why do we have to pay to subscribe to everything else on top of the cable and internet? Disney+? Paramount+? Hulu? Peacock+? Why watch the awards shows? We can't see 80% of the shows unless you're a millionaire!
Larry-Paul	WA	Online robbery	Junk fees added only at closing the sale is like they're holding a gun to your head. All costs should be detailed and disclosed up-front.

First Name	State	Title	Body of story
DON	MA	Cast my Eye on the Broadcast Fee	Didn't take me long to spot the 'Broadcast Fee' on my Comcast bill. Whopping big \$24.70 for what Consumers contends should be FREE. Wow.
Vicky	LA	Fees to pay your Rent online	I can't believe that our Apts charge a \$25 convenience fee to pay your rent online at their website. You can't pay them using zelle through your bank or anything. Has to be check, money order or auto pay which is also a \$25 fee for them to process it. Telephone company charges broadcast fees for programs you don't use or want etc. Utilities charge a fee to pay online. The problem I have is that I only get SS and it come after my bills are already past due date so I am not able to mail a payment because I would accrue more late fees so I either have to pay over the phone or in person. Even then when I drop off my rent payment they may wait days to process it and it will barely make it before \$100 late fee. They do not go by the date the money order or check is written or purchased only the date they process it. Vicky , LA
ELIZABETH	CA	Resort fees are a rip off	On a family vacation to Maui, we were charged \$50/night in resort fees. https://www.grandwailea.com/resort/resort-amenities-inclusions . None of the services purportedly covered by the \$50 that we had any interest in using were available to us during our stay because the hotel was fully booked. We complained about it and received some small credit but nowhere near the full amount of fees charged. Valet parking was an additional charge of \$65/night, and since there was no self-parking option, it adds up to an additional \$115/night on top of the room rate. While we were aware of the charges when we booked, we did expect a much better experience for the prices we were paying.
Martin	AR	A ridiculous bank fee	I got charged fees for transferring my money from one checking account to another checking account within the same bank! Huh?!
Leslie	CA	Frees on Everything	Fees on phone, tv and internet add up! Fees at resorts! You have to add another \$500- just for fees at resorts. Concert ticket fees are ludicrous! Might as well have another ticket in hand after adding the fees up. It's all a rip off.
Yolanda	FL	Fees for free tv?	To look at my TV I had to open an internet account. And therefore I pays a fees to watch what supposedly be free.
G	IL	Resort fee reduce my discount	Got a great reduced price at a Las Vegas hotel to get there & told we would HAVE to pay a 45 dollar resort fee. Reducing a great discount to an average savings. Complaining had no affect.
Dorothy	FL	Facility Fee?!	Totally agree with you all. How about a "Facility Fee" from a hospital. The facility was already there. It was built to accommodate what hospitals do, thousands of times a year for insane amounts of money. So why this fee on top of everything else?
Janet	PA	I have to do without a cell or smartphone	The fees involved always make the bill far higher than most realize. You sign up for internet, phone (landline), and cable. You think you know the amount you'll be paying per month, but it is much more and it's all in the fees that they conveniently say can't be calculated when signing up, you know it'll be higher, but it's more and they have you. With all that, I can't afford a cell/smart phone, I can't afford it even without the fees. It's all too much. And it's getting so that you need that cell/smart phone for more and more things these days, and they always assume you MUST have one. That's just one example, and it is out of hand.

First Name	State	Title	Body of story
Barb	CA	Nickel-and-diming	Hotel "resort" or "service" fees (eg, for Internet and gym use); ticketing fees (per ticket AND per transaction!) by everybody from national mega-ticketing services to my local symphony, ballet and theater companies; fees attached to utilities bills; fees to pay by credit card; fees tacked onto Airbnb and vrbo rentals....We've stayed at home rather than go to concerts, shows or vacation out of town because of fees tacked onto prices that already test our budget. Also, we consumers often have to jump through hoops before we can even find out the bottom-line, total cost. E.g., if I shop online for a hotel reservation, I've learned from experience to call the hotel to verify whether there'll be any additional charges when I check in.
Nancy	MS	Singing River Electric	\$8.50 fee on electric bill if you are late
JUDY	CA	Comcast Renewal Nightmare	Every time we renew our contract is a nightmare. We selected a 2 yr contract so we would not have to deal with errors in telephone renewal. Now, this last time only 1 yr contract unless having house protection cameras. Our latest printout had \$5 each for HBO and Showtime we did not request Also, our \$5.99 service protection plan was dropped which we paid for years. We told even in error it was gone. Never told Comcast wanted to end the plan. Repeated visits to the Comcast office told they had limited authority. It is so stressful that thinking of basic only. We stayed with Comcast because of constant SFO flights over north Pacifica caused poor tv reception.
Dave	CA	Dave Workman	Direct TV began by charging a mandatory \$1.00 Sports Fee to all customers, even those who do not watch sports. It has now climbed to \$11.99.
Bradley	NC	Paid my Property Tax got a fee ...	Paid my property tax by e check and got charged a fee. Spectrum Cable & TV loaded with fees .. Broadcast Fee of \$22.00 per month.
LaRonna	CA		I hate the following: 1. Bag fee you pay for the food then you pay for the bag 2. Car renewal online fee plus other DMV fees 3. cell phone fees 4. they will find a way soon to have a fee for breathing
Thomas	TX	Tenant's Association Fees	I pay my Home Owners Association fees online and I get charged a fee for using the online payment service. If they were to organize a payment service themselves I wouldn't have an extra fee to pay. Sometimes I think it they do it on purpose 'cos they are in cahoots with the payment service
Edward	WA	Resort Fees when you're NOT using anything else at the resort	It's ridiculous when you check into a hotel and you won't be using the pool or any other extra services the hotel charges you a mandatory resort fee. Even when you tell them you're in town on business and will only be working. This is especially annoying when you have to go to Las Vegas for conferences, trade shows, etc. IF they want to charge more, let them raise their room rates and post them as the true cost of your stay. Is the hotel industry simply full of sleazy operators? (I know some hotels don't charge fees but they seem to be fewer and fewer every year)

First Name	State	Title	Body of story
S.	NY	Cable, Electric and phone	<p>Every time we did something to lower our cable bill the company would add a fee or up something else to make up for it. We bought our own modem and down graded to basic. When my dad did this they added on a monthly fee of 6 dollars to the bill for a reason they would not explain. We also have to pay a fee to subsidize the people that want sports. We don't even watch sports. We don't even get regular channels anymore, we have all apps because we gave up the set top boxes so we wouldn't have to pay the ever increasing prices. I had a TIVO card that hasn't work since the pandemic started (and still doesn't) so I had no regular TV for over 3 years. They also slow me down because they know I'm streaming shows and not watching TV through them even though we still have to pay them for basic and broadcast fees.</p> <p>Electric company adding environmental fees and other stuff.</p> <p>Don't get me started on the cell phone fees for every little thing.</p>
Michael	CA	Ticketmaster and public utilities	<p>Ticketmaster (which enjoys near-monopoly power in the marketplace) charges outrageous fees to buy digital event tickets that aren't even printed or transported! Public utilities and telecom companies are notorious for fee after surcharge after administrative fee! Enough already!</p>
DENNIS	FL	Spectrum Cable Fees	<p>Spectrum Cable is charging me \$37.41 a month in extra fees, which totals \$448.92 a year!</p>
Grace	GA	Fee to pay on line by check - horrible	<p>All add on fees are egregious. Paying by auto check on line is really terrible. Know it's due to paying thru 3rd party site, but can't that be lowered to a few cents? Can't get to the places to pay in person.</p>
Dale	MI	Comcast just raised its fees.	<p>Comcast just raised its Broadcast Fee by \$3.75 and Regional Sports Fee by \$0.60. And I rarely watch sports. They also have a HD Technology Fee of \$9.95; what is this all about? Isn't HD pretty much the standard these days.</p>
DANIEL	PA	Return ticket fee	<p>Made reservations via internet to an Eric Johnson show at Palace Theater in Greensburg PA. When covid hit, the concert was rescheduled for a date 20 months in the future. When I cancelled my reservation, they charged me a \$13 service fee. No physical tickets, no mailing, just a check box on the computer. Why is there a service fee?</p>
ELIZABETH	PA	Surprise Medical Fees	<p>This is one story out of many. Went to an endodontist for a root canal. Cost: 500+ dollars paid via credit card. A week or two later I received a bill for an additional \$35.00. I really could go on and on...specifically related to all medical procedures. PS I do have insurance...</p>
TIM	WA	Exorbitant Event Ticket Fees	<p>Sporting event tickets and concert tickets have some of the highest fees I've seen anywhere. This must be a huge cash cow for the ticket sellers.</p>
Virginia	IN	Ticketmaster	<p>Unable to afford shows that you have to buy tickets through Ticketmaster. Hotel and resort fees on top of tax</p>
Andre	QC	New car fees	<p>On top of an exorbitant Transport & Preparation fee of \$ 2,095., the dealer charged the additional following fees:</p> <ul style="list-style-type: none"> - Paint colour (standard) fee: \$ 1,450. - Administration fee: \$ 589. - Air tax: \$ 100. - Right of use fee: \$ 30.44 - Tire tax: \$ 12.

First Name	State	Title	Body of story
Bill	NC	Mr	Just paid my XM radio bill, which included a service fee that equaled 21% of the subscription price. Music and event fees are also significant and there's never more than a generic description of what may (or may not) be involved in the fee costs.
Gregory	PA	Concert/Sports	Ticket scalping used to be illegal. Now these ticket brokers rip off everyone by inflating the prices so much it's disgusting. There should be a cap on how much a ticket can be resold for. I also believe Ticketmaster should've broken up.
Joel	NY	Utility fee nonsense	Our utility provider's monthly invoices for electricity and natural gas includes several fees beyond the usual energy and delivery charges. These include: "Customer charge" of \$22.00 (electric) and \$18.30 (gas) each month; "Transition" charges totaling about \$1.75/month (electric); "SBC charge" avg. \$1.75/month (electric); "Merchant function charge", approx. \$2.50/month for gas & electric combined. "Revenue decoupling" charge of \$0.55 (gas); For the month of December, 2022 these fees amounted to about 23% of the utility bill. Internet and cable TV are even more annoying but at least we have choices, unlike utilities.
PRYNN	NY	T-Mobile = organized crime	I called T-mobile to get a new phone (since mine had just self-destructed) and to add my new DIL onto our family Plan. I've been with T-Mobile since 2017. I was told I was eligible for a new free phone, but that I'd have to come into their store. I was there 3-1/2 hours! TM -We're adding on 2 new free phone lines; I - I don't want them. TM - we're giving you a free internet device; I - I don't want it. TM - your free phone is not in stock - nor are any of the lower price phones - you'll have to take an I-phone 12, but you'll get a credit. I - I want to pay in full for the phone. TM - that's not an option; it will be added in monthly installments on your bill. Now since Nov my monthly bill has gone from \$160/month to \$294/month. If I don't have the bill on auto-pay I'll be charged \$35/ month by T-Mobile. If I don't pay that credit card in full, including T-Mobile, I'll be charged interest and fees. It's not possible to communicate with T-Mobile online and in writing. One can only deal with them by phone - after waiting over 1/2 hr. and nothing gets resolved
R	CA	FEES! FEES! FEES!	My heating cost was \$23.70 but PG&E charged me \$55.40 to deliver it!!!! That's insane!!! And yes they charge me a convenience fee every month to pay my bill online because I use a debit card and not directly from my checking account! Insane absurdity!
Donna	NE	Phone fees	I just moved to a new city and my cell phone bill just went up \$20.00. It had been creeping every little bit \$1.00 here, maybe .59 cents there, but none the less creeping up and no change in service.
Terrance	IL	Hotel fees = pricing fraud	"Resort fees" and "destination fees" are arbitrary and bear no relation to services delivered. They are a way for hotels to post misleadingly lower prices than the actual price, which helps them compete in online searches. If a fee is mandatory, it should be included in the posted room rate.

First Name	State	Title	Body of story
Paul	LA	Beware the Dreaded Hotel Fee Demon	In a previous job, frequent travel was required. This is when I became educated about the fees and charges that almost all hotels tacked on to my bill. This included: Resort Fee: This sometimes was inclusive of a number of specific charges. I always asked for an itemized bill. But, sometimes the location added one or more of the following. Hotel Surcharges, Parking Fees, Internet Fees, Telephone Surcharges, Gym Fees, Housekeeping Gratuities, Spa Gratuities. Also, the charges for the mini-bar and snacks are outrageous! And families should beware of Additional Person Room Fees, which can be absurdly high.
David	NJ	Convenience Fees	Having to pay a "convenience fee" when paying a bill online is ludicrous! These companies charging them should be paying the consumer these fees, since paying online saves the companies the hassle of opening envelopes, matching checks to bills, and all additional processing.
DONALD	IN	Sirius Music Royalty fee	After being quoted the cost of my Sirius subscription, my final cost includes a US Music Royalty fee which was not included in the cost quoted to me. If the royalty fee is part of the cost of providing the music, it should be quoted in the original cost...not added as an additional fee.
Dave	PA	FEES, Fees, and MORE Fees galore.. Literally EVERY-SINGLE-BILL has fees!! Especially Internet, TV, Wireless, or any service, WHY?	Over the years as there has been less and less competition because of all the mergers, fees are tacked on at record rates. Why does a person that never watches sports, have to pay a Regional Sports Fee? Really?? Over the years, FEES have literally just surfaced on everything and continually sky-rocketed out of control! Mega-billion dollar industries charge whatever they want, whatever fees because they can, NO-ONE protects us, the consumers! What are all of these fees, and I am confident most, if not all, stays with whomever is billing the fees because they CAN and they WILL. Verizon in Pittsburgh., PA we pay 4 (FOUR) different fees, including a Regional Sports Network Fee \$8.89 per month), I don't even watch sports. FIOS TV Broadcast Fee (\$6.49 per month) ? Video Franchise Fee (\$2.79 per month)? The cheapest fee is Regulatory Recovery Fee - Federal (.07 per month), which isn't a big deal for that one. I'm sure ALL of us would be surprised to find out these fees are invalid, or all of a sudden they will become valid because they are being investigated.
NED	OH	Spectrum franchise fees and broadcast fees.	Why? What are these fees? I never get a straight answer from Spectrum. Looks the same as car dealers charging advertising fees and fees to purchase event tickets on line which most events require electronic tickets, so they can save on issuing paper.
ROBERT	FL	Fees for ?	Too many add-on fees! Like telephone bill fees, DirectTV fees, utility bill fees, and etc.
Kristina+M	CA	Statements	Mailed statements! Everyone wants to charge now to mail me a statement so I can pay my bills. It's infuriating! Why the heck should we have to pay to be able to keep track of our debts? It's asinine and greedy. Online is a pain for me because the bills get lost in the mess of emails that come in. Just send me my dang bill so I can pay it on time!

First Name	State	Title	Body of story
Anthony	NY	What Once Were The Cost of Doing Business Now Is Pushed Off On The Consumer	The sheer level of greed that has been taking place and getting out of control is disgusting. There was a time when certain administrative actions were just part of the cost of doing business. Now, paying a bill by mail or in person costs my friend \$15 extra when paying her credit card bill by phone. I have similar situations and have to remember to look carefully at the bills to be sure I am not assuming that paying my bill for this or that has not become one more way for corporations to suck the life out of me. To me, this is just one more method by which the top 5% have been using to slowly lay claim to more and more of our income out of the economy. This practice has got to stop. A company should not be allowed to charge extra just to pay a bill with them.
Todd	TX	Bank fees for paper statements	Our bank charges \$15 monthly to get a paper mailed statement instead on online. Abusive!
VIVIAN	MN	Over the Phone Bill Paying	My husband pays some of his bills over the phone and they charge anywhere from \$2.50 to \$3.50. I won't pay mine by phone.
Scott	NJ	Fees from the town we live in	Our town charges fees to pay property and sewer taxes through an ACH debit. You can only avoid these by writing a paper check.
Jack	OK	Hidden fees	Hidden fees are misleading Hotels and Airlines in my life are the criminal elements. Internet and Cable, are also a problem.
William	DE	Water over the Bridge	Our water company charges a fee to pay by ACH withdrawal. Instead of doing this, I have my bank send a paper check (no fee for me) which then requires the water company to pay someone to open the mail, apply the check to my account and then deposit the check into their bank account. I wonder which process actually costs them more?
Edith	NV	Resort Fee Lies	I live in Las Vegas, Nevada, and virtually all the hotels here charge resort fees. They advertise room rates that appear low to the visitor, but by the time the taxes and resort fees are added, the cost per night is nearly double the posted rate. In my opinion, this is deceptive advertising and should be illegal. Just tell the tourist what the room will cost per night!
Philip	NY	Truth in Advertising	Airlines are now required to quote total cost of a ticket. That should be true for ALL advertised products and services. I am tired of the small print that says "taxes and fees additional, but we won't tell you how much more".
Douglas	OR	Cable TV Box	I have to pay big dollars for cable TV to watch my local TV and area TV but I am charged \$7.00 additional for each TV to rent an un-scrambler to be able to watch cable .
JOHN	CA	health Insurance fees fvor restaurant workers	I don't like a certain percentage of a restaurant bill being charged to pay for restaurant worker's medical insurance.
michael	PA	A Newer Ripoff	The junk fees are ubiquitous and almost all of them are completely disconnected from any service or value provided to the payee. I want to call attention to a new one produced by online streaming services using third-party payers to process credit cards. I encountered this trying to pay an Acorn TV subscription fee. After being quoted the subscription cost and providing a valid credit card, they increased the cost by 5 dollars (without notifying me) by billing it through a third party biller (Stripe). The result of this is to increase Acorns profits surreptitiously while increasing my costs without any benefit to me. The actual amount to me is not great but multiplied thousands of times or more it increases the collective costs to consumers without their knowledge or permission. If it isn't fraudulent it is certainly unethical - and it now joins the long list of junk fees Americans are paying

First Name	State	Title	Body of story
Marquetta	IL	Slick fees	I was gonna pay my bill but because I didn't have fee to pay I was late paying it which cost me 39.00..its robbery and it effects your credit.
Phyliss	NJ	Fees are eating us alive!	<p>From Verizon's fees for everything...and let me not get started on their total disrespect of long term loyal customers. I called and asked for a senior discount. I was told they had none. Then I asked how a 30 year customer could lower their bill by eliminating unwatched channels, and other non-essentials. After 15 -20minutes, the agent told me she put a package together that would eliminate most of what I don't want, keep what I have, for the SAME price!!!</p> <p>Other fees I can't tolerate are on debit cards, why do I have to pay a fee to check my balance, no matter whether online or by phone.</p>
Winona	OR	This fee makes no sense	I avoid services that charge fees if at all possible, but one that I have become aware of makes no sense to me. I shop at a local Fred Meyer grocery store (owned by Kroger) and would often get "cash back" on my purchases made with my bank debit card. However, at one point in the past year or so I noticed an unusual extra charge on my receipt. When I quizzed the clerk I was told that there was now a fee for any "cash back" request on a transaction.
Veronica	MN	Crooks	Recently my insurance The General started charging me a \$10 extra a month for policy payments because I pay monthly installments like most of the general population and another \$6 policy fee that's an extra \$16 a month.

First Name	State	Title	Body of story
Douglas	CA	Cabel/Internet, etc , fees	I hate it when internet companies start you out at about \$35 a month for basic services and then 6 months later you see it went up to \$50. They say it's a fee for the router and the fact that you're not paying online or paperless. Well if the router has to be returned when you move or when you change service then why are you paying on it because it belongs to them not to you. They require you to return it or they will charge you a huge fee of at least \$200 if you don't return it. I know because I've had it happen a couple of times. When I moved after the fire in Paradise California and had to start things over in another state for a little while. And I was in the military too so I moved around a lot and had to change services but those fees of cable companies and internet companies are absolutely ridiculous. There's the loan companies who do payday loans or just regular little personal loans. They should be required to allow a grace period, just like Banks. They will find every way they possibly can to add on fees. Then of course there are ATM fees. I just don't get that. Why do banks need to charge that when they're making money off of holding your money? Credit cards will often refund a fee if you give them a call because they know it's ridiculous when you're a couple of days late. Because that could have to do with the post office and not you. But some of them will not. Also casinos are the worst. They charge about \$4.50 minimum usually to withdraw even a \$20. Yet they're making millions off their customers and that service should be absolutely free for people who gamble. I also think vehicle registration and licensing a vehicle should be lower because we are already paying huge fees at the gas pump, like staye taxes for Highway repair or whatever it's for and clean air act. Why do we have to pay for air? That should be on the companies who produced the oil or gas product. Don't even get me started because I understand that people pay huge tax on alcohol and tobacco as well and those companies are killing America! They should pay the taxes not the consumer! The audacity of The billionaires that own these huge companies that kill us. Oh and to pay a fee on any type of food including fast food is a tragedy and I think totally against God and the creator of the Earth! No person should ever have to pay a tax or a fee on food! Period! That is a huge scam. I don't care if it has to do with waste or paper products or not in that case those paper companies can pay and the companies who
LAWRENCE	NJ	A Ridiculous Homeowners' Association Add-on Fee which I ABSOLUTELY REFUSE to Pay	I live in a community which has a Homeowners' Association. Each year I pay a fee for the services it provides. This year my notice stated that, unless I set up an account which allowed the HOA access to my bank account, and I wished to pay by ANY OTHER MEANS, including a check, I would have to pay a \$1.50 fee. I ABSOLUTELY REFUSE to pay this ridiculous fee. I sent them an electronic check via my bank for JUST the amount of the HOA charge. Let them sue me for the 1.50 fee!
Natasha	GA	Annoying Fees	Nonsense fees on phone and cable bills, cleaning fees should be incorporated in hotel/condo costs, additional Covid cleaning fees on top of regular cleaning costs, separate handling fees, tax being added on top of shipping instead of only for products.
Russell	NY	EZ-Pass Monthly Fee	This fee bugs me. I give EZ-Pass my money in advance, interest-free, and they charge me a fee for the privilege of advance payments and their labor savings. I've been an EZ-Pass user for at least 20 years so the total fees have run into the hundreds of dollars.

First Name	State	Title	Body of story
JOSEPH	FL	Duke Energy Company	Duke Now has Monthly Billing Charge if your bill is less than \$30 it become \$30 Plus Tax. I invested in Solar. Panels so I would not have an electric bill . The monthly fee was 17.95 , but not now it double to \$30.00 plus tax of \$ 3.95. Does any body think the people who collect the tax's care if there revenue has now double. SPELL RIPOFF The Same people who are sir pose to stop utility company's are the the ones approving them.
J	PA	Outrageous	Just about booked a hotel room at the Strand in Myrtle Beach and had room all picked out, etc. when I noticed that my room rate suddenly almost doubled with fees, etc. Had "chat" and additional fees were \$24.95 per day cleaning fees, resort fees, which you cannot get rid of and various other fees which made a reasonable rate balloon into an exorbitant one. Did not book here but still on next reservation the fees, taxes, etc. were well over \$100.
Robert	FL	CAR RENTAL RIPOFF	<p>The "base charge" for an eight day car rental at BWI airport is \$320 but the additional mandatory fees/surcharges alone add \$89 to the total cost (27.7% increase). Mandatory taxes add another \$47 to the bottom line cost (14.4 % increase). Total additional mandatory charges (fees & taxes) increase the "base charge" by 42.4%</p> <p>Required fees/surcharges include:</p> <p>(1) CONCESSION RECOVERY FEE 11.1%</p> <p>(2) CUSTOMER FACILITY FEE \$3.75 per day</p> <p>(3) TRANSPORTATION FACILITY FEE \$2.90 per day</p> <p>(4) VEHICLE LICENSE FEE \$0.56 per day</p> <p>Normally these fees would be considered a normal expense of the rental car company and not directly charged to the consumer. But apparently some quirk in the law allows charging whatever the market will bear including daily fees for each day of the rental contract. Why are the rental car companies allowed to take advantage of the innocent consumer ?? This must stop !!</p>
Cherie	PA	Fees are just too high	If cable continues to raise our fees I'm out. I'm going to do what my kids do and just get out of Comcast or Fios or whatever you subscribe to. All you have to do is put the apps on your tv and your set. The fees of cable are beyond the beyond.
Soria	TX	New fees on 12 year checking account	I recently started receiving monthly fees on my checking account that I've had for open with Chase for over 12 years that they changed the terms of after sending a letter in the mail. This went on for months before I realized and had to make multiple calls to get resolved.
Sally	NY	Ridiculous fees	<p>Paying outrageous ATM fees to get your own money out of your bank account. Why should it cost at some places \$5-\$6 at the ATM and then get charged from your bank also!</p> <p>Telephone and internet fees by the FCC and recovery charges. These fees add about \$25 to my bill.</p> <p>Late payment fees from Banks, Credit Card Company, Store charges. Why is the fees so much!!</p>

First Name	State	Title	Body of story
Maria	CA	I hate cable & internet fees!	My cable/phone/internet fees have gone up \$23.58 per month in the last 13 months even though I have a 2 year contract signed with Comcast. What's the point of signing a contract if Comcast can keep raising all these fees like broadcast TV fee? I'm disgusted!
mary	FL	Mary	The gas company charges me \$3 to pay bill online, so to avoid this fee, I was required to give them access to my bank account with autopay. I pay \$180/mo for tv/internet, which I may have to discontinue if it gets any higher. \$18 broadcast fee. \$10/tv box&remote, soon they will charge \$25/xfi service & another \$24 for HD/DVR service
KATHERINE	CA	Painful fees	Because of the fees added on to some online paying, we still do it the old fashion way by mail. We have cut back our traveling due to added on fees for hotel stays. Concert tickets are already expensive without the added on fees. Cable added on fees are ridiculous and they can't give a good explanation of what they are for.
Sarah	CA	MOVIE TICKET FEES	Our local theater has closed the box office. If you want to see a movie you can book your seats online or go to the concession stand and pay a human, along with 10 children buying popcorn. There is no security -- no one remembers the madman who shot up the theater in Denver. But if you buy on line there is a fee -- with no human interaction. So I pay \$2 more to avoid the children and the popcorn. Shouldn't it be the other way around? You pay extra for the human service?
Jason	IN	Time-Warner raised bills twice in 6 months	I used to have internet service with Time-Warner (Spectrum). When I signed up for service,they were the cheapest game in town. I stayed with them for about two years. I dropped them after I saw how predatory they were. In January 2018,they increased my bill. Six months later in July 2018,they increased the bill again. I understand these companies have to increase rates every so often to cover maintenance,upgrades to equipment and whatever else they use to justify higher costs,but they shouldn't get to treat customers like garbage and just expect us to lay down and take it. I switched to a different company after I moved and so far I have been way more satisfied with them than I was getting mucked over by Time-Warner.
Carl	CA	FEES HIDDEN - HELPS	Failure to disclose fees could be considered illegal under state or federal law. Consumer protection laws require that businesses disclose fees in advance, by contract or agreement. Hidden Fees Lawyers Law Offices of Baillon Thome Jozwiak ... Baillon Thome Jozwiak & Wanta LLP https://www.baillonhome.com › consumer-protection HIDDEN FEES are unethical Many consumer-driven industries are guilty of this practice, and consumers, as well as consumer advocates, have had enough. Harvard Business Review has said that this “bait-and-surcharge” practice, where the advertised price is never the final price, is an “unethical business practice.” Hidden Fees are Unfair to Consumers - Billshark billshark.com https://www.billshark.com/

First Name	State	Title	Body of story
Adan	CA	Stressful	Hidden fees are stressful even when you know your going to run into them because you start thinking how you can get around it and it takes time and energy to try and figure it all out when all you wanted to do was make a simple transaction that will benefit you and your family in some way. Hodden fees need to stop. Existing. They are not honest.
Michelle	UT	Cell phone "access fee"	<p>So I bought my phone straight out at full cost instead of paying a monthly amount over a 2-4 year span. Thus not having to pay extra money because I was "borrowing" the phone until paid for. Well, when I received the bill, Verizon ended up adding a "\$20 access fee" instead! When I called about this, I was told that to for ME to access the phone and be able to use it, Verizon had to install or pay for special special software because the makers of the phone (Samsung) didn't create it to be used like I would be using it. And it is a continuous cost because Verizon has to continually gain permission from Samsung. I didn't understand it at all! My brother is an IT guy and what he told me is that Verizon decided to charge "a fee" to make up for that savings that I had for paying for the phone straight out. That there is nothing they have to pay Samsung for to allow ME to use the phone like it is meant to be used. Well, my phone is now 6 years old and I have had to pay that "\$20 access fee" every month for 6 years and 7 months. So I have now paid \$1580 EXTRA! My phone was \$600 when I bought it!</p> <p>I have a new never used phone I bought from Amazon. I want to just move my SIM card and SD cards over and never tell Verizon. But then we just received an email saying our discount is being removed. When we called Verizon, they said we need to provide proof of our military service to continue getting that discount. WE'VE NEVER HAD THAT DISCOUNT! IT'S A:WAYS BEEN EDUCATION! And we've been loyal customers for over 30 years! They said they'd fix it and keep the discount. However, I'm ready to change. All 3 phones and iWatch on the account have this "\$20 access fee" applied to them. It's ridiculous!</p> <p>Compared to all the other \$1-3 fees that are applied from other companies, this takes the cake. Oh, and there are of course the \$1.50, \$3 and \$2.99 fee they apply for every line also! So that's \$27.50 in fees on every line. There are 4 on the plan. So that's \$110 IN FEES EVERY MONTH!!!</p>
Elena	TN	Phone Line Fees and Taxes	The fees and taxes on using a 'line' phone have made it more than expensive to keep one. I think this has led many people to move strictly to smart phones, even when wanting the option of a line phone. Perhaps this will seem outdated to most, but with the up tick in health concerns and privacy issues with smart phones, I bet I'm not alone. Ask yourself; if cost was not an issue, would you use one?
Maximus	PA	Catch-22	My cable and ISP provider loves fees. Debit or credit? That'll be a fee. Required modem? Fee.
Andrea	TX	Bills on bills	Half of my water & gas bills are "fees". Credit cards/bank accounts having fees if you DON'T use it?! In what world should I have to pay a fee b/c corporations aren't making enough money OFF OF ME?!

First Name	State	Title	Body of story
Manuel	CA	Parking/Resort Fees	In Dec. 2022 I stayed at the MGM Grand to attend a football game between ND and BYU. I parked my car in valet parking for three days. I was told at the time parking was \$30 per day which I considered high. I had researched the parking fees and was aware the valet parking was \$30 and regular parking was \$20 per day. When I checked out, I was charged \$39 per day resort fee and a \$5.22 resort tax which more than doubled my parking fee. Of course I was charged the resort fee and tax on my room.
John	CA	Pinnacle of Fee Slappers	I know you don't do government but I pulled a building permit to change occupancy on a structure and the building department added 22 fees to the bill. Yes that's right 22, in the great state of California. Fee fi foe.....
Jennifer	OH	Verizon's own website charges a processing fee!	I am cognizant that third party sites are a way of farming out the work and cost money to employ, but this is Verizon's own site. They give the web address on the printed bill as an option of how to pay the bill.
Mike	TN	Concert Fees OUTRAGEOUS	Ticket Master/Live Nation are ripping concert goers off Bigtime! We have been made to pay \$240 for \$60 tix once TM/LN marked up the prices and then slapped on fees on the backend. One of the major issues with their tactics is that they won't tell you the Final Price until you've given them all of your personal information with regard to Credit Card # and address, etc. This amounts to MINING our data, even if we find the final ticket price is unaffordable!
Jennifer	OH	Fee for paying by phone	AEP Ohio charges a fee to pay by phone, an automated service. They charge a fee to pay online unless you login and create an online account. I find that crazy because as a customer I have an account that gets billed and don't need more passwords to keep track of.
William	VA	Governmental fees	1. City of Richmond, VA personal property (car) tax includes \$40.74 "License fee", in addition to actual value based tax. Decades ago, city issued stickers which must be displayed on vehicle window to indicate city tax as paid that year; but years ago city stopped issuing such stickers, yet continues charging fee. City charges 95 cents fee if pay by electronic check, 2.95% if pay by credit or debit card. 2. City of Richmond, VA charges a "stormwater" fee based on size of impervious surfaces on private land. For my 1000 sq. ft. home, \$4.85 added each monthly water bill. Area around my home has no storm drains, so doubt much runoff from my lot (in suburb) gets to James River, Chesapeake Bay. City allows discount if install rain barrel after certain date, but not if installed prior. 3. My basic home landline phone service cost \$21/month, yet multiple government fees and surcharges seem same cost for any, instead of percentage, thus people trying to minimize cost pay higher percentile. \$6.50 Federal Subscriber Line Charge, \$2.07 Federal Universal Service Fee, \$1.60 VA Public Rights-of-Way Use fee.
Marie	LA	Hidden Fees	Hidden fees are the biggest problem and it seems to be occurring more and more frequently. Adding a fee during or after services or products are provided is a scam. Companies tend to get away with this because a lot of customers don't want to bother with contesting these charges (especially online purchases since there's no one readily available to speak with) or they don't scrutinize their bill close enough at time of purchase to realize a fee has been added. All price quotes should include all charges and fees up front.

First Name	State	Title	Body of story
JOHN	MN	Cable Fees on Free TV over the air TV Stations	<p>We live in the Mississippi River Valley of Minnesota surrounded by bluffs that block the signal from nearby TV broadcast stations. We have no choice. If we want to watch TV we have to subscribe to cable TV. Even though these free TV stations are supported by advertising and by the number of people that watch those ads they charge us an additional fee to watch their stations on cable. The cable company has dropped Minnesota stations from our cable network due to these high fees. This forces us to watch Wisconsin TV stations and prevents us from the local news, weather and hometown interest programs from our state. Watching 20 mins of ads for every hour of broadcast TV should be enough to support network stations.</p> <p>WHY DO WE HAVE TO PAY A HEFTY FEE TO WATCH FREE TV?</p>
Tom	NY	Paying to get a place in line to see a doctor	<p>How long before a reasonably priced visit to a doctor will be available only at a "Doc in a Box?" More and more practices now demand potential patients pay an annual membership fee to be able to get an appointment with a doctor. People who live paycheck to paycheck thus are forced to visit the emergency room of a hospital because they don't have money to pay "get in line to see your doctor" fees.</p>
Joyce	OR	PMI: Perfectly Meaningless Insurance (fee)	<p>The most unfair and expensive added fee most of us have to pay is PMI, or Private Mortgage Insurance, when buying a house. I hope Consumer Reports includes this.</p>
William	TN	Credit Card Usage Fees	<p>Monthly online account servicing fees charged by credit card companies just for viewing my account and making online payments. Don't they already bleed us enough with the unfair interest the greedy government allows them to charge?</p>

First Name	State	Title	Body of story
Lisa	TX	Universities' Fees Out of Control	<p>Public colleges & universities are fleecing students & parents out of hundreds of dollars each & every semester with fee after ridiculous fee slipped onto the bill. I was blown away when I saw my son's spring semester tuition bill from Texas State University</p> <p>*Computer Service Fee \$224.00 *Recreational Sports Fee \$94.00 *Student Success Fee \$105.00 *Fee Student Center \$100.00 *Environmental Service Fee \$1.00 *Electronic Course Fee \$150.00 *Fee Bus \$95.00 *Athletics Fee \$308.00 *Medical Service Fee \$53.00 *Student Service Fee \$90.00 *Library Fee \$178.36 *Student Publication Fee \$8.00 *Orientation Registration Fee \$60.00 *International Education Fee \$3.00 *ID Service Fee \$5.00</p> <p>\$1,474.36 in FEES tacked on to his tuition for one semester!! Almost 25% of the actual tuition cost of \$4,980.64. That is almost \$3,000 in fees per year per student. A four year degree will cost \$12,000+ in fees alone.</p> <p>We struggled to scrape up money to pay his tuition bill, thankfully I was able to withdraw money from my retirement fund to pay the unexpected mountain of fees. If I had not been able to do that, my child would have been out-priced from a college education.</p>
Gary	TX	Internet/TV bill absurd	25.6% (a little over \$50/month) of my xfinity Internet/TV bill is taxes and fees.
Robert	FL	Tired of being ripped off.	My Comcast/Xfinity bill has a plethora of fees which I'm tired of paying. I winter in Florida and I put my cable/internet service on "seasonal hold" when departing for Florida, and I was charged an unbelievable \$53 amount a month for not even using it. This year, I turned in all the equipment before I left for Florida and I might use another provider when I return in the spring. I also booked a hotel for three nights in Orlando and they're charging a resort fee per person per night !!! Shouldn't parking and access to pool and WIFI be provided in the basic price for my stay?
Kenneth	CA	Soda	Our town passed an ordinance to try to limit disposable cup use by mandating \$0.25 cup fee. For a while you could bring your own cup and save \$0.25. Then restaurants started always charging the fee if you bring a cup or not. Good environmental legislation destroyed by greed.

First Name	State	Title	Body of story
Ellen	CA	American Citizens V. Lawmakers and Corporate Impunity	<p>Charter Communications, AKA Spectrum, in San Diego County,CA. Broadcasting fee: \$21.00/monthly. Every time I call them I ask, "what's the broadcasting fee for? , I'm not broadcasting, YOU are!" Nary an answer is given. Isn't broadcasting free? Before this criminal abuse, I asked about ALL the other fees, The answer? "You need to talk to your lawmakers". That's useless, I've tried for years. I could write a Thesis, the lawful abuse is so rampant.</p> <p>Now that they've launched their mobile service, they tout that all fees and taxes are included. That's because I'M paying for them.</p> <p>Plus, "Taxes, Fees, and Charges - \$15.41, most of which is a "Franchise Fee". I don't own the franchise and am not even a shareholder.</p> <p>Monthly abusive total: \$36.41. Government taxes are minuscule, which I happily accept.</p> <p>On top of all this, my freedom of choice, which supposedly I'm paying for, has been cut off, as my TV, whenever turned off, when turned back on, automatically goes to Channel 1, Spectrum News, i.e., La Times. Before Charter took over Time Warner, it would be where it was. I am now being forced to their channel. Unacceptable.</p> <p>Please help stop the abuse, our elected officials certainly don't. Like lambs to slaughter, advertising and marketing also have free reign to abuse the American taxpaying citizen.</p> <p>Fee'd and abused to death.</p> <p>Thank you for any help you may provide, because we don't get any from our "elected officials."</p>
Julie	MO	Ridiculous handling fees when buying online	<p>Every time I purchase tickets to ballgames or events online, it is ridiculous that I'm charged "handling fees" when the tickets are sent to my phone or computer. It is all electronically done——no handling of anything. "Handling fees and conscience fees" usually add up to at least \$6-10 per ticket.</p>
Penny	IN	FEES YOU SHOULD NOT HAVE TO PAY AT ALL PERIOD	<p>I THINK IT IS VERY WRONG TO HAVE TO PAY ANY KIND OF FEES TO PAY YOUR BILLS IN OERSON BY PHONE AND OR IN LINE PERIOD !!!!!!! WE JUST GOT A CHOCK WHEN WE WENT TO PAY A BILL AND WAS INFORMED THAT WE HAD TO PAY A FEE TO PAY A PERSON OVER THE PHONE WHICH IS VERY WRONG PERIOD WE CANT AFFORD TO PAY ANY OTHER AMOUNTS OF MONEY TO PAY A BILL WHAT SO EVER !!!!!!! WE ARE DISABLED AND A VETERAN AND IT IS HARD ON US EVERY DAY TO EVEN LIVE AT ALL !</p>
Alice	NY	Credit Card Usury	<p>The fees that infuriate me the most are the credit card fees on top of their usurious fees. Credit card companies should be regulated to keep their fees reasonable not exorbitant. Pay day lenders are also among the worst on the planet for overcharging desperate consumers.</p> <p>Luckily, I don't have any personal stories about either of the above, because I have been fortunate enough to be able to pay my bills on a timely basis, but I know of others who through medical debt and auto repairs have not been as fortunate.</p>
LARRY	IL	Regulatory Cost Recovery fee	<p>is neither government mandated nor a tax , but is assessed by Comcast to recover certain federal , state , and local regulatory costs .</p>

First Name	State	Title	Body of story
Robert	WA	Fees, just another non-authorized TAX	In Washington State, and other states I have visited, on every bill (i.e., utilities billings, hotel/motel bills, added to government payments, travel, fuel charges, services rendered, banking, etc.) an additional cost (fee) seems to-be added, some times just for filing in a file cabinet. Just another businesses and gov't scam to get additional monies in their wallets.
Betty	SC	Ticketmaster is out of control!	I love music! Especially live concerts. I love alternative and rock and roll the best but do not hesitate to see a live show if it interests me. I would travel 5 hours for any show before I retired and now that limitation does not stop me. What does stop me from attending live events, and supporting the artists, are the fee Ticketmaster charges. The fees I have paid for shows this year range from over 14.5% and up to 21% on top of the price of the ticket - and for WHAT? This is all done by a computer. I pick the show, my seats and pay the price of the ticket and watch with shock what the final cost is. Even when I attend the local coliseum I have been told for some shows that I had to use the Ticketmaster kiosk to purchase my tickets. Why could I not purchase directly from the venue and save the added on Ticketmaster fee? Ticketmaster did not build this venue. Ticketmaster/Live Nation have a monopoly on live shows and the fees added onto the costs of tickets is outrageous! This has to be brought under control.
Gabrielle	NY	Fees?	I think the fees for Internet and cable are outrageous and should be considered just at a standard 40\$ for Internet and to add cable +10 and to add phone +10 that would be great. Also when getting on a phone plan what is up with the company's like persay Verizon, at&t, T-Mobile saying it's always every month y'all be saying the same rate but that's how they get you one month for the first 3 months it was 75\$ after that 87.97 then 99.00 then 110 what are they taxing us for turning on the device I'm confused. I'd so highly appreciate it if all fees could be ehhhhhhh cutttttt.
Lezzette	OH	Hated Fees	I hate late payment fees, if I had the money I wouldn't be late. Adding extra fees makes it harder to pay at all. I also hate bank fees. It makes you wonder how they made it so well before they started charging all the extra fees.
Kimberly	OH	Getting Robbed by Fees	Our city runs our electric, and if u pay by their website u get charged 3.00! Everytime we rent a hotel or buy a plane ticket we are charged ridiculous fees! Roads and highways that shouldn't charge a fee are doing so now just to drive on them. Restaurants are charging fees to pay by credit! I could go on and on. It's deplorable. And it needs to stop!
C.	DC	Cellular Fees	The only service I utilize where "fees" may be charged is through my Cellular Phone Service (Straight Talk Wireless). I am never billed the same each month. It may go up or down anywhere in the range of \$0.25-\$1.25 each cycle!
Sherry	ND	Motel extra fees	Hotels gouge people with room fees and taxes.weve experienced this in Las vegas
Robbin	IL	Broadcast TV fee	We have basic cable and internet through Comcast. We are being charged \$21.50 for broadcast tv. \$21.50 per month for something that should be free! That really adds up over the course of a year.

First Name	State	Title	Body of story
Barbara	NV	Hotel extra Fees	In Las Vegas they have added a resort fee to the room rates & a parking fee. When we stay at one hotel off the strip they add the resort fee but have canceled the shuttle they had a few years ago. The pool & spa are closed about 6 months a year. The hotels on the strip now charge a parking fee with the resort fee & again the pools & spa are closed 6 months a year. So what is the resort fee for. Why aren't these fees adjusted if there are seasonal closures of some resort services. Why do some hotels charge a \$100.00 dollars a night as a pet fee per pet per night. Why do they not charge a lower fee & deposit which can be kept if the animal cause damage or extra cleaning.
Deborah	CA	"Service & Delivery Charges" Added to Utility Bills	Our water & electric companies assess these junk fees on top of the price billed for the quantity of water & power used in a month. Why are these junk fees factored in separately? It appears to be a workaround when a regulatory body might not approve the excess charges.
Jenny	IL	Bill paying fees & shipping fees	In this day & age of online everything, no one should be charged for paying a bill online. And, companies should not be able to charge exorbitant fees for shipping. You should be charged only what the actual shipping costs them. They'll act like you're getting a really good deal and then make the money back with a higher than actual shipping fee!
Ingrid	IL	Fees on Concert Tickets	I love live music, but the price of concerts has gotten out of hand. The tickets are high enough on their own, but the "convenience" fees almost double the cost. No thank you.
Carol	VA	Medical Fees	It's unfair to have to pay a facilities use fee that is often the same amount as the fee you pay for the medical care. Doctors' fees are supposed to include their overhead costs. Also having to pay a fee just to pay your medical bill online is taking unfair advantage. I received a bill where the fee was a percentage of the bill and came to more than \$9. The email with the bill did not include information saying I could pay the bill elsewhere online without paying a fee. It was stated as a convenient and secure way to pay.
Brigita	CT	TD bank fees	Every year I would wire money to another account. TD bank has 2 kinds of fees that they charge , and these fees are increasing every year!
Patrick	IL	Fees, Fees, and more Fees	Not only does the cable company charge for free TV They want you to have a bank account on file with them! Outrages! Then there are some companies that charge you for NOT using a credit card. While others want to charge you for using a credit card! Not to be out done, There are the utilities, They like to charge for delivery, service, meter, and any Government fees! None of which you have a choice in!
Corinne	OH	Rent	I now have to pay a fee for paying Rent online because the owner of the Westbrook Village Mobile Home property refuses to except rent to Manager.
Benjamine	UT	Don't get too excited about that rental price	Vehicle rental fees are out of control with every company out there. Turo banned me after I refused to pay a cleaning fee I was stuck with after the rental, despite their terms of service clearly stating my situation did not warrant a fee. That's after that \$50 a day rental for 3 days goes from \$150 to \$230. Ridershare, a platform I worked very hard to stack up a \$450 referral bonus I've actually never rented from thanks to the ridiculous fees! Picked a bike with a \$30 daily fee expecting to afford it for two weeks, after all the fine print I could only afford three days! I'd rather let the bonus go to waste!

First Name	State	Title	Body of story
B	FL	Charged fees for utilities I already paid	I am getting charged fees to manage a utility I am paying myself. What are they managing, you ask? Nothing... nothing at all. It's just an excuse to get more money out of their tenants.
Claudia	MA	Comcast Fees	My biggest complaint concerns a Regional Sports Fee of \$14.10 which we are told we have to pay because we had to purchase a "More sports and Entertainment Package" just because we want to watch one station "Turner Classic Movies". It's bad enough paying for the "Sports" package (\$9.95) and now we add another \$14.10 to it. We NEVER watch sports!! Then, there's the Broadcast TV fee (\$22.25), Federal Universal Service Fund (\$1.87), Franchise Fee (\$7.24) and 911 Fees-REALLY?? In an emergency you have to pay a fee first? This doesn't include rental fees on the boxes and remote, etc., etc.
Krista	NC	Copays	I have insurance. I pay and pay and pay. I cannot stop paying. And then it runs out. I know people who come to work sick because they can't afford the copay before pay day. Which means other people get sick. Copays hurt everyone, including "the economy".
Russ	OR	The Options	The program packages continue only to offer unwanted programs. I do not watch 100 stations offered for the economy option. The next option increases to even more, until the last option - is enormous. The broadcast fee, the DVR charge, or bundling in a landline fee when you do not have such.
Ashley	IN	Fees to pay bills...really?	Everyone does this. It's extremely annoying. These fees along with the extra fee Nipsco charges to provide me with service. You are already charging me for service whybdonyou have to charge me to provide me with service then charge me to pay my bill? Comcast has 5 different fees. Cell phone companies every single one has 3 or more bogus fees. If I added them all up ots probably thousands of dollars a year. For what? I stopped buying concert tickets because of fees. Airline tickets charge you to check in online instead of getting to the airport early. Or for people like me who travel with kids who are (too old) I pay extra to board early so we can either choose seats or board early to hope to sit together. Extra extra extra. I would be able to afford eggs if I didn't have all these fees.
Barrington	GA	Monthly service Fee	Paying a monthly service fee of \$5.95 for keeping your money in a checking account regardless of the balance in the account at the Georgia's Own Credit Union is ridiculous.
MICHAEL	CO	Fees are often unknown	I think we're kidding ourselves to believe that we won't pay fees if a rule like this is implemented. We'll still pay many of them, but they'll be included in the cost of the services you are using. Which is okay, as long as what you pay is clearly visible on the quote or estimate of the bill before you pay it. Right now, there is really no standard to show what you will pay in most industries. Some car rental companies show you the 'rate' and then the estimated total, some don't. Same with various types of telecom and media companies. It makes it impossible to compare apples to apples as the total price we pay for something may be higher than the competition. Leaving it up to the companies or their sales people is not a good way to operate.
Paula	IN	Market adjustments	Wanted to purchase a new car, every dealer was adding a market adjustment of 3000.00 to 5000.00 over the sticker price.

First Name	State	Title	Body of story
Carrie	ME	Out of Control	The fees that annoy me the most are the ones to pay a bill and airline fees. If I am paying a bill and it is on time, I should never be charged a fee to process my payment. When I rented a house in Tampa, FL, the rental company required me to pay Conserve, \$9.95 a month on top of my utility bill payment to "process" my payment. That's an extra \$120 a year. Airlines are another ridiculous group of fees. What does a ticket cost to get me there and home, period! Do you want a seat? Do you want to board five minutes earlier than someone else? Do you want to take your underwear and toothbrush in a piece of luggage? Do you want to bring it home with you? It's gotten so out of control.
Andrew	TX	Ticketron is the worst	I would probably go to more concerts and other events if I didn't pay what Ticketron charges for their fees. It seems the minimum charge is 20%. If there's a way I can purchase tickets without their fee, I go out of my way to do so. I think it's just plain robbery. It should be set up as a nonprofit service.
JANA	NJ	Fees on Fees on Fees	Hi, In our personal life, we pay fees on the following bills: Optimum Cable & Internet (franchise fee, state reg fee, FCC fee, state & local taxes, renting the cable box, DVR fee, service protection, entertainment support, modem fee, network"enhancement" fee) AT&T wireless fees, Barclays Hawaiian Airlines Credit Card fees, NJ American Water bill fees, New Jersey Natural Gas fees, JCP&L electric fees. I've paid concert ticket fees when buying tickets online. There are actually times I've decided not to attend a concert b/c the fees are exorbitant. When at all possible, I will go to the box office to purchase tickets to avoid these fees. New Jersey charges a fee to access the beach from Memorial Day to Labour Day - the cost is \$85 for a season badge. I believe it's \$10 per adult for a day pass, which definitely impacts lower income folks. They may not take their family to the beach during the day b/c it's not affordable. For our business, we pay internet & phone fees, electric & gas bill fees, credit card fees. Paypal charges fees for processing credit card payments. We feel like these fees are just a part of our life & we haven't cut back on anything, but it would be nice to have fewer or less expensive fees. I mean, what exactly are we getting out of "network enhancement fees" from our cable/internet company? We can't get a good wifi signal in our bedroom when the modem/router is one floor down & on the opposite side of the house? Thank you for your time.
Philip	NC	Water	My water bill has a fee when paid by credit card and if you're late it's almost a 30% penalty. Golf course I play at charges 2% for credit. Just got a new pistol permit at the sheriff office, 2% added for credit card.
Annie	WI	Paying to pay a bill	Enough is enough! So tired of paying extra fees to pay a bill. I was surprised when I had to pay a fee at a local restaurant when paying with my debit card. Extra fees when paying for my electric bill via phone. So of course I just send the payment via snail mail. Fees attached with purchasing tickets. So when did we start paying to pay??? Very disgusted. Am retired and on a fixed income.

First Name	State	Title	Body of story
JAY	NE	You Gotta Be Kidding	<p>Changed credit cards and needed to make a quick payment to my landline/internet provider during the transition.</p> <p>The charge for making a payment over the phone was \$6.95 .</p> <p>Charging me for paying my bill? Outrageous Windstream.</p>
Mike	MI	Junk fees.	<p>--I really dislike the junk fee to get a bill via PHYSICAL PAPER. Ie i may get charged 1, 2, 3, 4, 5 dollars every month because i choose to get a paper bill (as opposed to one by email.).</p> <p>--Modem rental fees from comcast at&t...etc. That is trash. The monthly amount i pay should more than cover the \$5.00 fee you want for your modem. This is why i bought my own modem. It paid for itself in a month.</p>
Sharon	WA	Utility fees.	<p>First waste collectors force you to recycle then charge you for it and then collect tax on it.</p> <p>I pay more in fees and taxes on my long distance than I do on my long distance calls.</p> <p>I pay fees and taxes on my electrical bill and then tax on top of the fees. Shouldn't the fees be free of tax? Why should I have to pay tax on something I'm being charged with? It makes no sense.</p> <p>Not being able to budget hotel rooms because you don't know exactly what fees you may have to pay keeps me from traveling except for family emergencies. Fun travel has gone away because of all the fees of airports, taxis, Ubers, and hotel accommodations. ☹️</p>
RUTH	NJ	Broadcasters do not deserve a fee from cable companies and one other	<p>I hate the fact my limited basic cable (broadcast channels and C-SPAN only) has doubled in price in recent years because broadcasters first started charging the cable company fees which are passed along to the customer and then increased those fees. If the cable company runs the broadcasters program with the broadcasters commercial messages, rather than substituting in commercials sold by the cable company, than the broadcaster is getting their signal sent more clearly into the homes of people who would otherwise have to use over the air antennas. The broadcaster deserves NO FEES from cable companies and their customers in this cae and should not be allowed to charge such fees!</p> <p>The broadcaster also benefits from people watching programs "ON Demand" via the cable company with the original commercials intact. These viewers who have otherwise missed the broadcast give the broadcaster a second chance to put eyeballs on their commercials!</p> <p>One other fee I fine reprehensible is the convenience fee charged my the New Jerser Motor Vehicle Commission to renew my registration online each year. I am providing the Motor Vehicle Commission with a shorter line at their physical facility where people can renew registrations (and do so much more) in person. Before online renewals their lines could be hours long in person now they are usually well less than half an hour long in person. If I am making their in person service more friendly and comfortable for those who do have to come into the MVC offices in person I should be payed a convenience fee in the form of a discount for using the online payment service!</p>

First Name	State	Title	Body of story
James	CA	DirectTV Regional Sports Fee	In order to get the DirectTV channels I want I'm forced to pay a Regional Sports Fee. I never watch sports, never have and resent being forced to pay for something I'll never use. The more comprehensive channel selection packages all require the Regional Sports Fee at \$11.99 a month. That equates to \$143.88 plus tax per year I'm unable to avoid.
Anne+Marie	MD	FFES, , we hate	Comcast charges fees that we don't understand. They recently sent us a 9 page, fee increases. We had to call Comcast to ask about this outrageous paper work they sent. Answer????? " Your cable bill will be increased." It was Fees to pay bills, via phone or on line. Fees to answer texts from doctors and other medical providers. Cell phone fees. Land Line fees. And more!!!!
Linda	DC	1. VINVINT; 2. McDonald's	VINVINT has added a fee to my monthly bill. They claimed I have a contract for my security service which I don't since I paid in full for the equipment I am exempt from a contract. I asked them to send me copy of contract. They sent me a contract with my signature that is forged. 2. McDonald's is adding unauthorized tips to my orders when I order thru Uber Eats.
Tammy	FL	My employer .	Even small time employers adds fees to increase the net operating income. I hate it and I've informed each client in writing and verbally but they must feel like it is the standards and/or they are overwhelmed with information overload. It is wrong and I wish we could end it. I need to be employed, my voice is small but together we are big!
BILL	NC	just more taxes....	I hate the fees that my local county adds to pay property tax or vehicle registration with a direct funds transfer from a checking account or via credit card. But they don't currently charge a fee to pay with a paper check that is mailed to the business that processes the payments. This makes no sense since they have to physically handle the envelope and check and then process the payment, which then usually becomes an electronic funds transfer. You would think that this costs them more in labor than other methods.

First Name	State	Title	Body of story
Richard	PA	Parking Service Fee	<p>I recently parked my car in a garage that had recently changed its payment method. The sign said 1 hour - \$3.00. There is no ticket given - everything is done via a phone app. During the sign up there is no obvious notification about service fees. You enter in your license plate, phone #, and credit card #. When you leave the garage the 'system' checks you out by reading your license plate. When I got home and looked at my credit card statement the bill was for \$3.99! I contacted the company and they said</p> <p>"Metropolis members are charged a service fee calculated as a small percentage of the total visit charge or monthly subscription price and subject to a minimum.</p> <p>This fee is in addition to the charge for the parking service and helps facilitate a seamless transaction and prevent payment fraud. You will be able to see the visit price with the added service fee before checkout in your account. The service fee for the SSW - Ladle Garage is 5% not 25% or a minimum of \$0.99."</p> <p>Note in this case the fee is a 25% add on. Their logic is business based NOT consumer based.</p> <p>In their user agreement there is notification of the service charge - but who has time to read all of the fine print when trying to park a card</p>
Stuart	CA	COBRA payment fee	<p>The COBRA payment fee was \$20 for a large health insurance subscription. If I paid by mail there is not extra fee.</p> <p>This is basically, a fee to the middle-man company that makes it easier for them to process my COBRA payment.</p>
Micker	PA	What ever happened to being honest?	<p>Do you know, are used to be able to purchase some thing and the price that was asked is the price that it was. Anymore, corporations, and companies are so greedy they can't be honest and put the actual sticker price on the sticker, no, they try to be sneaky and slide phase on top once you've already made the decision to buy something, I'll tell you what, I will not be going to a concert again, I'm glad I was able to before it became a gouge festival. Total crap. I hate it.</p>
Martha	OK	Cable and internet fees	<p>Cable and internet fees for modem and a box in another room cable is high,you have no choice 2 other cable companies do the same,runs around 200 dollars a monthand keeps going up</p>
Thomas	MI	I do the work and they get the outrageous fees!	<p>The fee arrangement that I hate the most is when booking with VRBO or Air BNB. I do all the work! Searching, reviewing, etc. At the end of the process, I think I've found a great deal that is within my budget. Then, I start the booking process and find outrageous fees added on by VRBO or Air BNB. Fees that are in the hundreds of dollars and sometimes easily double the cost of the rental.</p> <p>I understand that they are entitled to compensation for providing their platform. But the costs quoted on the website should include the fees and (if possible) the taxes. I feel that their current arrangement is misleading and smells badly of "bait and switch" tactics. Consequently, I rarely use them anymore.</p>

First Name	State	Title	Body of story
LEONORA	MI	Used Car	I brought a car as on 10/5/2022 and in two months the engine went out and I was paying a car payment i really didn't understand about the car so do you think I still should make a payment my address is 18476, Ardmore, Detroit MI 48235
g	NY	g	g
Pamela	LA	Hotel fees in NYC	I used points from a credit card award instead of booking this room as a Hilton Honors member. When I checked in, the receptionist handed me a room key in a small packet and told me the room number and that the wi-fi password was inside. When I got to the room and read the paper insert, it read that they charge \$25/day for a Mandatory Destination Fee that covers premium internet guest access, daily \$10 credit for their restaurant, daily \$25 credit for dry cleaning, a bike pass and free coffee in lobby. (I have a picture of the card but no way to submit it.) I argued with the manager and got it taken off my account but this should never be allowed. The hotel is Hilton Garden Inn Times Square Central.
Oliver	CO	Taxes and fees?	We pay the tax on everything then on top of those we have fees The taxes I understand , I live on an Indian reservation and don't readily have access to a car so the internet had been my primary for paying bills and buying things I along with a lot of other people on the reservation have limited income if any. So every cent is crucial not pay for fees. So a penny or dollar spent on fees takes away from food , clothing , or health care . Please take this into consideration.
Alfred	NV	Ticketmaster and Other Ticket Agencies Fees	Ticketmaster buys bulk tickets shows/ games before they go on sale to the general public to other ticket agencies for profit and they sell them to you at a greater cost with additional fees and then the price really sky rockets.
Courtney	MO	Resort fees	You're already paying to stay at the resort. These fees are absurd and should either be optional to access special features (gym, sauna, etc.) or already factored into your nightly price.
MARY	CO	Lease renewal fee!	I have rented this house for 13 1/2 years. In about 2019, the old management company sold my lease to a brand new one from out of state. This new company charges \$200 every year to renew my lease. I don't even know if the landlord knows they are doing this, but it basically raises my rent. I call it extortion. No one's ever heard of paying to sign paperwork!

First Name	State	Title	Body of story
GARY	WI	Phone & TV Fees are ridiculous and unfair - just a money grab from a monopoly	<p>THIS MONTHS BILL PHONE BILL - Fees are 28.8% of bill</p> <p>Monthly charges for Jan 3 - Feb 2 \$34.00</p> <p>All surcharges, taxes & fees \$13.74</p> <p>Company fees & surcharges (Aren't I already paying for phone service? Surcharge for what?) \$11.01</p> <p>Administrative Fee - (Really? What is an administrative fee?) \$0.99</p> <p>Federal Universal Service Charge - (This is a good one, the "Universal Service Charge") \$7.92</p> <p>Regulatory Cost Recovery Fee \$1.23</p> <p>WI County 911 Service Fee \$0.18</p> <p>WI Universal Service Fund \$0.69</p> <p>Government fees & taxes \$2.73</p> <p>WI County Telecom Surcharge \$0.16</p> <p>WI Police and Fire Protection Fee \$0.75</p> <p>WI State Telecom Surcharge \$1.82</p> <p>THIS MONTHS CABLE BILL - Fees are 13.5%</p> <p>TV - U-verse TV</p>
Lynn	PA	Why movie ticket fees?	Buying movie tickets on line saves the theaters the cost of human workers (for better or for worse). Why do the theaters charge fees for online purchases?
Thomas	PA	"Customer Charges" on Utility Bills	Every month my utility bills for gas, electric and water all assess a "Customer Charge." These charges are significant (ranging from 10 to 15 percent of the monthly total. I thought utilities were supposed to bill people based upon their usage of gas, electric and water, not for being customers. Something is clearly wrong with this situation. It simply is not right and needs to be stopped.
Gary	RI	RI energy	A list of bs additives to my bill every month

First Name	State	Title	Body of story
Mary	OK	Phone/internet service "unregulated fee"	My local phone/internet provider added a fee last year called "deregulated administration fee". It added \$9.99 a month to my Kinetic by Windstream monthly bill. I informed them with one of their representatives that I would cancel my service if this was not removed from my bill. I have been with this company (through changes and sellouts) since 1987. They agreed to a \$10 monthly credit for 1 year, which has now expired and I'm furious that I pay this monthly. The surcharges and other fees are \$4.60 without that fee, which I was told is mandatory. It's totally ridiculous that I must pay this. Deregulated in my opinion means it can be used any way they want and they don't have to answer to anyone about where the money goes. Guess what I'd like a new car, put me a deregulated administration fee, so I can get it. Sounds like total crap to me.
Marcia	IL	Enormous Airbnb Fees	Our extended family recently considered an airbnb get-together. Prices advertised on the site are completely misleading. Total taxes and fees were 40% of the rental cost! Included a \$239 cleaning fee, a \$278 service fee, plus \$187 in "occupancy taxes and fees."
Evelyn	NY	Discounts That Don't Appear	Upon purchasing new cable services, I was advised I could get a discount after applying. Went online and could not get into the discount section. Tried several times. Advised the company of the problem, was told I could not use this discount after they have my money. This discount was to give me a permanent reduction due to being a city employee, I was still refused even though the websites says differently. <u>Now still paying higher fee.</u>
Ronald	VA	Movie Ticket fees	Now a days you have to reserve your seat to see a movie. When you do this online you have to pay a fee to use your credit card. To avoid the fee you have to drive to the theater, reserve a seat and pay in person, then drive back to the theater later to see the movie, it's crazy!
Susan	NY	Ever try to buy a theater or concert ticket?	You're strongly discouraged from going to the box office, even if you live nearby. Box office hours are very restricted and often only during normal workday hours. Plus, hours may not be listed on the website, and when you call to find out, you get a recording that may or may not mention the box office. Every link you click on the website (or phone menu choice) directs you to Ticketron (or one of the other online vendor agents). Sometimes they force you to open an account on the agent's website. Then by the time you pay all the fees and add-ons, a \$50. ticket may cost upwards of \$80! I'm somewhat sympathetic with live theater and small concert houses that have a relatively small number of seats to sell for each performance. The want to save on box office/phone staff, and collect a little extra in "facility fees," or whatever. However, the nonsense fees are just as bad, or worse, with huge stadium-sized venues. Personally, if I pay an exorbitant amount for a ticket, I expect to see an EXTREMELY good performance. Not many shows can live up to that extreme standard. So I have <u>largely stopped going to live shows.</u>

First Name	State	Title	Body of story
Ryan	FL	Invitation Homes is making our lives a living hell!	Hi, my family has been renting a house from a company called Invitation Homes. We are in Edgewater, FL and all seven of us have been diagnosed with some serious health problems including heart problems, lung problems, GI issues (Gastroparesis, Gastritis, dysphasia, chronic constipation, nausea/vomiting and diarrhea) my 11 year old had h pylori, my husband has a gaping esophageal sphincter, lost 50+ pounds after starting to work from home and over a couple months time and has to have polyps cut out every year. We all have chronic pain, chronic fatigue, chronic flulike symptoms, dizziness, can't concentrate, hardly able to leave the house, rashes and infections. The rental company has been lying to us about repairs and problems with the home and I finally applied for FEMA after the two hurricanes and found out just how bad the house is. We have bad plumbing that makes the master bathroom overflow constantly and it floods the bathroom and the bedroom, the roof was supposedly fixed six years ago but wasn't and all of the walls and floors are full of water and bulging out on some spots, black mold along with other mold, flooded carpets that haven't been addressed or replaced, the AC would stop working and flood the floor every 1-2 months and we would have to leave. The company came out after they found out that I had FEMA here and they claimed the house was safe and habitable with no mold, even after they were told there was. They sent an unqualified vendor to do some work who actually scraped black mold and made it airborne and spread everywhere. This caused us all to become even sicker and the company did nothing to help us out. Walls have been cut out and tarped off and we've been without a stove, kitchen cabinets and countertops for two months. I was supposed to have a heart procedure over two months ago and I can't while we're in this house. It's not only made us extremely sick, but our financial situation has taken a huge toll because of this. We are desperate to bring attention to this situation as we found out that we aren't the only ones dealing with this. There's other Facebook groups created for tenants of Invitation Homes and many of them have the same issues and medical diagnosis. The only one of us to get better is our 22 year old son who joined the Army and got out of the house. He's now stationed in Alaska and has been home twice. Both times he was sick within hours. The last FEMA inspection was on 12/20/22 and
Daniel	PA	Preventing internet updates	The note of fees is causing the act of shying away from a NECESSARY internet service update, with this household on a hard amount of \$\$ and budgeting for a month given the age of the parents and for me looking after them. Not to mention, fees for "equipment rental" when the option to buy the same equipment is not made available, as well as it not being made clear that one can go out and buy equivalent hardware and then return the provided equipment. This is NOT the only example of fees causing budgetary issues from month-to-month, believe me. This, however, is the most prominent, DAILY issue that keeps rearing its ugly head, and it's actually impacting my bottom line.
Wes	TX	PDI dealership fees	These inspections fees are a farse and incredibly magnified when compared to cost of labor to inspect a vehicle / RV. I was recently charged a \$1595.00 PDI on an RV I purchased used from a dealership. The dealer was already receiving a percentage of the sales price.
Charles	NJ	Cable Fees	Price gouging. Thinking of dropping cable and just pay for internet, so we can pick and chose which services we want.

First Name	State	Title	Body of story
LOU	IL	\$\$\$\$\$\$	fees for use of credit cards at at gov. and other establishments. use life insurance paper fees for paper billing. .
James	IN	The technology is great but the business practices are not customer friendly	I have been a Comcast/Xfinity customer for many years. This year my monthly bill went up over \$30 for what appear to be "junk" fees. I called Xfinity on January 16th and reduced some services to lower the bill. I was told that I shouldn't pay the bill received at that time and a new bill would be sent. Not having received a revised bill I went on line and noticed that the bill amount was the same as before. After going through numerous quequeing sequences and getting cut off I was sent a link by text to my phone and the link didn't work. I finally got through to a human being (Mike) who was hard to understand. When I tried to explain the situation he said "you are not listening to me". When I said "OK explain it again" it was obvious that I had to pay the former amount now (which I did by credit card to avoid services being terminated) and that a future bill would show the adjusted amount. SUMMARY: 1. junk fees, 2. significant price increase(s), 3. difficult to get through to an agent, 4. two different / conflicting explanations given by agents in 2 phone calls
Wes	TX	Automobile Insurance	My Auto insurer raises the cost of the insurance if its paid monthly rather than annually. There as \$380 difference on my policy (Germania)
Meghan	TX	Paying to pay!	Not only are 'convenience fees' for paying online everywhere, but they're ridiculous. If you have the convenience of paying your rent online you're also paying another 10% on top of it! Event ticket fees are prohibitively expensive, not due to the base price but due to all the venue and convenience fees tacked on top. Life's already too expensive when eggs are \$6+ a dozen, do we also need to pay for the privilege of paying for something?
ED	IL	Broadcast utility fees	Broadcast utility fees are ridiculous. Not only are the broadcaster and the cable company receiving revenue for commercials that are placed in broadcast feeds, but they insist on charging for carrying the channel in the first place. There should be no charge for carrying a channel which is free in the first place.
Christopher	WA	Convenient for whom?	All of us have purchased items on-line or paid bills on-line. Many of the transactions have 'convenience' fees for the convenience of doing the transaction on-line. I find that flustering and ironic. Those same transactions when done via traditional methods (calling a phone center to use a CC, or snail mailing a bill) actually cost the providers more. So, their costs went down and instead of just taking the savings for themselves (which is fine) they add a convenience fee and further add to their profits. This is already convenient for them. Rather than hide the true price of the service behind additional fees (making shopping comparisons harder), just be honest and put it in the base price. On-line transactions are more convenient for the vendors than they are for consumers.

First Name	State	Title	Body of story
Lawrence	FL	Get rich scheme	I rent cars and the additional fees are outrageous. My phone bill and utility bills have fees. If I were to put down all the fees I am paying, it would equal 1/8 of my Social Security. Ridiculous.
peter	ME	Airline seat choices	I booked a flight for 2 on British Airways. I paid for upgraded tickets and after I checked out I discovered I had to pay an extra \$550 to choose my seats on my flight ahead of time. There was not a direct flight so that meant charges for 4 seat choices for each person.
Howard	MD	No more useless fees	Why should anyone in their right mind pay a fee to pay a bill.
Cheryl	MA	Utility fees	The number of fees on our monthly Eversource electric bill has gotten way out of hand. On the bill which came last week under "Delivery" there were 22 items listed. Six of these were very small credits (the largest being \$3.57 and the smallest was \$0.07) and the rest were charges including a \$6 fee for being a customer. The total bill was over \$300.
Natalya	CO	Hidden court fees	If one estimates court costs off the fees posted, they are off by thousands of dollars, orders of magnitude higher than posted modest ones. They supposedly go to various organizations. Or traffic tickets that are issued to get money off the drivers, and then balloon. When justice system has a conflict of interest and financial gain, we all lose trust in it. From more daily consumer lives, if a company incurs a 3rd party costs, it passes them onto consumers either as a separate fee, or as part of the total cost. In the latter case, the companies will roll fees into a different category. Banking fees and overdraft do not need to be a one-size fits all, like a \$30 charge for a \$10 overdraft. Definitely most communication bills have fees that may add up to exceeding the cost of the service, and they are listed as mandated by some authority. I would like to see clear motivation regarding such fees - what real harm they are remedying and where they are going. Are they income to the collecting organizations, are they taxed, if so, how?
Patricia	NY	RV	Campgrounds changing to a resort in their name just so they can charge more money for the same thing. Paying a fee to get information about a product I purchased from them.
Keith	OR	Comcast rip off	The bill gets bigger but the service is less all the time. Fees and pass through costs that make more profit for the corporation. Wow, a hundred stations, but only 20 are viewed. You pay for programming but 80 % is worthless.
Alvin	CA	AT&T U verse rip off	AT&T uses the "Corporate" fees added on all of the U-verse charges adding approximately \$34.00 a month to my already overpriced monthly charges. They have a reason for all charges hidden that I inquire about. Then are the worst.
STEVEN	OH	Wireless gateway fee	Very weary of the monthly \$9.99 fee listed as "wireless gateway fee". It is the same old ZyXel unit they have been issuing forever (maybe talking 10-20 years or more??). I have gone in to get an updated unit periodically and they keep issuing the same unit to me in exchange. They are very opaque in identifying what technical specifications are required to enable us customers to purchase our own units with updated features. Definitely a perpetual revenue stream for something that I can't get a straight answer to which would enable me to informedly purchase my own unit for much lower long term cost. Extremely expensive units for what they are not!

First Name	State	Title	Body of story
Pat	MA	Comcast/Xfinity	Comcast charges the following fees: Dir assistance \$2.49 which I do not use. Taxes fees and other charges \$10.80 and especially Regional Sports fee \$14.10 which I NEVER watch.
Steve	TX	Deception	Anything tacked on the am advertised price other than ales tax is a complete deception. We have \$35 phone lines that add up to almost \$500 a month with stupid fees. It's deceptive at best and predatory in reality. End this.
Carole	CA	IRA Scam	Credit Union IRA pays me \$.99 per month & quarterly transaction fee is \$5.00. Haven't made money for two years; lost money on investment.
Linda	FL	Driver license fees	Every year you have to renew your tag so why do they charge convenience fees on top of it ? Dosent makes sense it's like 7.50 added on to all the other fees and taxes
Edward	DE	Sick of Stupid Fees!!!	I am sick of getting charged fees every time I go to pay a bill or buy a ticket to something! These stupid fees add up and I am tired of paying them! Make the fees illegal!
Samuel	VA	Fee for using credit card to pay personal property taxes	I went to pay my personal property taxes and to my surprise was charged an extra 3.5% for using my bank card instead of paying with cash. Just another way to squeeze as much money out of hard working tax paying citizens.
Linda	FL	Verizon charges conviene fees	Charges big fees every month even though my bill is on auto pay
Martha	MD	Fees totally out of control	Cable Bill is out of control. I had the Comcast Triple Play but had to switch to double play and eliminate home phone. Also, eliminated the prime TV. If I go down any further, would only get approximately twelve chanel's and non that I watch. As a senior disabled widow, I don't get out much. TV and internet is my only contact me with the outside world. I really don't know what I am going to do.
Darrell	TN	Concert ticket "fees"	Ticketmaster and other online vendors charge exorbitant fees when buying tickets. Two \$100 tickets ends up costing around \$300 with all of the various fees they tack on. It absurd.
Kristine	CO	Flight Fees and Entertainment Ticket Fees	<p>It has become almost impossible to compare airline tickets due to fees. The last time I bought a ticket it took me nearly five hours to calculate the actual cost and by the time I did the ticket I wanted to buy was gone.</p> <p>Also with fees for opera tickets, botanical tickets and other venues are suddenly tacked on the end with out any specifics as to why they are there and who is the beneficiary of these fees.</p> <p>I have never calculated the total cost, but I don't appreciate that lack of transparency.</p> <p>Thank you.</p>

First Name	State	Title	Body of story
Robin	CA	Disabilities Discrimination	I am an elder with multiple chronic illnesses and disabilities. It is my strong belief that especially fees for paying online, & fees for local TV stations from cable & satellite television providers, discriminate against people like me, & represent an undue burden & refusal to make a reasonable accommodation for our disabilities. When ones only source of contact with the world beyond one's living space is the TV & the mobile phone, these fees can add a substantial amount in expense which must come from somewhere — in my case an income consisting of SS-Retirement & SSI, of which 44.3% goes to rent not including gas & electricity. When these two utilities are added, in the peak usage months of mid-summer & mid-winter, the total consumes 50.8% or more of my income. For people living on the financial edge & below the poverty line, these fees can make all the difference between eating & not eating for several days a month, between a winter-weight jacket or coat & no way to keep warm out of doors. These fees are not fair to anyone but are especially brutal & cruel to those who have no other options, the poor & disabled, the almost completely housebound like me.
Cynthia	NY	How much do we have to pay???	Staying at a nice (aka an expensive) hotel, we were charged a resort fee for a pool which we didn't use. The pool was outside and it was winter in Vermont. We spoke with elderly walker and wheel chair bound seniors who were also charge and also did not use the pool. The room rates were high enough the resort fees were not necessary. Concert fees with the ease of computers these days why is there inconvenience and handling fees.
mara	MA	Expensive Humans	I had to pay an extra \$9.00 to speak with a live person at RCN regarding question about a bill.
JOHN	WA	Entertainment Fees	I greatly object to fees that are levied for Ticketmaster brokered shows. We recently bought two tickets for a show at the Paramount Theatre in Seattle. The fees for the two tickets were \$43 on top of the price of the tickets at \$100 each. Earlier this summer we bought tickets for shows in London and the total of the fees were \$18 and the tickets were less than \$250 to see Hamilton and "& Juliet". Further, the fees that are hidden inside our cable/internet package per month are ridiculous and are difficult to figure which ones are taxed and what ones are just add-on fees.
Frank	FL	\$30 in 15 months on my cable bill	I signed up for a promotion. \$127/mo locked in for 24 months. So I thought. They increased my box fee, my sports package fee and my broadcast fee by a total of \$30 in only 15 months! If you advertise a special you should be held to that price for the duration on the special.
Al	NJ	Unnecessary utility fee	Paying a delivery charge fee for natural gas! Its been coming through the same gas pipe for over twenty years!
LARAINÉ	CO	Movie theatre pay online reservations	Why am I charged a fee for paying for a reserved seat at a movie theatre. I'm doing all the work.

First Name	State	Title	Body of story
Neil	NM	back-end car fees	The auto purchase experience is stressful on so many levels. After you've negotiated a price and relaxed because it's all over, the smiling finance person adds a document fee that could be as high as a thousand dollars or more. These fees didn't exist at one time, but now dealers insist it's the cost of doing business. The MSRP is supposed to cover all aspects of the purchase. If the inventory is plentiful, you might get a discount. If (like the last two years) vehicles are difficult to come by, you may pay a bit more. However, the doc fee is simply extra profit charged to the unwary. It's not fair.
Michael	CA	Why?	I find resort fees to be the most offensive. When I first saw them, I assumed that they were state taxes of some kind. When I realized they weren't, I hit the ceiling. They are not included when you make reservations on line until the reservation is complete, and there is no rhyme or reason to how they are calculated.
Chuck	MA	extra needless fees	extra fees at checkout for purchasing on line and sometimes in stores extra cable fees extra fees for hotels and motels extra router fees
Janelle	MN	Incur convenience fee if using debit card for payment	My hair salon charges an extra fee approaching \$20 per visit for cut/color when using my debit card as payment...I now write a check for the those services, but tip using cash. The business that services my car also does the same @3%. I now pay them by check.
John	ID	Concert tickets	I saw a concert that I was interested in purchasing tickets for, the price was for tickets plus fees. Nowhere on IC tickets website does it say what those fees are. Maybe located in some fine print somewhere but not transparent. Lawsuits against LV hotels for this same reason. Upfront pricing is needed.
Julie	NJ	Added percent for using a credit card	Having a percentage added to every transaction that uses a credit card is a huge tax being imposed. That is happening all over the place here now. This should not be allowed, period. Now that every system uses credit cards and so many places don't even want to deal with cash, now we have to pay for the privilege of using the system you wanted us to use all along and get a huge fee in return?
Grace	NY	Cable	Looking into other options. Cable vision is ripping ppl off. They should not be allowed to be a monopoly.
Deana	NM	Fee just to pay your bill!	I was not notified that Farmer's homeowner insurance would charge me a \$2 monthly fee just to pay my bill! I said I wanted autopay, so they take a monthly payment out of my checking account plus a \$2 fee. That is like paying 2% interest monthly! \$24 per year to pay my bill. Once I figured this out it was almost impossible to get it stopped. Every time I call them it takes at least 10 minutes just to be told to call a different number. I finally figured out how to cancel the autopay and will mail a check after they mail me a bill. Surely the cost to generate and mail the bill will cost them \$2! Nothing makes sense anymore, except that most people probably pay these fees every month without knowing they're paying them, and they probably average 10 fees per person per month. This is outrageous.

First Name	State	Title	Body of story
Tom	AZ	Broadway in Tucson shows	These shows, held in a University facility WITH A BOX OFFICE, force customers to buy tix through Ticketmaster where the "fee" markup on \$100 ticket is MORE THAN 20%. Outrageous.
Janice	MI	Bogus charges	I pay my Magic Jack bill in full for 1 year and then a month later they are sending me a bill for 911 charges. What gives. As a retired senior citizen these bills really mess up my budget. I don't have extra for all these charges. One of my credit cards charges extra when you make your payment if you want your payment to be applied to your account right away. How fair is that? The payment clears my bank the same day I pay it to them but I have to pay extra if I want to access it before 7 to 10 days!!! Shouldn't they pay me interest for having my money? Since I am disabled it's hard to get down to my City office to pay property taxes so I have to pay them on line. Yes you got it, I have to pay an extra fee. And I could go on and on. Please stop these companies from charging extra for every little thing.
Steven	MI	Extra Comcast Fees in Michigan	<p>In our neighborhood, we only have one provider for cable TV, Comcast. This monopoly has resulted in consistently higher prices than areas that have at least two providers. Our last Comcast bill, dated 1/24/23, had the following extra fees: Broadcast TV Fee \$20.70; Regional Sports Fee \$10.15; Regulatory Cost Recovery \$0.83; Franchise Fee \$9.05; Public, Educ & Gov't Fee \$0.92; Federal Universal Service Fund \$1.57. \$43.22 total, which was over 15% of the total bill.</p> <p>We have a triple play package with Ultimate TV cable (and DVR), Xfinity Voice phone and Gigabit Extra internet. The total bill comes to \$282.97 with \$80 in "discounts."</p> <p>We have to renegotiate this contract every year or two to keep a lid on the constant raising of the price. Even after we "locked in" a rate 6 months ago, they still raised the rates in January with their system wide increases. So, the "lock in" contract was only in the "package" price. When the package increases, so does our rate.</p>
HOLLY	FL	Greed is taking over this country.	As many others before me have remarked, cable bills, all utility bills take advantage that they're not regulated, for elderly people on fixed income it is even worse. Greed has taken over this country!
judy	MN	Businesses charging consumers who use their credit cards!	Its ridiculous that businesses are now charging customers to use their credit cards! The credit card company rewards consumers to use their cards, and now the businesses are taking that away! The consumer is caught in the middle - with nothing, or next to nothing! This is NOT right!

First Name	State	Title	Body of story
Pat	CA	Airline fees	I was an airline employee for 10 years when traveling was such a luxury. I Miss those days!! Now you have to pay for calling the reservation center to talk to a human being because of a problem you had with your scheduled flight. You have a fee for requesting an assigned seat, a fee for your carry on luggage, for the large suitcase you may be taking on that month long vacation and some flights only allow a personal item so I guess that means wearing all your clothes in layers for that 5 day trip. Absolutely ridiculous and from what I understand, airlines make a bundle on all of these with no limits on what they may want to charge for whatever else fee they want to introduce. I rather know from the start that my ticket is going to be \$600 and that's it instead of the fare of \$350 that has all the fees imaginable added to it and ends being \$700.
John	FL	Vegas ripoff	Years ago several hotels in Las Vegas started charging separate 'resort fees' which usually included 2 bottles of water, gym usage, pool usage, and free phone calls. This was created so they can advertise low room rates that travel agents then can only get a % of that advertised rate. The resort fee is considered mandatory but never included in the advertised room rates. I have not gone back to Las Vegas since these ripoff rates were added. You even get all those local taxes applied to the added on resort fee. What BS. Too bas as I used to visit Las Vegas several times per year. No more.
Lynn	NJ	Internet and cable TV costs	My Internet and cable TV provider tacks on fees for everything and there is no competetion where I live; they have a monopoly, at least on the Internet. I recently cut out my cable TV just to get the bill down but I am still paying \$120 for internet alone, along with rental costs and fees for the services. Then, when I need help, it is impossible to find their customer service number to speak to an actual person, so all the fees we have been paying are not going to pay for that! In order to have an educated populace, people need to be able to access information digitally and these companies make that hard for those on a limited income.
Luis	FL	Shame	Between the electric bill, water bill, cable bill and don't forget the gas fees any other fees that they could think they are making people making chose to cut back of what they could enjoy. These are hard times with grocery so high, gas, and other necessity that people need. I paid over \$300 per month on fees. I'm retired but sometimes fees make me go crazy. This should stop the 2% percent don't care congress even less, this is a disgrace that the other 98% could not enjoy more services for less.
Vivian+F.	OH	Out of control	These fees are out of control, especially with my internet and electric bill. I do not receive cable due to the expense. With being on disability, my money is tight. These added fees cause me to be extremely cautious how my money is spent. If I want to do something special, there are "processing" fees. There are "convenient" fees; fees to bring groceries out to your car, and the list continues. It's totally out of control!!

First Name	State	Title	Body of story
HENRY+J	LA	Show me some respect!	Some restaurants now deliver a dining bill with 2 balances. You pay one price to pay with cash and about 4% more to use a credit card. This is usually a Hidden Fee at the backend of the meal since it's hard to know this before ordering. In New Orleans, I recently encountered this at Lakeview Harbor restaurant, Beachcorner (correct spelling) Bar and Grill, and at Fat Harry's restaurant, although the latter had it on the menu and Beachcorner had a sign posted. I don't go to those places any more. Ironically, I would still be their customer if they raised their prices by 4%, or even 10%! But I refuse to participate in their consumer deception and dishonesty.
Robert	WA	Been ripped off many times by cable companies and WiFi throttling the streaming video channels	I had been with Comcast since 1985 but they'd rather reward they're new customers than long term , basic cable with around ten channels and internet was 65.00 but over night with notice doubled .The system was so slow its like dial up with no credits for disruption of service .Went to Century link and signed up for auto pay but they never took it out causing me a huge 400.00 bill at one time and very rude representatives . All fees for any purchase should be available before purchasing it !
Dea	OH	Squeezing us	Utilities are notorious for their fees. So are cable companies. People on a fixed income are squeezed to the point that there's no more juice.
Debbie	MB	Banks and credit cards	There seems to be fees for everything taking your money out of a bank or machines credit cards seem to be charging more every day it just to much for everyone so why do they get a way with it there's no reason for all these fees do these companies not want ower business
Sharon	TX	Concert Tickets and Hotel fees	It's become a real issue with the cost of entertainment/ concert tickets with added fees that often are more than a third of the cost of the ticket itself. Ticketmaster and other ticket resellers are charging outrageous fees on top of the cost of the ticket. Hotels are doing the same - charging " resort fee" and giving the consumer nothing for this additional cost .
Madonna	FL	Straw that broke the camels back	The worst fee I've been charged was when I went to an ATM for cash. I have a no fee for using ATM's type of account. I put in my card and it asked if I wanted to see my balance. I accidentally hit yes. Then continued to make a withdrawal. When I got my monthly statement they had charged me \$10. We have \$400,000 in that bank and they are going to charge me to see how much is in there? Most people won't notice. They are making a fortune on us with this
Julie	CA	Fees on sport and music venues, hotels and now to pay my bills!!!!	It's bad enough getting reamed with extras fees when buying tickets to anything these days or to stay in a hotel. Recently, my auto insurance provider eliminated the ability to pay my bill with a check. The only options are pay online with a credit card or bank account and pay a fee or allow auto pay which I will not do. These fees are abusive and need to be investigated.
Susana	FL	Cellphone companies	I just switch to a new cellphone company "the most reliable company" they have 3 different extra fees added to my final monthlly bill and when i ask why they cant even explain me why they charging those fee, "just because" its a total of almost \$15 dolars extra a month. Its outrageous!

First Name	State	Title	Body of story
Lisa	TN	Fees are outrageous and out of hand	Mini concerts I have declined to go to due to all of the additional fees. By the time I pay for two tickets, the fees are about 50%, or the equivalent of a third ticket. Additionally, all the fees, tacked onto hotels and resorts prevent us from taking vacations.
Gay	CO	Fee'd Up!	Where do you begin? There are fees for most everything! Xfinity/Comcast...our basic package \$90, the TV Box and remote and the internet equipment is \$24 (which is fine) then...Service fee \$36.90 (which includes the broadcast TV fee \$28.90..really broadcast TV?! and the regional sports fee \$8.00), "Other Charges: \$6.06, Regulatory cost recovery?? (what is that) \$.09, Public, Educ, and Govnt fee, \$.50, Franchise Fee.. \$5.47. So what started out as \$114.00 for the basic package and the equipment ends up being \$157.87. Included in that amount is \$.91 tax. Additional fees ends up costing \$43! That's 27.39% of the monthly cost! Ridiculous! Even worse are concert tickets the 'ole "convenience fees/service fees". I live in CO where Red Rocks is a popular venue to see musicians. So for \$150 ticket which is in the "middle" of costs, the service fee is \$43...for what?? \$7.50 for "flash seats" whatever that is?? They have no obligation to tell us what these fees are for and the definitions of all the fees. So again that comes out to 28.67% of the cost of the ticket...We can't go anymore. This is just 2 examples of how fees are controlling our lives, our wallets, trust and quality of living.
Steven	PA	Cable Bill Charges	My next cable bill went from \$210 to \$245 with no explanation as to why...and this is for only two TV's and Internet. My wife and I went to the local Cable Company store to question the increase...I mean...not a \$5 increase...a \$35 increase per month yet nothing has changed. My wife and I had to change TV programming and Internet speed and lose a TV (now only 1TV) to get the cost back where it was...also...there are \$32 in secret charges on the bill...a real monopoly and/or scam.
Randy	AZ	Verizon Plan Rate Increase	Last summer Verizon decided they needed more money, so they arbitrarily tacked on an additional \$12 monthly charge to our 2 line 4GB plan. Just because they could. The premise is to get us to move to a 5G plan which, after investigating it, would obviously cost us more. We were (somewhat) happy with our original plan, but we are now looking at moving to Consumer Cellular, which for 2 lines and more data, is less than half of the monthly Verizon bill. Less than HALF !!! It's unfortunate that companies are allowed to increase their bottom line at the expense of the consumer, in the form of frivolous and unnecessary fees. Comcast did the same to us until we cut the cord with them.
Charles	NC	Cash	I hate convenience fees. I also hate being charged by a 3rd party for processing a payment..l
Colwell	VA	Ticketmaster	So sick and tired of planning to see a play or concert, selecting my tickets and seeing one price, then checking out and seeing Ticketmaster add 25%. They produce nothing, except headaches.

First Name	State	Title	Body of story
JOHN	NM	Automotive Options	There seems to be a growing trend among automobile manufacturers to charge subscription fees to use options for which you have presumably already paid; for example: heated seats, adaptive cruise control, lane keep assist, etc. Combining this with creative bundling could add a huge expense to your annual operating costs. This is a practice that needs to be stopped before it becomes universal!
Joseph	OH	Fees	Internet fees gas fees hotel fees license plate fees they are all around us
Ardelle	FL	Fees to pay a bill	It cost me \$12 for the " Convenience" of paying my car payment
Sandra	IL	Paying Fees	<p>Paying fees. It's gotten worse over the last few years.</p> <p>Online Bill pay fee</p> <p>Late fee</p> <p>Users fee</p> <p>ATM fee</p> <p>Hotel key fee</p> <p>Everyone & Everything are making lots off charging fees.</p> <p>They actually have you right where they want you also.</p> <p>Have to have most of the services</p> <p>So pay the fee.</p> <p>Priorities are so messed up.</p> <p>If I could get all the \$\$ back from paying fees I wouldn't be as broke as I am.</p>
Harry	PA	Paying why to many extra fees just to live usually on high priced things at that.	I hate having to pay extra just because it legal to have to pay all the fees that seem to just be add on so the company gets richer and a month doesn't go as far as it did I am 71 years old and it getting crazy with all this fee this and fee that.
Jean	IL	Doctor office fees	My doctors in Carle charge a fee fir building use. You pay so much for the doctor and then the same amount to use that building the doctor is in. It can be as high as 300 per appointment.
Janice	OR	I have several items that I feel should be stopped.	<p>Just today, I was hit with a disconnect fee to extend my payment for an amount of \$20, yet my new bill is do in just 2 days. They couldn't wait until the 2 days for this \$20. The fee was \$15, which I couldn't pay in the previous bill because I was hospitalized twice at the beginning of the month and my fixed income wasn't big enough to cover that amount. I also, do not like all those fees you get with utility bills. Right now and for years, I've been paying for something involving a dam in upper Oregon, yet I do not benefit from this fee because I live in Southwest Oregon. Plus I get several charges for connection of electricity for so many days. Even our phone service has all of these fees. Even to pay a bill with a debit card. I have to pay with an ach to keep from paying this fee. I know when I was doing online sales, I had to pay for a bank to process my payments for my products. I couldn't charge it to the customer, so why do I get charges for a payment. Would they rather I send it by mail and have it stolen or disappear to keep their payment from making it to them? Even to send money to someone in prison costs extra. The inmate gets the money and has to spend it in their store plus charge the family extra money to process the payment. They are making buck off the backs of the poor on this one.</p>
Meg	VT	Resort fees? It's a hotel!	I'm always stunned to find resort fees tacked on to a regular hotel cost when it's not something you anticipate paying.

First Name	State	Title	Body of story
Laure	NC	Fees, fees, everywhere.	Paying online engenders a fee, paying late a fee, cashing a check at a bank it's written on is a fee, service fees, fees for services.
Donna	FL	Comcast	I'm retired and can no longer pay for extra's things like cable.....I'm being squeezed from all sides. New quarterly fees, med increases, food who thought eggs would cost \$8.00 a doz, condo insurance tripled live in Florida.....enough.
Kali	CA	Wells Fargo account fee	So If you have less than \$500 go through your basic checking account at Wells Fargo, they charge you \$10 a month. Because if you don't even have \$500 going through your bank account clearly you can afford a \$10 useless account fee.
Michael	VA	Comcast's Cash Grab	Several years back, we asked to be switched to Comcast's basic cable TV service for our area. We bundled it with internet service. Our total monthly bill was lower than \$50.00, but in recent years, we've seen fairly steep increases, all on the TV side of the ledger, so that our total now is \$65.80. The biggest annoyance is that although the charge for "limited basic service" for TV is a reasonable \$14.00 (I believe it was \$10.00 originally), the so-called "broadcast TV service fee" has ballooned from \$5.00 or so to an outrageous \$21.85!
Paul	CO	Fees make cost comparison impossible	This week we're hoping to book a family trip. The fees added for lodging only at the check-out stage make comparing prices impossible. The same is true for airfare.
April	FL	It all trickles down	We were recently charged a fee for paying our restaurant bill with a credit card. When we asked about it we were told the credit card processing companies are increasing fees that they can't afford to absorb. It all trickles down to the consumer. It's all ludicrous and has to stop!!
THERESA	MN	Ticket Master Fees	I wanted to attend a D3 college baseball game in US Bank stadium. The price of the ticket to the game was \$10.00, the fee from Ticket Master was \$10.50. The only way we could purchase the tickets was through the Ticket Master app. We tried for 30 minutes, but could not get the app to work for us so we could not purchase any tickets.
Joyce	PA	Ticket Master	I'm not going to tell you what I just payed for 3 tickets to Shen Yen so many fees it was unreal! It's a crime!
KEVIN	NJ	Verizon Fios, internet bundle "fees"	file:///var/mobile/Library/SMS/Attachments/f2/02/E8193724-C145-41D5-9691-D99189EE5611/IMG_1130.HEIC
LaRue	WA	Usurious Fees	Yakima County Washington..fees for paying property taxes in line..plus late penalties which are usurious. Motel and hotel resort fees. Cell phones, internet. Grocery stores charging for cash back.
Ryan	IL	Fees everywhere!	Cable and wifi, telephone and streaming services all add fees and give you no choice. One of the worst is "resort fees" from hotels for internet, swimming pool, fitness center —things I don't even use.
Chris	PA	Fees, fees everywhere!	The fees are everywhere. Cable, electric, cell phone, internet service, concert tickets, DMV, use of credit cards, hotels/Air B&B. It's ridiculous.

First Name	State	Title	Body of story
Michael	IA	"Free Cell Phones" end up costing over \$1000	We were recent victims of one of those teaser television ads touting free iphone 14s for everyone--even existing customers. We had been long-term customers (myself and spouse) with iphone 6 and 8, but the newer technology was appealing. We went in to get the new free phones and sign up for a new plan. We were told that we didn't qualify, because we had been on a "old" plan which had expired. Long story short: after numerous fees for "activation" etc. we ended up paying over \$1000 to get the new phones. They are nice and the service is good, but the ads are blatant lies.
Andalyn	TX	Movie or No Movie	I wanted to take my grandchildren to a movie. The 1 adult, 2 children tickets would cost \$24 before taxes. But then, a fee of almost \$6 to BUY the tickets was added at time of payment. Just the fee, cost almost the amount of another ticket! A 3rd grandchild was left at home with her Mom. :-)
Danny	OK	Ticket fees	Ticketmaster charges outrageous fees to sell a concert ticket. With the cost of concert tickets so high anyway but after all the fees, I just have to quit going to concerts.
Rebecca	GA	Pay a Fee to pay my Bill?	Our municipal water utility recently sent an URGENT TEXT MESSAGE plus Email DEMANDING we create a "portal" account" through which to make monthly payments and incur \$2.50 fee per payment. I responded thusly, [redacted] "In reply to an "urgent phone message" (reportedly from XXXXXX Water at (XXX) XXX-XXXX stating that I needed to set up a new payment method, please advise me of your reason or purpose in making such a demand. I intend to continue the convenience and environmental benefit of receiving your billing electronically. Do you intend to refuse electronic funds disbursed via "bill pay" electronic payments? Is there a conflict that will prevent future receipt of payment disbursed electronically through XXXXXXXX or other banks? Please confirm your posting of my most recent payment, Account Number: XXX-XXXX-XX, which was due 01/06/2023 and PAID 12/30/2022. See "bill pay" proof of payment attached. If my payment was misapplied my bank can trace it. I am not aware of any missed or late payment to XXXXXX Water (from me) since this account was established in 2001. I appreciate the courtesy of your response through this email or at the phone number below. MAYBE YOU SHOULD CREDIT ELECTRONICALLY BILLED CUSTOMERS \$2.50 per month BECAUSE THE CUSTOMER is OPTING TO SAVE YOU PAYROLL, POSTAGE AND HANDLING."
Susan	CA	ATT	My DSL is so slow and ATT is now charging (not part of my original contract) if you go over your data limit which is pretty easy to do when your connection is buffering all the time. We live in the foothills and for now this is the only service option we have.
Karen	WA	Communication fees.	Century Link now requires a fee if you want to mail the payment. You don't even get a copy of the bill in the mail. Comcast has raised the broadcast fees AGAIN! \$53 for BASIC cable! Both are RIDICULOUS!

First Name	State	Title	Body of story
Paul	TX	Fees to pay bills and questionable surcharges on utilities	It is ridiculous to charge us for the convenience of paying a bill online or over the phone. Two examples: I have to pay fifty dollars in order to be able to pay my property taxes. And then there are unexplained surcharges, like a monthly charge of \$7 on my ATT bill, and for which there is a note to call an 800 number to be told what it is for.
Sharon	TX	Yes I still have a landline	I had been paying about 53-54 per month for my land line. no frills, just the most basic service, not even long distance or caller ID. I noticed that my bill crept up to 71 over the last year. When I looked at the breakdown history, the MAJORITY of that cost increase is from ONE FEE going from 1.23 to TEN DOLLARS!! I feel like I'm being penalized because I want a landline!! When I got my first phone line in 1994, the cost was about \$14, that's about \$27 today. FOR THE SAME SERVICE. I'm paying more in FEES than I paid for a phone line 30 years ago. A phone line costs almost 3x times as much. WAY more than the rate of inflation, which averaged over the last 22 years at 2.2%. In other terms, the Honda Accord that cost 17K in 1994, would now cost 51K! instead of the 28K it does. Who would stand for that!?!?
Isabel	TX	Rent late fee's	Tired of rent late fee's plus additional fee's per day !
Mary	TN	Ticket and cellphone feed	Ticketmaster kills you in fees when the tickets are already outrageous and all of the extra fees for your cellphone service is ridiculous
JOHN	IN	FEES	I HAVE TO PAY A BROADCAST FEE ON MY CABLE BILL FROM COMCAST [THOUGHT THAT I WAS ALREADY PAYING FOR THEM TO BROADCAST THEIR SIGNALS TO ME]. I AM ALSO PAYING FOR THE BOXES TO RECEIVE COMCASTS SIGNALS. I CAN'T GET THE BROADCASTS WITHOUT THE BOXES. I ALSO HAD TO PAY THE BROADCAST FEE WHILE ON VACATION STANDBY EVEN THOUGH THERE WAS NOONE HERE TO WATCH TV.
Ben	GA	Hotel & Resort Fees	Any and all fees associated with hotels and Air BnB's.
Patricia	TX	Taxes and Fees on Airline Tickets	The airline is not the only one responsible for high air fares - the taxes, connection fees, security fees, fuel surcharges and fees to sit in a particular seat, are sky high!!!
Jane	MA	Xfinity and Verizon	Xfinity and Verizon have so many fees! My Verizon mobile bill is 40% higher than I was told it would be. It's all taxes and fees. I paid a start up fee for each phone to the store, and another start up fee for each phone on my bill. It added hundreds of dollars just that month. It's so deceptive!
Edward	MI	Support Fees	I have MetroNet and they charge me \$10/month to cover any repairs/house calls. At least with my previous provider this was an optional service. They also charge for using a Credit Card.
Peter	LA	Gym fees	I'm a member of Crunch gym and they charge a \$120 fee every year for "maintenance" the members should not be responsible for such costs it's all a lie to socialize the cost and privatize the gains and nothing changes anyway so it's a bogus charge to scam members.
John+J.	NY	Security for my online	Company "iWin- tonic every month call and ask hundred dollars more . Never answer my question were co is located . So next time i spoken to him told him if son is on geeks.com.Whats he doing he doing sitting next to me and doesn't know W.T.F. your talking to a FBI tracker know your talking fr. INDIA . He hug up . I havent used my laptop since .
Michelle	CA	Charged and charged again	Having to pay \$130 a night + tax and then charged \$60 resort fee and then the fee is taxed as well. That's what my father used to call bullshit!!

First Name	State	Title	Body of story
Dianne	PA	Debit charges	Utilities and several cell phone charge for using your debit card to pay your bill I've been charged anywhere from \$3.00 to \$8.00!! Depending on which bill it is.
Paula	CA	Cable and Ticket fees kill me!	Not going to say a lot because I think most people have experienced either cable or ticket fees. However, a ticket price shouldn't go up another \$25+ bc of fees. Especially for things like "ticket delivery fee" for electronic tickets. It costs them NOTHING. Cable is just as absurd. The sports fees really get me. We only watch local/network sports. Why am I paying another \$20+ for sports delivery that they say they "have" to charge when I can watch for free on a non-cable TV.
Katherine	NC	Fees and more fees	Fees to pay car/home insurance in installments instead of all at once. Fees to pay online payments with government websites. Terrible phone/internet fees. Where does it end? Painful for any family. Add it all up and it is not trivial.
Edwina	OK	Billing convenience fees	Just a few years ago the utilities, phone and cable companies were begging us to pay online. Credit cards as well. There were no fees for this service and it put the payments in the utility companies banks fast and most efficiently. Fast forward to today...these companies have closed their offices where before you could physically go to make your payments, savings these companies the brick and mortar overhead and employees salaries and now they charge me 3.50-5.00 each month in addition to the monthly bill. Add in the extra charges added to my phone, internet and cable bill I'm looking at 30-40 dollars additionally a month, 360-480 dollars a year. As a senior on Social Security these extra fees create a hardship on my limited income.
Lauren	CA	Fee to take \$\$ out of 401k	My previous 401k company was charging \$50 every time I wanted to take a withdrawal. This was for something done on their automated phone system. No human needed at all and computers do all the work.
Robert	VA	Xfinity	I don't understand all the ridiculous fees that xfinity has and the made up taxes, just don't get it, plus it's over \$9.00 to pay online now, crazy
Neil	CA	Some fees are for a purpose	Let's face it, we've all been hit with a fee, and no one likes it. Many of us can't afford them. I for one hate junk fees. Some fees have a purpose, such as late fees on rentals or loans, to recover hidden costs when people pay their bills late. But, most are sneaky ways for a corporation to pad their profits.
Peter	TN	Ticket Fees	Purchasing tickets to events is impossible without incurring a "convenience fee". Really??? There are no other options to purchase tickets. What exactly is the convenience?
David	TX	Fees are a normal business expense, hidden from consumers until checking out	All the fees are out of hand. They are on everything. Companies just need to build these normal business expenses into their pricing, but they want to make their rates as low as possible and make it more difficult to compare prices. An example that drives me crazy every month is paying my apartment rent. I understand charging 3% for credit cards to cover their merchant fees, but then a \$5 service charge on top, even for EFT! This is the easiest payment to process for landlords. So I use free bill pay from my checking. It is a minor pain for me, but I know it is more costly for landlord to physically process a paper check.

First Name	State	Title	Body of story
John	NJ	HOTEL RESORT FEES	<p>Non-optional hotel resort fees - are there any that are optional are highly deceptive. Imagine me scrolling on line at Expedia comparing hotel costs, selecting one which seems to offer wonderful value, complete booking, go to trip and then discover a \$75 per day resort fee.</p> <p>What does the non-optional fee provide? A pool. A WIFI. Isage of the telephone. A workout room. Towels. Stuff any hotel has but because this is</p>
DAVID	IL	Opt-out Fee - Consumer Cellular	<p>Was surprised to be charged \$5 per month from Consumer Cellular as an "Opt-out" fee from their Autopay service, even though my bill was paid by credit card electronically every month. The only thing they did was send a monthly email to let me know of a new invoice. I did sign up for Autopay after a couple months of noticing that my bill was higher than normal due to this new fee. Did not expect something like this from CC!</p>
Julia	SC	CABLE FEES, every last single one of THEM add FEES when THEY say THEY wouldn't	<p>CABLE FEES, every last single one of THEM, when THEY tell YOU that YOUR BILL wouldn't change and every single month THEY ADD ON EXTRA TWO to THREE cents and THEY don't care if YOU PAY the bill on time THEY still add on to YOUR BILL every single MONTH!</p>
David	OH	Printed Statement Fees	<p>How would a consumer know the final cost, when or where to make a payment without a statement ? Yet many companies use an added fee to "quietly" increase their profit!</p>
James	CA	Cable TV fees	<p>Spectrum cable has too many confusing fees and keeps raising rates, with no explanation</p>
William	NY	Cable and internet Electric power - ConEd	<p>Not really a story. A bucket load of itemized junk fees for Spectrum cable and internet and for ConEd electric power. For ConEd last bill was for \$83.11. Of that, only \$28.62 was for the electric supply charge (and that included an additional "merchant function charge" and "GRT & other tax surcharges"). The balance of the \$83.11 included a "basic service charge" of \$19.41, a "Delivery charge" of \$28.18, a "System benefit charge" of \$1.03, another "GRT & other tax surcharges" of \$2.39 and Sales tax of \$3.58. Spectrum Cable and internet even worse.</p>
Deborah	FL	Giving our Social Security Increase to Xfinity	<p>This is a short story, but not a tale of fiction. 1-1-23 our "Broadcast TV fee" increased from \$16.60 to \$23.20. The "Regional Sports fee" only increased by \$1.00 to \$14.90. The end.</p>
Michael	OR	Comcast Nickle and Dime	<p>I negotiate a new 2 yr rate with Comcast at a set price. Then a few months into the new contract my rate goes up because of all kinds of strange fees. What the heck is going on?</p>
ALYSON	NY	For my convenience I can Increase my taxes by 3%	<p>I wanted to pay my real-estate taxes online with my credit card until I found out there was a 3% (not \$3) convenience fee. That's hundreds of dollars.</p>
Kristie	PA	convenience fees	<p>Why? Just why? It is not a convenience. You have a product to sell, it can only be purchased online, and you charge us a fee to do so. Concert tickets, sporting events, community events - it is absolutely ridiculous.</p>
Kathryn	MA	Pizza rip off	<p>Besides the actual cost of the food ordered and the delivery charge that I understand and accept, it ticks me off that I'm charged 50 cents for paying by credit card AND a \$2.00 fee for "processing."</p>

First Name	State	Title	Body of story
Danielle	OH	Trash fees	I've cut cable out and some other internet apps that give you shows cause of fees that were so stupid and didn't benefit me what so ever but the company. Already paying a butt load in taxes why are these companies getting away with these little side fees that make no sense I'll tell you why it's extra money in their pockets we need someone to stand up for us and tell them No not anymore,even cellphone companies are doing it on top of the pricey service we're paying for !! Please stop this we are already being gauged !!!! enough is enough of it ..
Debra	TX	Cable TV Fees	The cable fees are getting out of control . I had to cut my phone service off because I'm on a fix income thank God a friend step in to help but it shouldn't be that way in the first place for me it's very important to have all necessary services available for senior citizens. The service is poor and you get talked to poorly on the phone when you call to ask why please help with this problem.
Lee	NY	Satellite TV	My satellite provider has fee's on top of fees. Where I live there's 2 satellite providers. I can't speak for the second provider. But mine has more fee's than you can count. My bill in 3 years has gone from \$89. to an outrageous \$167. Besides the fee's the State and Federal taxes have soared. We were promised cable during Covid. They ran wires to the utility pole at the top of my road. The wire still hangs there.
Janet	VA	Why sports fees for a person who hates sports?	The fees on my Comcast bill for sports fees produces anger each month. I have never nor will I ever be interested in sports be they Olympics or "the National Pass Time" (waste thereof). Get rid of them please.
Crystal	MN	Fees	I am sick and tired of being charged garbage fees for just about anything! There are fees for cable, there are fees for using the ATM to get your own money out of the bank. It's freaking ridiculous! I am a disabled veteran on a fixed income and this is costing me too much money!
Linda	FL	Foreign Bank Fees~	I live in a remote area of Florida. Banks are few and far between. Either I drive 20 miles to my bank to use the ATM or use remote ATM's. These remote units are bank robbers! You pay \$3 fee to use them and Your own bank charges you another \$5 fee for your use of them! This ridiculous! Especially if you are only withdrawing \$20! I believe this is called Highway robbery!
Renee	TX	Death by fees	I hate all the nonsense business fees from cable to reliant to the processing fees for insurance. For example on my electric bill I am charged a third party energy charge from center point which doubles my bill each month! My usage this month is \$91.88 add in the center point delivery charge of \$47.46 plus a \$5 base charge and \$1.55 for tax reimbursed plus \$2.55 sales tax well then my friends you have a total bill of \$154.65 for December!! What a racket. All bills have hidden fees which in my opinion constitute as lies
Janis	WA	Cable TV: Canceled!	Mandatory "Broadcast" and "Sports" fees (I don't watch sports) finally resulted in me canceling my Comcast TV service, along with the useless Xfinity Voice add-on for the old landline number. Much happier (and paying less) with internet-only streaming, and an OTA antenna. And while I understand a fee to pay my property taxes online if I were to use a credit card, a direct bank debit to a govt agency should not have an extra cost - surely handling paper checks is far more costly? On the other hand, Comcast and T-Mobile each offer a \$10 monthly discount for autopay via direct debit, and if annual streaming subscriptions are available, they can typically save 15% or so.

First Name	State	Title	Body of story
Enid	OH	The Doctor Was In	Had a medical appointment with an ophthalmologist located in A Cleveland Clinic Building (Cole Eye Clinic). Had a reasonable co-pay which I paid. A couple of months later I got a bill for \$20.00 from Cleveland Clinic so I called to find out what it was about: a facilities fee! I felt that was unfair. The "facilities fee" should be folded into the doctor's fee and covered by the insurance and co-pay.
Gregory	AZ	Cox Cable, Multiple Rising Fees, Frequent Freezes and Drops	I'm one of scores of thousands in Mesa AZ at the mercy of the Cox monopoly for cable. In many neighborhoods, pixelating, freezes and complete signal drops have been daily for months, and often happen several times per hour. In a typical 30-minute program, 12 to 15 minutes are advertising commercials. In the wee hours Cox automatically changes the channels people are watching to an infomercial channel. My monthly bill has increased an average of 10% per year for the last 5 years or more and is now \$301 per month. The taxes and fees increase annually for being a percentage of the annually-increased basic service charge. All in all, outrageous, and the FTC is derelict for having done nothing about it.
Sharon	MO	Cell phone, land line fees	My cell phone and landline bill increase almost monthly. When I call, I am told it will be adjusted—but it is not.
Leshia	NJ	Nonsense	My cable fees and credit card fees are ridiculous and so are the bank and credit card processing fees
Sylvia	SC	Cable fees	After paying on going increases, in all kinds of fees related to cable, we decided to just drop it. I am now streaming using all the free apps on my smart tv. Not only has it been liberating, but I have an endless choice. I watch what I want, when I want, and save over \$100. per month. I only pay \$5.00 a month for Discovery +, an absolute bargain. I also do not miss any local channels like, ABC,CBS, NBC and such.
Zoila	NY	CC fees in restaurants	This new fee started about 2021. Every time you go to a restaurant and you pay with Credit Card they charge a 3.95% fee.
JANET	ME	Movie Ticket Fees	I have to buy movie tickets electronically, even in person, and there are extra fees. The cable tv fees have gotten so high that we had to choose a plan with less options.
JOE	NJ	Cruise Lines Unexpected Fees	They quote you a price per person, double occupancy and free Wifi, free drink package etc. Then when you book they add things like a beverage service charge and a dinner service charge. They also include per person, per day tip fees. We prefer to tip as we go, everyone we deal with on the cruise gets tipped by us and we tip very well. But this latest cruise has these new built in fees that we will try to opt out of. But we're told if we opt out of the "beverage service charge" they will cancel the "free beverage package. Doesn't sound like an honest sales pitch.
Maryann	DE	Payday lenders are crooks	I'm going insane trying to at back these gangster interest rates on payday loans and I'll never venture into this bottomless pit again

First Name	State	Title	Body of story
Arthur	VA	Verizon	<p>These are the Verizon Surcharges & Fees from my current bill:</p> <p>Local License Tax Surcharge .82 --- A Verizon must pay the customer is being charged.</p> <p>VA Gross Receipts Tax Surcharge .36 --- VA charges all businesses a monthly tax based on gross sales receipts; it's a cost of doing business, yet it's an add-on fee to the customer.</p> <p>Federal Universal Service Fee 6.56 --- In 1970, the largest crank phone system in the country was replaced; it was the largest, but not the only such system still being used. Over 50 years later, are there any areas in the country that don't have phone service? Congress needs to address this and eliminate it as no longer needed.</p> <p>PEG Grant Fee 2.52 --- This is required by localities, it is a tax and should be labeled a tax.</p> <p>Regulatory Recovery Fee - Federal .09 --- Federal Regulation is part of their business. This is just another junk add-on fee.</p> <p>Regional Sports Network Fee 4.67 --- I don't watch sports, why do I have to pay a fee to subsidize those who do?</p> <p>Fios TV Broadcast Fee 11.49 --- Another junk add-on fee.</p> <p>FDV Administrative Charge .99 --- This monthly line charge helps defray account servicing costs associated with providing voice services. There is already a charge for providing the service, this is just an add-on junk fee.</p> <p>The problem with Verizon Surcharges & Fees is those not imposed by government can be increased at will. For example, charges under Verizon control were increased this month by over \$5... pure profit.</p>
Wendy	CA	Fees I hate to pay.	<p>The \$1.00 Astound charges as a convenience fee to pay online. Xfinity charges \$9.00/ month to rent a TV box and \$20.25/ mo for broadcast TV fees. I cannot get broadcast TV without cable or streaming due to surrounding hills. An antenna does not work. \$4.48 for other fees on top of the cost of a basic cable subscription just to watch local and national news. All total \$54.73 to get local channels.</p>
Elle	PA	Bottomless pit	<p>Fees, surcharges, etc. When will it stop?</p>
Wendy	TX	Spectrum gouges its customers	<p>I'd switched from AT&T to Spectrum because AT&T's fees were climbing towards \$200 a month for cable. Well, Spectrum continues to disappoint and it has managed to slink it's fees so I'm paying \$330 a month now. And AT&T doesn't offer its service anymore. Now they're Direct TV and want to mount a dish on your house instead of the cable access they used to have. We need rules and regulations enforced by the FCC to rein in what these companies are allowed to charge for their services. Now that air broadcasts are digital, and my tvs are mostly analog, there's little recourse except to pay for cable to get any tv at all.</p>

First Name	State	Title	Body of story
Charlot	FL	Consultants are Ruining My Country	“Maximizing Profits” as an industry goal is ruining my country. Corporations are beating down the middle class, the backbone of our democracy. Time for some good, old fashioned boycotts to take place and stop abusive financial practices in every field: air travel, car rentals, telecommunications, hotels, insurances, bill paying, on and on. Read a new book called, “When McKinsey Comes to Town,” by 2 respected investigative reporters. Stop corporate malfeasance. It’s the worst it’s ever been and the government and court system are failing to act.
Ann	NY	Gouging made legal	We have Spectrum. Fees upon fees. And terrible, lousy service. We are going to dump them and find an alternative even if we have to lose some shows. It’s outrageous. Also the “fees” for ordering tickets online. Pure theft. I’m never buying tickets again unless I can get them in person.
JAMES	SC	Cell service surcharges	I noticed on our cell service invoice that we are charged "Admin and Telco Recovery Charge" of \$3.30 for each of our devices - two phones and one iPad (\$3.30 + 3.30 + 1.40 = \$8.00). So that is a quick \$96 a year for having these devices connected to the Verizon service. So much for our retirement enjoyment. Good luck with any help the FTC can afford. Thanks for asking.
Kathy	NY	No cable	I no longer have cable because of the ridiculous fees. I also limit my concert-going because Ticketmaster and Live Nation charge incredible fees for purchasing tickets. The last concert I went to, I paid \$70 in fees. That’s crazy.
Chad	OH	Hotel fees	When we go to Vegas, I am upset with the extra fees tacked on to our bills even though we don’t use any of the facilities that we are charged at checkout.
Lowell	WA	My Credit union Charges me \$5.00	My Credit Union charges me a \$5.00 fee to move my \$\$ from Savings to Checking. Sometimes when I am out of town somewhere and cannot transfer funds myself, I have no way to monitor the acct. I wonder if all the fees being charged go into a yearly Party fund for the officers
PATRICK	GA	Wire Transfer Fees	I cannot bring myself to understand the reason for wire transfer fees. I get charged by my bank to deposit money in my account???. How does that make sense? Living off of investments, this causes significant expense to me. And then there are fees related to phone service. Example: I recently upgraded my phone and tablet. One my next bill I was charged \$35 for a “one time fee” to upgrade my phone and tablet each, as well as \$6 each for “next up”, an added feature. Also \$1.99 Administrative Fee and \$1.50 Regulatory Cost Recovery Charge and finally \$.77 for Federal Universal Service Charge! I did contact my provider and pointed out that I had been a customer since I first started using a cell phone and they did wave some of the charges, but not all. Just two examples of many.
Gwen	OK	Utility Bill Fees	There seems to be fees on everything now. ATT charges a \$5 fee for phoning in a payment. Our Insurance company charges a monthly fee for mailing us a paper bill. Etc. etc. But Utility bills are the worst. The fees are steep and I’m not even sure what they are for. Does it ever end?

First Name	State	Title	Body of story
Raffaella	RI	Cable TV Companies	Simply put, the cable TV companies are outrageous thieves and larcenists. Cox Communications is a particularly horrendous, longtime offender, jacking up their already heinously high rates relentlessly — and with no advance notice to their customers, even longtime loyal customers who they do not deserve. I'd immensely appreciate if you could take focused corrective action and exposure against them. Thank you, Raffaella Kane
John	TX	Water Bill Fees	My city water bill recently changed the company that they accept payments through and the new company charges a "convenience fee" for making an automatic debit straight from our bank account. The service they used before didn't do that why the change?
Sharon	NJ	Visa Card 'convenience fee	Hello, I'm annoyed at the convenience charge from B/A Visa card charges for paying monthly HOA charges and my town (Morristown, NJ) assesses when paying my water/sewer bill. Yesterday, I was charged \$1 on an \$18 bill, total \$19 due to using my Visa card. All entities attribute the credit card company w/the 'convenience' charge. It's becoming the 'usual' and I'm rethinking benefits, etc..
Bart	AZ	Paper bill fee	Century Link charging 1.09 including tax each month for paper billing mail statement fee
Angel	CA	Fee for what	If you buy material at a hardware store, there's a paint fee, there's also a lumber fee, all for what?
Sharla	TX	Fee for service, THAT IM ALREADY PAYING FOR	Utility bill fees, hidden assistance fees to talk to customer service on just about anything, fees at hotels and processing fees, Getting charged more money by a company, who's is charging you FOR TAKING YOUR MONEY
Jennifer	AZ	Unnecessary Fees	I really don't like to pay additional fees for any use of debit cards and craft cards even just to cash out u at an extra fee for just to have the other get more money then the person trying to make living
Johanna	FL	Tipping disguised!	Restaurants add a service fee of 20% and then suggest a tipping scale! Unsuspecting people pay both amounts! Banks have charged me for NOT using the issued credit card.
MIKE	AZ	Service fee	I have been with Wells Fargo Bank for at least 50 years and they have charged me a "service fee" almost the whole time! Now it is up to 15 dollars and I would like to know what and why they are charging their members such a fee and what service is it giving us?

First Name	State	Title	Body of story
declined	CA	Good bye Cox Communications	<p>For many years, the only ISP was Cox. Their monthly charge for 100 Mb/sec and 10 Mb/sec was raised to \$298/month.</p> <p>Frontier now has strung fiber throughout the neighborhood. I looked into their service. I now pay about \$40/month for 300 Mb/sec upload and download. Additionally, myu wire pair telephone als o comes through the fiber and costs \$10/month (much betterthan the \$70/month I was paying).</p> <p>The fiber comes through my underground utility conduit, into my house, through existing wall conduits (installed when the house was built), up to my office and to the OTA (in my office).</p> <p>Measured speeds are as advertised.</p> <p>Moreover, there are no pole-mounted electronic boxes to process the Internet signals, i.e., nothing to fail when the electronics get hot in the afternoon, or the power fails (I have backup natural gas powered electrical generation).</p>
Lisa	CA	Resort Fees!	These fees have gotten completely out of control and there is no cap on these resorts so they charge whatever they want! A simple vacation can cost an absolute fortune after all the fees are included!
Linda	NJ	Rip off at car rental	Recently I had to rent a car for 2 weeks. It was over \$2,000! This is absurd! With interest rates rising my equity account payment has nearly doubled in the past 6 months! I am 71 years old on a fixed income. Pretty soon I won't be able to afford to live! And I certainly don't eat eggs anymore!!
Reiford	VA	Comcast charging "Broadcast TV" fee of \$26.55 per Mo.	<p>I only have basic cable from Comcast. Over the past 9 years my cable bill has increased 300%! They claim they haven't increased rates but they do this by increasing the "Broadcast TV" fee each year. This "fee" didn't exist 9 years ago then they added \$1.50 per month. The fee has continually increased each year with the latest increase in December 2022 from \$20.20 to \$26.55, resulting in taxes also increasing and a 17.5% increase of my total bill. I'm on a fixed income and only interested in the local broadcast channels because I don't have an outside antenna to receive them free and at my age don't climb ladders so well to be able to install one. Comcast must think their basic cable customers are pretty naive to expect them to believe they're paying the broadcast TV stations \$26.55 per customer per month for programming that's free with an antenna.</p> <p>RH in Virginia</p>
gerald	NY	ripoff fees	The broadcast fees that are charged are ludacris and a complete rip off. To get around the fee problem they call it a broadcast surcharge. The price they charge is ridiculous and very high especially to people on fixed incomes. Time Warner Tech.has found a way to rip people off and get away with it.

First Name	State	Title	Body of story
Mary	VT	Heating fuel fee	I supplement my heating with a wood stove. I had to order more wood from a local company that was the only place I could find any dry seasoned wood, which is actually kiln dried, yet still feels as heavy as unseasoned wood. We picked up the wood and loaded it ourselves into our truck. Got the bill, and the total was higher than initially listed. They told me that the credit card company charges them every time someone uses their credit card to pay the bill. There should not be fees on heating fuels from any source. Heating ones home is a necessity.
Brigitte	IL	Can You Say Rip Off	I dislike all fees. They are designed to nickel and dime consumers to the point of not being able to save or anything else for that matter. Fees are not only a rip off but a legalized scam.
Peggy	MI	Fees are outrageous!! Cable, phone, bank	Can't get ahead in life because of all the added fees!!! Bundle cable, internet and landline phone: only because of the "special deal" ... Kids needed the internet for homework assignments . We'd previously gone to the local fast food chain for Internet access. Very inconvenient. Disgusted with the school for Requiring internet access in order for the kids to finish homework assignments. An added burden to an already stressed (financially) family.. Internet access created a necessity for multiple jobs. Adding the stupidity of Fees!! To financially stressed parents!! WTF !!!
Mimi	NM	Century Link fees are way oversized	It's not much of a story. I have a full time job and make just enough to mostly get by. It irks me that my phone and internet which already costs enough, charges \$3,50 extra to pay online. But it angers me that they charge a late fee of over 1/3 of your bill, if you mail it in, and it's even one minute late. I know this because I was told by customer service. My bill that was late was for \$92.09. They tried to charge me a late fee of \$38.46 for being late through the mail. They're running a racket on their loyal customers. I put up a fight, and got it waived. But won't be that lucky if there's a next time.
Robert	SC	Car dealer	Toyota dealer in Aiken SC charges a fee to use a credit card to pay your service bill. They will not accept checks to pay your bill. Your only options are to pay cash or pay the fee.
Robert	PA	Food Fees	I am re-learning how to walk after a near fatal illness I find no fees valid. Bank fees, service fees etc. But the worst are the food delivery apps. First, they inflate the item price then add a service or convenience fee in addition to the delivery fee. This brings the delivered price of \$100 in food to \$130 or more. Sadly, this mostly affects seniors and disabled. It's a travesty
Ron	CA	Surprise Fees for Tickets for The Nutcracker Ballet	I purchased 4 tickets for a local production of The Nutcracker Suite Ballet as Christmas gifts. I could not buy them at the local theater box office but had to purchase them using Ticketmaster. What a surprise when I discovered that there was a \$15 processing fee for each ticket, which added an additional \$60 to the total cost. It didn't prevent me from purchasing those tickets but I certainly think \$60 in processing fees is outrageous.

First Name	State	Title	Body of story
William+and	IL	Comcast Broadcast and Sports Fees	A few years back Comcast had a \$3.00 Broadcast TV Fee and initiated a \$1.00 Regional Sports Fee. I called to find out what the Sports fee was for, since we had a basic package and no extra sport channels. I was told it was for channels that were part of the package we paid for, nothing new. But the real kicker was when I was told "it's only a dollar". Well, guess what, now it's \$18.35 and the Broadcast fee is \$21.50. That is a grand total of \$39.85 in fees. As more people leave cable service due to outlandish prices and fees, those still subscribing are paying more and more. It needs to end.
STEVE	NC	Fees	Costs are very high for food, car rentals, concerts, tickets to college and professional sporting events, new homes and new cars.
Megan	PA	Disabled on a limited income	I'm 28. To most, I am not old enough to be considered disabled but I am. I only get so much money a month, which is not much. There are way too many fees for internet, TV, and other things anymore. I know these companies are taking complete advantage of us, the consumer, because there is no safeguards put in place for us! We should not have to be completely broke and especially in a time of economic crisis no less! We the people deserve better. Please wipe these fees out and help us disabled people struggling, and the rest of us too. P.S. DirecTV is the absolute WORST company for fees. Your bill could be so much lower with them. Heller's Gas is a company for hot water in my house and even they charge us outlandish fees.
Ravi	FL	Ticketmaster fees	There's a convenience fees of 15\$ for 30\$ MLB ticket and this is the same for all sports and concerts. For high school sports - 6\$ ticket has 1.5\$ convenience fees. When are they going to stop.
Christi	WA	Why does internet cost so much in USA?	I visited Sicily, Italy in October 2022. The monthly internet fee in Trapani, Sicily is 9 Euros per month. It is fast enough to work international online jobs in television & education translation. I live 30 minutes from Microsoft headquarters, pay \$85/month for basic satellite internet, no cable or hardwired 5G service projected. I can stream one movie/month. Why are we so behind in the USA?
sid	RI	Hidden fees	It is really a bummer when you make a reservation at a hotel, and at an advertised price of say \$200/night... you do expect that you will have to pay tax on top of that, which would be up to 15% with state and city taxes, but on top of that you may get hit with "resort fees", which are often per person, and could add another \$60 to your bill. So you wind up paying close to \$300 for the room advertised as a \$200 room. Plays and concerts are another scam. If you buy the tickets online, you may be paying about 50% more than the advertised price in Ticketmaster "fees". It often turns out that even if you buy the tickets at the box office, you still have to pay the fee. You really want to check on that, because if you plan to save by buying the tickets at the box office, you may have missed out on the good seats, and will still have to pay the fee.
Melissa	NY	Theater Tickets	Theater tickets are expensive enough without adding on extra feed
Swaraj	MD	Swaraj Basu	Almost every service providers are charging when called they are unable to provide real reason for those additional changes that they pass on to their clients.

First Name	State	Title	Body of story
JOSEPH	GA	Fees are fraud.	Taxation without representation is in a similar context. The fees are widespread and the companies (phone and internet), government agencies and ticket resellers (scalpers) are simply taking your money under some guise that is no different than deceitful theft. They should be stopped and have some law with teeth where the fines and jail terms are substantial deterrents.
Naureen	FL	Fees are killing us.	I have read the testimonials of all of the residents of the United States and I have too agree with them all. Buying ANYTHING in the U.S. is terrible! They take taxes out of your paycheck, then proceed to suck it out of new and used cars, insurances, air conditioners, hospitals, eating, hotel stays and even household goods like mops and buckets. It needs to be taken back out of the Elites pockets and back into the peoples. So tired of living on a shoestring and finding pennies to pay for coffee at McDonald's. Senior in Zephyrhills, FL.
Julie	NC	Restaurant delivery fees	I just ordered lunch to be delivered to me for a long workday with back to back virtual meetings. I will. Not have time to grab something myself so I ordered local delivery. I was charged \$7.95 deliver fee and an additional \$1.75 convenience fee. What? My meal consisted of chicken salad sandwich with chips and a cup of soup. Lunch literally cost me \$35 and change. It's bad enough that inflation increases have made food three times the cost it was 2 years ago, but to increase delivery fees and add additional fees on top of it is unacceptable! I'm glad Consumers is trying to do something.
Lori	IL	Fees to pay fees	It is crooked for companies to charge to pay a bill, or for Comcast to charge to see local channels. If I buy a ticket to see a performance at the Virginia Theater in Champaign, I have to pay a convenience fee! That is not a convenience for me! Even if I buy the ticket in person, I still get charged the fee. Please do something to save consumers from having to pay all these unnecessary, underhanded fees. Thank you.
Timothy	IL	Cell phones	The fees added on to the cost of the phone service almost doubles the contracted serviced cost!
Ellen	FL	Fees Fraud	Your cable/internet bill has additional fees. One that comes to mind is the "Sports Channel Fee." All customers must pay it even if they don't use sports' channels. Your electric bill has a fuel fee added on for the fuel used to generate the electricity. If some of the fuel/energy used is from solar, hydro, or wind sorces, there should be no charge. These fees were established in order to generate easy increases in their profits and avoid the long process of applying for an increase in the rates.
Jill	CA	Concert Fees	The fees tacked to concert tickets are out of control. If they weren't so expensive I could afford to go to more shows and actually have a broader positive impact on the economy. The fraudsters at Ticketmaster who open up presales to scalpers who turn around to charge outrageous prices already make more than enough. It's a disgrace.
GREG	KY	Interchange fees	Have you ever wanted to use your credit card to purchase an item but there is an additional fee charged. The merchant is passing on the interchange or processing fee the bank charges the merchant. I believe it is wrong since if you are accepting credit cards it would be the cost of doing business
Shirley	NC	cable, gas stations, connect and activation fees	I dropped cable because of broadcast fees and some gas stations charge a service fee, and connect and activation fees when you have to get a new phone but same service

First Name	State	Title	Body of story
Linda	ID	Fees for services that are necessary.	I'm retired on a limited income. Therefore all these fees cut into my finances to pay mortgage food and other required bills. Now that everything required to live is so much more expensive these fees are killing my ability to pay for necessities.
Susan	CA	"Covid fee" at restaurants?!?	Restaurants around Santa Cruz, CA, are adding a "covid fee" to diners' bills -- without disclosing it on the menu or anywhere else. This fee is about 4%. We asked a waiter what this was for, and his explanation was, "We didn't want to raise prices, but our expenses are higher, so we add the covid fee." We don't find out about the fee until it shows up on our bill, which is an unpleasant surprise.
Irma	LA	Rental Car Fees	I have had to rent cars at several airports and the fees are a third of the rental cost and sometimes as much as half. Why is that? This makes trips more expensive for the working class.
Jan	WA	Arbitrary fees for show/events tickets	The most ridiculous example I have encounter was a \$78 (seventy eight dollars) "service fee" for buying a ticket online to a Broadway show. I only managed to get around it by having a good friend, who lived in the vicinity of the theatre, so they were able to buy the ticket in the box office. The fee inflated the ticket price by over 50%! What I find even more upsetting, is the lack of a reasonable justification for the fee to be there, since a direct online sale of tickets (not through a 3rd party) is cheaper than having to pay a live person to do the same task.
J	ID	Zipty is a rip-off	Since Zipty bought out Frontier a few years ago, my landline phone bill has doubled! And the increased cost is all in fees.
Margaret	HI	\$100's in fees	I recently had to travel out of state on very short notice but couldn't find just one place to stay or one car to rent for the duration of my trip. I found that each time I had to make a transition I was hit with some flat fee for each rental. Over the course of one month I paid several hundred dollars in fees and I can't say what they were for.

First Name	State	Title	Body of story
Debra	TX	Fees,fees and more Fees.	Okay as far as fees there's a fee like I've read before a fee to make a payment of fee to open a credit card a fee to even get a registration there is a p or just about everything like right now I have been harassing harassed about taking out some funds I supposedly they said I accumulate it and I know for sure that's a scam or something but when I went on a long for a minute to see you know what funds are talking about well of course sure enough they want to charge me a fee to get my own money that they claim that is mine unnecessary as well as the cable Internet fees you know there's they got to throw in a fee for that when there's a delivery fee even though that you get free WalMart delivery but if you don't go so as far as spending a certain amount you have to pay a fee which they don't say a fee they just say you have to pay they cost \$7.95-695 you know but it's it's ridiculous fees for everything freeze for credit cards fees for bills fees for just about everything it's getting there next thing who knows maybe we might have to pay a fee and hopefully not but a fee to park our car to get gas that sounds stupid but it could happen and please somebody do something about these fees but as well I heard about President Biden something about a spyware and that he wants I guess he wants to know where everybody's getting their money and like I saw somebody mentioned yeah we get a I'm on a on a fixed income on 55 as soon as we got that increase for disability SSDI rent goes up there's a fever and in their defeat for the light bill and the bills there's a fee when I have to pay my electric bill and my apartment so I mean it's like we get more money and then our rent goes up we get more food and the rain goes up it's fees everywhere but I really hope about this spyware that they're saying that President Biden is trying to put spyware on everyone who everyone is I don't know we live in a small City but it could probably affect us to at some time so please somebody somebody do something about these fees.
Catherine	MO	Automatic payment fee	To be able to set up automatic payment directly with my landlord you have to pay a monthly fee. I believe it's 6 or 8 dollars can't remember what they told me. I instead had to go through my banks bill pay to set up automatic payment and am at the mercy of the postal system, so I have to call the landlord to make sure they got it so I don't have a late fee. I'm on disability so I have to watch my pennies.
NICOLETTE	IL	RCN/Astound Started Charging a Fee for Paying by Phone on Their Automated System	We had WOW (Wide Open West) cable for over a decade and paid by phone on their automated system with no fees every month. Very convenient. They were bought by RCN/Astound in 2021 and we continued to pay by phone on RCN/Astound's automated system with no fees. In January 2023, I called to pay by phone again and the message said we would be charged a fee for paying by phone on their automated system! So I hung up and used a different method to pay.
Dolores+C	MA	Extra fees	Tickets on concerts. Resort fees .

First Name	State	Title	Body of story
Karen	GA	Late & over balance	It's very clear what a card company is doing when they charge a over limit fee and a late fee because they didn't give you credit for a payment first and when asked why the answer is they didn't process it in time for some cut off date that's different than the due date. I haven't had to sorry about this since I cut up all my credit cards. Now I am told I have am poor risk because I don't have credit cards to prove I pay my bills on time you can't win. It's like the government upping the upper limit on cards to force down consumer debt & making the interest on them done deductible, thanks Washington now barks charge as much as 28% so that it even harder to pay off plus all the new bank fees the Big Banks added. It's clear just who the banks are friends with they own all of the house & Senate so the rich get even richer off the working class & the poor!
LIVIA	NY	Bank and entertainment fees	Interest fees on credit cards are understandable, annual fees are not. Why do we need annual fees on credit cards when they charge interest fees on a monthly basis. In North America, you can't apply for anything unless you have credit history so technically we are forced to deal with credit card companies for basic needs. Then, every other merchants will charge you a 'convenience fee' for basically using the card, because themselves are paying a fee to allow customers to use that method of payment. We are all literally at the mercy of banks and credit cards and they keep on milking as much as they can. The worst fees I've seen is for buying movie tickets online: which has literally no justification for existing (what labor is it covering?) and was not even a thing in the 1990s.
Jonus	NH	Junk fees	Too many fees for everything that is already free.
Gary	CA	Get rid of "Made up fees"	Corporations love to play the dirty games of tracking on senseless fees. Sign this petition to help force corporations to drop these fees.
KATHRYN	WI	Cable Receiver Box Fees	One of the biggest complaints I have, is the rental fee charged by a cable company for the receiver box required to receive their signal. We have Charter Spectrum and the fee has been raised to \$9.99 a month. A Spectrum Receiver charge includes \$8.99 for Receiver Rental and \$1.00 for Secure Connection. If multiple TVs are in your home, then the customer must pay \$9.99 for every receiver they have in their home. I find this to be outrageous as the rental fee adds up to the value of purchasing the receiver over and over and over. I feel a one time deposit charge for these receivers would be a possible and reasonable option, rather than the ongoing expensive rental fees.
gordon	PA	why pay fees for services you dont use	I think that the cable television junk fees are the worst. Now I am forced to pay some fee each month for "sports franchise fees". I don't even watch sports, but I must pay this fee.

First Name	State	Title	Body of story
Anita	NY	Fees...fees...everywhere	I don't care which bill you're paying, most likely you will find a fee on it. Fees, surcharges or a tax by any other name is just a means of separating people from their money. Years ago, I saw a documentary on taxes on PBS that has since gone MIA. It explained, without question, how much we pay in these added fees and showed that we end up with about \$0.20 on a dollar after taxes, surcharges and fees. I've cut out cable TV and gone just to Wi-Fi and streaming. I don't have a home phone anymore. When I look at how much water I actually use it's less than \$5 but the bill is about \$38. The rest is service fees. Same for electric or fuel oil or just about anything. The fees that get me are when you pay online and have to pay a fee for that or a fee to use a credit card. And I understand that credit cards charge merchants 3% to accept credit cards. As a consumer and citizen, you begin to feel like everyone is out to take your money.
Tracey	NJ	Fees are another form of revenue	I detest all fees but one in particular that stands out the most for me is the sports fee on my cable bill. I rarely watch sports and every month I'm being billed for a fee for this service. Everyone tied to sports gets a piece of this revenue stream. All customers whether they like it or not are billed for this service and it is not a part of an extra sports package it is a separate line item on my monthly bill. I've tried contacting my state senator and have not received a response. These fees must come to an end!!
Martin	OH	Fee's if you do and fee's if you don't ?	I presently have a loan where I get a fee for paying online or over the phone , but it's free to pay through the U.S. mail if you trust the U.S. mail ! If I pay online it is a \$5.00 fee but if I pay by phone I believe it is a \$10.00 fee , WHY ?
Carrie	WA	Internet Service Fees	I used the online bill pay service for my internet company just after a merger for which they charged me \$1 to process. I now write a check each month but that \$1 fee has become a permanent part of my bill. This is in addition to the \$9 infrastructure fee they already charge each month. And our service is terrible. We only have one choice for internet service in our area.
Stephanie	TX	My family has lost thousands of dollars in bank fees	My mother, sister, and I have lost thousands of dollars in overdraft fees combined. When you live paycheck to paycheck, like we all have, it's easy to accidentally overdraft your account. Sometimes, for example, an unexpected charge will go through and cause it, directly or indirectly. Bank of America charges a 35 dollar fee every time this happens, and when you're already struggling to afford food and shelter, this is devastating.
DAVID	NY	End the fees	If you look at a lot of bills right now you will see multiple fees, many for things you don't even know what they are. Just in my nyseg bill alone there are about 5 charges that I don't know what they are and they total about \$101/month. There are more fees on my Directv and Verizon bills which have made us have to cut back on those services. I'm already paying a lot for the services, I shouldn't have to pay extra fees and charges on top of that.
Lana	TX	Changed Automobile Insurance	Recently we changed our automobile insurance coverage. We stayed with the same company, nothing had lapsed, use autopay, never delinquent, bundled with home and nothing changed but the type of policy. Now there is a \$11.50 fee for cancelling the other policy? Consumers have no choice but to pay these fees added on or it becomes a problem for credit. Ridiculous nonsense and a continued effort to fleece consumers.

First Name	State	Title	Body of story
Judy	NY	CABLE & AUDIOLOGIST FEES	<p>Three years ago, I discontinued contracting with any cable TV company. Their fees and annual high increases became too much for me to pay. As senior disabled, hard of hearing citizen on a fixed income I rely on Cable TV for entertainment as I cannot go to the movies. The movies are too pricey and since I wear hearing aids, I cannot catch all the words (it doesn't matter how loud it is). After switching back and forth to Verizon and Spectrum to get better pricing but then just kept raising their prices, paying for channels I never watch, dissatisfied with their new basic channel choices; I discontinued all cable tv and went to Amazon prime.</p> <p>Audiologist: The medical field is pricing out their seniors from services, especially the purchase and maintenance of hearing aids. I was happy with UHC hearing services, until my Audiologist with whom I purchased my hearing aids, offered virtual or office visit troubleshooting for free, relocated to Florida. I live in Staten Island, NY. Now, I have come to find out I UHC has NO audiologist in all of the five NYC boroughs willing to take me as a patient to troubleshoot my hearing aids because I did not purchase the hearing aids from them. UHC had to call several audiologists and one in Staten Island agreed to see me but each time, and there are many times, I need troubleshooting service, there is no virtual visits offered and I now have to pay a \$25 processing fee! THIS IS A RACKETT AS HEARING AIDS ARE EXPENSIVE ENOUGH, ALWAYS NEEDS ADJUSTMENTS, TROUBLESHOOTING WHICH IS FREE BUT NOT IF YOU DID NOT BUY IT FROM THE AUDIOLOGIST. Although the Audiologist sells the same hearing aid you are using, just because I did not originally buy them from her I can not get free troubleshooting. This is unconscionable!</p>
David	IN	Overblown Rental Fees	<p>My apartment complex The Monroe in New Albany In came under new ownership for the umpteenth time last year. Rent of course was raised but they also added fees that previous ownership did not have delineated on lease or monthly statements. They included garbage, sewage and water. Also added was building fees. When asked what those were management replied to remove liability to any damage done by the tenant. Knowing that damage deposit was part of moving in asked if that replaced same and would result in refund. Management advised no and would not replace requirement for renters insurance ie in my opinion no explanation was given. I assume it just adds to thier profit margin. I do question its legality.</p>
Bill	AZ	Doubletree Hotel \$50 fee	<p>We stayed at a Doubletree hotel in the Palm Springs area several years ago. When we checked out, we were surprised with an unexpected \$50 service fee. When I complained at the front desk, they said there was nothing they could do because I booked the stay through Priceline. Needless to say, we haven't stayed at a Hilton property since.</p>
Tim	OR	Luxury tax for having utilities!	<p>Fist I'll vent on the cable tax fees adding \$35. A month to a cable bill which finally made me cancel that, then on my free home phone land line from ooma the state & county slapped a communications tax every month and to top that off my city of gresham taxes all customers on all utilities a luxury tax on each for having utilities! Please make this insanity stop!</p>
Kimberly	AZ	Paying a fee to pay a bill	<p>It's not right pay bills pay fees that's wrong</p>

First Name	State	Title	Body of story
Bob	MI	Airline Tickets	<p>I haven't flown in a number of years. A couple of months ago I booked a flight to Florida which required several stops both there and back (don't ask, it was Christmas). I chose "Economy" class instead of "Main Cabin" to save a few bucks - the difference supposedly, was more leg room and (for another added fee) alcohol could be served in main cabin.</p> <p>Since there would be several stops, I decided to try "main cabin" on couple of them and "economy" on the others. (Different plane sizes/ models - all American Airlines). After paying for the tickets, I discovered ANOTHER FEE for the actual seat itself! REALLY?!?! REALLY?!?! What a scam! Just to make it SOUND like their ticket prices were cheaper. Honestly, I couldn't tell any difference in the leg room and the only difference between "main cabin" and "economy" was the row number since they were all together anyway.</p>
DEREK	AZ	Verizon	I really object to the long list of imaginary fees appended to my phone bill.. I have cut back on services as a result.
RICHARD	IL	Fees and discounts	<p>T-Mobile gives us a \$10.00 credit for paying by credit card.</p> <p>The State of Illinois wants us to go online & renew licenses, and says the fee will be waived. But they are charging it anyway.</p>
Tomasa	CA	T-Mobile service fee when they assisted you over the phone, aldo the bills o credit card payments are subjects to fees	Well I have a few stories when they not allowed to talk to a representative of the the company or any business institution, that's very frustrated specially for that I have hypertension, I am een diagnosed with PTSD and anxiety disorder I deal with this problem everyday, that is why I trying to do my payments electronically but some times I don't have enough money for that, as I getting older everything became more difficult
JANE	CA	Comcast/Xfinity fees	<p>I am so tired of the increases in fees for Comcast/Xfinity cable and internet services. I don't understand why they have these fees and why they keep increasing along with the service charges.</p> <p>My bill for digital cable and internet services is now over \$200 per Month! I applied and was accepted for the Affordable Connectivity Program, but that only reduces my bill by \$30.00! Yes, that helps. Inevitably, I am going to have to cut my cable.</p>
John	NY	Nickled and Dimed	Every month my bank, Webster Bank, charges a \$2 service charge to my checking account despite my maintaining an average balance in excess of \$25k+. They're taking advantage of the fact most checking account depositors will not react, by transferring to another bank, because the fee is somewhat minimal but Webster makes millions from the balances customers maintain.
Teresa	FL	Comcast and other cable bills.	<p>My cable bill was 99.00, but added fees and taxes were an EXTRA \$83.00!! Plus you pay for things you do not want or even heed. You are forced to use internet now to do almost everything, so they raise the price of internet if you cancel anything else. Mayes me furious. Every 3 months my bill goes up.</p> <p>It's insane!</p>
Thomas	NC	Resort fees in NYC resort	No Beach, no pool, no poolside bar, no cabanas, no beach towels and no blue lagoon

First Name	State	Title	Body of story
Andrea	OK	Rip off	<p>On September 27th 2021 my mom died she left me her house which I moved into. I changed everything to my name including the Wi-Fi on on October 5th 2021 mom and I had a joint account that only she used, she had set an automatic payment with AT&T Wi-Fi which they continued to collect even though I had stopped the service. I didn't notice it until June of the following 2022 because I needed to use the account, so I called them and was told they would cease collecting from that account, they did not July I called again and asked what was going on they said they would stop the charges and refund my money now around \$600.</p> <p>They did stop charging the account that was stopped by me Oct. 2021 that they need 40 to 60 days for my refund check to process. September I call ask where's my check they say they needed more time another 40 to 60 days then they would send a gift card I say I want a check we go over the entire thing again! Dec no check so I call again only to find out they put the money on my bill as a credit still not letting me have the check I asked for ! They say they can't give me my money, once they have it they refused even the gift card! So it still stands Feb 2023! #^*+€£¥#@&;-({</p>
M	KY	Credit Cards, Banks,	I recently purchased a truck and camper and the fees to process the loans was outrageous. Credit cards are charging high fees simply to pay bills. Greedy Americans need to stop because this is not right!
Jeauince	MD	ATM Fees	Why should anyone in or out of network pay a convenience fee for getting their own money out of a bank? The bank is already getting paid by reducing staff, hours, services as they force us to the ATM/online Only version of themselves. They are more than compensated by this and the list of fees for parking our paychecks, retirement checks there.
Rose	VA	Comcast Broadcast Fee	My bill from comcast this month has a \$25 Broadcast TV Fee. I only have basic cable and that is lower than this fee. It's almost as high as my internet charge which is under \$30 (We're grandfathered in on our internet so they can't change our price and that seems to tick them off. This fee is ridiculous and should not be allowed. At the very least it should be a fair price that doesn't go up just because comcast wants more.
Jeremy	IN	Everywhere, are any logical?	Its not so much that there are a bunch of fees to me, but rather that any vendor or shop or bank in particular waits until the last second to reveal the true price or the whole price isnt calculated. It is all double speak. I think it comes down to companies and corporations utilizing manipulative language and exploiting their customers to compound their profits exponentially. They all need to be tried for their intentionally misleading marketing strategies.
Karen	MA	Bank Fees and Others	<p>Being charged \$10 by my bank just for making transactions at the teller window instead of the ATM is ridiculous. I shouldn't have to pay extra to do business within the bank.</p> <p>Fees of all kinds that are tacked onto concert & theater tickets, car rentals, internet , cable, airfare, etc. should be disclosed upfront as part of the purchase price.</p>
April	CA	Sports Fees	Comcast charges an \$11.00 sports franchise fee monthly. I don't watch sports and feel that this should be paid by those consumers who wish to engage. I do not.

First Name	State	Title	Body of story
Priscilla	CA	Water/waste main line City of Stockton	I use about an average of \$7-14 of water but because of the fees my bill is between \$99-103!
Crystal	CO	Fees everywhere	I sit and don't even want to think about how much money I would have if there weren't all these ridiculous fees. It's disturbing and makes me sick. Who gets all this money?? It shouldn't be allowed. I mean there is even a fee to transfer your money into another one if your accounts. Ugh that's why I want to shut down these accounts and go back to cash only!!
Rodney	LA	Bank & Customer Service Fees	I recently had to pay \$200 as a "paperwork" fee to take out a bank loan. Isn't paperwork in the job description for bank employees?? I've had to pay a "customer service" fee just to be able to talk to a live CSR on the phone and the CSR I was connected to barely spoke any English
Charles	AR	Bill Creep	I have serious problems with not knowing what my bill will be for services each month. I am retired military and I attempt to live on a budget. That is almost impossible when bills increase each month. These "bills" include cell phone service, internet service and other electronic services.
Nancy	TX	The light bill "Extra fees"....	After a Pandemic, slow economy and a Stolen Presidential Election in the USA; we American's are feeling the recession since Biden got into office; we have to choose between paying the light bill, getting gas or groceries, WOW, that's alot! To top it off; you are already struggling to pay the bills and now you call to pay your bill on the Past the "Due" date, so you call three (3) days later to get it taken care of and you get hit with a "Late Fee" for \$9.99, plus a reconnection fee of \$40.00 and a "convenience fee" of 3% because you are paying with a credit/debit card = Here is the kicker; Your bill is \$125.00 (one hundred twenty five dollars) "We are struggling" to pay, but the bill just became \$125.00 + \$9.99 + \$40.00 + 5.25 = \$180.24, so you just got hit with an extra \$55.24 dollars that you were not expecting to pay = Houston, We have a problem!!!
Gretchen	NE	Frivolous Fees	Verizon bugs me because I buy a new phone (at a costly price!) or add a new line and they charge me an "upgrade fee"! They are already getting big money from me!!! State Farm made millions when they charge us a \$1.00 fee to pay their bill by direct pay. Fandango charges me a "convenience fee" when reserving movie tickets through them. (Is that the only way they make money from my purchase?) My State of Nebraska charges a \$1.00 handling fee when I pay my Motor Vehicle Tax plus an additional Motor Vehicle Fee, a Reg Issuance fee of \$5.59 onto my regular Registration of \$15. They also charge a \$13. transfer fee if I bought one of their Specialty licenses that failed to come in on time of my registration. I pay a "paper fee" of \$4.00 at banks if I want a paper copy of my bank statement. I don't mind going paperless but the reason I want paper reminders on bills, credit cards, bank statements, is that is the main way for my kids to know what I have and where, if they get the paper copies showing up after I die.

First Name	State	Title	Body of story
cheryl	VT	fess, fees and more fees....	<p>our power company and gas company are owned by the same foreign entity. we have a fee for delivery, a fee for people who cannot afford their heat/electric, a daily access fee and an energy efficiency fee.on just the gas bill that comes to \$43 every month. Then the water bill has an additional " preparedness fee" of \$9. No one can or will tell us what that is for. Then comcast has a public access fee, a sports program fee (we have no sports channels)and a broadcast fee (which is free) that is \$20. all that adds up to \$60. Some of these charge you to pay your bill online. Speed pay of \$5.95.</p> <p>I also discovered that if you are on the monthly budget plan they add the entire bill and put it on the graph instead of the actual bill. Very disconcerting when we live in a state that is pushing for all electric everything. They are actually skewing their numbers so it looks like people use more energy than they actually do. This year homeowners are being charged for using groundwater. I have no idea what that even means. We have town water. We have to pay a stormwater runoff fee. Our town has no sewer, and we have no blacktop in our yard. It is all sand. It runs nowhere.That is an annual \$55 fee. The powers that be don't understand that those of us who are retired and on a fixed income cannot continue paying these fees. This and crappy government are why retirees are leaving our home state.</p>
BARBARA	IA	Funeral Flowers	We could not attend a funeral so went online to order flowers. After choosing an arrangement, entering all the delivery and billing information, the final payment screen added an unexpected \$20 fee, just because they can. By that point, I'd wasted about a half hour of my time and was stuck with either paying the fee or not sending flowers. I paid it, but will probably not be ordering flowers online again.
Chris	NY	Annoying fees/surcharges	<p>Verizon FiOS - ridiculous</p> <p>Verizon Wireless - charging an "upgrade fee" when you do all the work yourself.</p> <p>Resort Fees on hotels</p> <p>Fees to pay a bill via direct debit from my checking account.</p> <p>Excess shipping/handling fees.</p> <p>Fees to use your credit card instead of cash.</p> <p>Airline fees - to choose a seat, or more room. And baggage fees, that's why people carry on bags and it's a bit out of control on the plane.</p> <p>Move ticket(and others) "convenience fees" when you do all the work yourself.</p> <p>All these fees are for pure profit.</p>
Sue	NJ	Golf \$60 Resort Fee to attend a wedding!	We made reservations at a Resort in VT to attend a fall wedding in the nearby forest. They require a minimum of 2 nights stay even though we wanted 1 night. Check-in is at 4 pm so we cant "golf" that day and the wedding will span the next day. They told us there will be a \$60 non optional golf fee for our stay. We are forced to check out at 11 am Sunday (5 hours earlier than our 4 pm check in) so we wont be golfing any time and they know it. Its criminal.
Marcy	IN	Carry Out Fee at BWW	In addition to getting my order wrong, Buffalo Wild Wings charged me a carry-out fee...for me to pick up my own order! This is in addition to the automatic tip charge placed on my order. Super annoying.
Corey	GA	Dishonest	My frustration here isn't with the prices that ultimately end up being charged (though high prices are never fun). It's the dishonest advertising of a price that is far lower than what is actually charged. How is this not criminalized as fraudulent advertising?

First Name	State	Title	Body of story
Edward	MA	Airline Fees	Booked a flight on Delta. The cheapest fare says you cannot select a seat and you board last, so I selected the higher fare which allows seat selection. Then when I went to select seat, I was only allowed to pick a middle seat and not in a row with extra leg room. A window or isle seat was \$70 more each way.
Juliana	CA	Tickets	It's hard for me to believe that the cost of processing a ticket amounts to what these companies are charging. Or include it in the up front ticket price!
Mahendra	OH	Broadcast TV Charges	Spectrum keeps on increasing Broadcast TV Surcharge. It is now \$22.20 — almost 50% of TV Choice package I am subscribing to. It is insane to keep on increasing this nonsense charge for no reason!
Jessica	TX	Excessive bank fees	<p>What gets me is when your bank knows that you don't have the money in your account but they let a charge go thru yet you may have had some money in there but, the kicker is they let the highest one go thru knowing that it's going to put your account into an overdraft so what do they do they charge you \$34 for an overdraft then they charge you another \$34 for a insufficient fund and then they will charge you another \$34 for an account negative balance charge fee on one transaction then when another one they will let go thru again knowing there's no money in the account so what they can charge you for all those fees again. And I like from what I read live on a small fixed income let's just say as reference like \$787 just a number then every month they end up with me being in a negative at times up to I believe the highest was at least \$475 maybe a little mor or a little less.</p> <p>Then you have AT & T with their so called adminersative fees and then these other fees for what I don't know and when u have at leas 4 to 5 devices and it's on all of them weather or not you use them it really does add up. One is \$1.99 and say x 3 or 4 then the other one is \$1.50 and do the same thing x 3 or 4 a day it all adds up and come to find out they've been doing it for years! And the maintance fees on the timeshares. man is that ridiculous one we own is like \$28.25 a month and we only used it once in the 13 to 14 yrs we have owned it. So it's paid for we don't use it and so I don't pay the maintance fee cause I don't have for something I don't use. Then the other one again it's paid for and they r always trying to get u to come in and sell u another one or upgrade by promising you all these incentives but the fees are outrageous at \$116.78 a month and then if u want to travel outside to somewhere really nice again you have to pay a membership fee and then u pay for a place . And that's how they get u cause they have the next places at the other places. So basically we probably loose could be</p>
Maria+L.	CA	PG&E AFRAID TO GO BANKRUPT	PG&E charges a fee if you pay over the phone regardless of payment method. They are ripping customers off anyway with their increasing electric and gas rates. Why do they need to charge an extra fee?
pamela	NY	Concert tickets and resort fees	<p>Ticketmaster has a monopoly. Their ticket fees go up as the ticket price goes up! It doesn't cost more to process a 20 dollar ticket compared to a 2000 Bruce Springsteen ticket but they charge between 20-55% fees. I once bought a \$20 ticket and fees and taxes were \$29 dollars. Then they let you resell the tickets immediately and wack both the seller and buyer with fees.</p> <p>And how about those \$29 a day resort fees especially during COVID when the pool was closed the restaurants were closed and the fitness center was closed. Most people now have Wi-Fi or cellular so no need for that fee either</p>

First Name	State	Title	Body of story
Judythe	IN	Can't Win	I see people complaining about fees to pay on-line. My utilities charge a fee to mail a bill. I won't sign up for the auto withdrawals because none of the auto payment agreements are listing a guarantee that if they or an employee take too much money they will refund it.
Diana+L	PA	\$\$ to put \$\$ on a non bank debit card	Why is it that I get charged \$\$ to put my own money on the card ? 3.95 to 4.95 per transaction! Also if I need to pay cash directly to my Mobile phone company in person I'm charged 4.95. The staff is already being paid to be there so why should I have to pay for the " convenience " ? I work off of tips so why am I being penalized for using cash ?
Evelyn	NY	The Trick	I ordered cable service because the promotion stated I could reduce the bill after I sign up on line. To get the discount on my bill I was to go on line the make the request, yet I was never able to sign in an make my request to reduce the bill. When I finally called, I was told they did not know what I was talking about. I was not entitled to a discount. Now stuck with a high bill.
Badiola,	NJ	No Contract so Pay More	My daughter buys unlocked phones to save money. She has bought me two phones for gifts. Verizon won't set them up for me. So I did the last one manually because I chose the wrong option. My daughter, who lives in Atlanta, Georgia, is coming to NJ to correct my mistakes. We aren't on a contract. We were supposed to remember when we needed to renew each year. There was no text, email, or snail mail as a reminder. I was just told by a Verizon rep that we pay \$20.00 monthly since we are on a contract but rather month to month. That negates whatever she saved by buying an unlocked phone
Kristin	WA	Being billed to pay a bill	Verizon charges you a customer service fee to speak to a real human when paying your bill. My water company in KittitasWA charges \$5.00 tax on bill for ???@&\$?
Ric	IL	Credit Card Fee Mania	I resent paying a fee when I use my credit card. At one time, credit card companies prohibited any fee for the use of their card. I also think these businesses aren't doing the math. It doesn't take too many boycotts of the business to cancel any benefit from such charges.
SANDRA	CA	Sick of hidden and nonsense fees	My husband and I travel mostly for personal reasons. We are always checking sites whether for air, hotel, rental car fees. In the end sometimes we have to take into consideration these extra fees they just make eye trips at much more difficult. My husband says he rather not know that the fees are there, but people live on budgets. Especially seniors and these fees, and their names, don't even make sense. Tourist area fee, resort fee, city fees, even for parking in hotel parking spaces and lots. It's gotten out hands and states don't seem to care. It s about time some one does something. Somestimes, we abstain from traveling especially during certain times of the year. Airlines are just as guilty.
George	AZ	All fees	Tired of nonsense bank fees to pay any bill with a card utilities rent car payments. Speedy cash u pay back 3xs as much 1,500 ,650 a month for two years when it should be off in 3 months or less not right.

First Name	State	Title	Body of story
R	PA	Outrageous fees (with proceeds to billionaires)	<ol style="list-style-type: none"> 1. Bank fee, \$15/month per account 2. Convenience fee, 4% of bill at many restaurants for using plastic instead of cash 3. Sales taxes on out of state internet sales (Supreme Court was incompetent on this one and this decision stopped or reversed) 4. Vehicle rental fees unrelated to the rental 5. Parking fees over and above the listed hourly rate
MIKE	CO	Cable TV Fees	The most ridiculous fee I pay is a sports fee when I don't watch sports. Next is a broadcast TV fee when broadcast TV is already fully paid by the advertising and is provided free with an antenna.
Pam	CA	Comcast, The Original Feemasters!	Comcast is a master at developing "reasons" for fees, but they don't seem to use any of the increased revenue to hire customer service personnel. In fact, I'm waiting for them to start charging a fee to talk with a human, as they have already made it so difficult to do so when customers call them. When I have a problem that doesn't fit any of their noted options to press, I end up in an endless circle of "press this # for..." or, just a disconnect. It is so very frustrating reaching a human there, because the computer-generated "voice" that answers the call is not human, cannot really hear what you say, & as opposed to having any Artificial Intelligence, it is completely unintelligent! It is only a word-recognition feature & cannot understand anything that doesn't fit into Comcast's preordained boxes of possible problems. Comcast makes a big deal about guaranteeing your rate for a certain period of time, but they continue to pile on the fee charges as they're not part of the "package" or "plan". This is all bunk & I feel they are taking advantage of seniors who don't have computer access or aren't savvy enough to handle problems that way. And I am greatly offended by their continuous "hold" announcements, especially the one that tells me I'll get better service by contacting them online or by text. What makes them think I don't know that's an option, but prefer to have a bonafide conversation in person so I can be sure their rep understands my problem & can fix it. I have had so much trouble communicating problems via "chatbots", etc., they take too much time typing & waiting for a response. If Comcast didn't have a monopoly in my area, I bet service would be better, or at least I'd have another option to choose.
Bruce	PA	fee for automatic deductions	Allstate insurance charges a fee for automatic monthly deductions for premium payments on auto and home owner insurance policies. \$3.00 a month. Insurance payments made by automatic deductions from a bank account are for their benefit of the company so they receive their premiums on time and face no cancellations. With thousands of policy holders they have taken advantage of their customers for a cost to do business and should be discontinued.
Paula	SC	Donation to Nonprofit	Nonprofit organizations pay a fee to credit card companies. When you donate, part of your donation goes for this fee or you can donate the cost of the fee. Why cant credit card companies waive processing fee for a nonprofit where every dollar donated helps.
Christy	FL	My mother is confused about her bills	I help my mother with understanding her cable bills and phone bill. She gets upset when the bill continually changes and getting higher. All she wants is a bill she understands and has a set rate so she predict her monthly budget. She does not need this stress.

First Name	State	Title	Body of story
Katherine	TX	No More Fees	Bank fees really upset me
Don	MI	Frontier Insists !	When we signed up for Frontier WiFi service, I went Around and Around with them about their equipment fee! They told me there is a \$10.00 charge for their router/modem. I said "no thank you, as they are available all over the internet for less than a year's rental cost!". They said there would be a charge regardless, whether we "used their router/modem or not". They said we could use our own "but strongly recommend using their's" as we would be billed Anyway. I told the salesperson that, "it's Ridiculous to call it a usage/rental fee if it's a mandatory charge; why not simply say the total charges are for WiFi service and the equipment usage is free?"! I then contacted a supervisor to tell them the same. Frontier's response? Oh well, no change.
Erin	IN	Pet Rent Fees	"Pet Rent" fees for apartments are a scam. Why should pet owners pay an additional monthly fee and/or upfront fee just for having a dog or cat? A refundable security deposit to cover potential damage a pet could cause should be adequate.
Lubabah	CA	Concert fees	In 2022, I attended 8 concerts and I paid a total of \$300 in fees to purchase the tickets for two people. The fees appear to be based on where my seats are located. I attended a few concerts at the same venue and the fees are different, for example a lawn seat had cheaper fees than a seat in the middle of the venue. Most of my seats were at the very back, so I imagine those with better seats had more fees.
David	UT	Unknown fees.	Any time I get a large fee I ask why. Many times they don't know why. It's just a fee they say. Resort fees are the worst. Once in Vegas I paid a Wi-Fi fee. For Wi-Fi I couldn't use and they knew it. Lame. I run a business and I want to charge cc fees but that's illegal. So I have to encourage debit card usage.
HOLLY	WI	Property tax fees	My city charges a 3% fee to pay property taxes and the water bill online! The fee is applied when using credit cards and e-checks, but the fees are waived if you mail personal checks.
Linda	MO	Greedy Business	Spectrum charges Franchise Fees. I don't think I should pay their Franchise fee.
Christopher	FL	Ticketmaster Fees	Ticketmaster fees are outrageous and out of control especially when there are no labor charges/wages incurred by the self-service purchase over the internet.
Christopher	FL	CABLE TV FEES	The additional fees charged on my tv/internet bill like broadcast tv fee and regional sports fee when I don't ever watch regional sports.

First Name	State	Title	Body of story
Diana	NV	Fees	<p>My wifi went up \$15 this past month. We get fees each week for loans. We get fees for services then they bill us more on top of that once they get there if we require any more assistance after they get there. Then more fees on that final bill.</p> <p>I got fees for my alarm system in a box I never used. They back billed me. I didn't have it. Then hid fees.</p> <p>Companies will try to bill us for any thing they can if we don't question everything we don't understand. Ask questions. If they get away with it they will keep doing it. Just like consumers allowing bad businesses too keep their money and their products. That's illegal. They can't keep both. They have to Give back your money if you don't receive their product. Wish is great at that. You do all the paperwork which cost more money on your claim too have it go no where.</p> <p>Those free cable trials are great at that too. (lost money on paperwork too)</p> <p>Consumers fight back by filing with consumer affairs then they will investigate. If there's enough cases they will open a claim. Then turn them into the Better Business Agency so every one knows about then too. Let's take back they way Companies do business. Honest so we get what we pay for. So we truly get customers service. Not left on hold or just hung up on repeatedly. Or get rude agents treating you like they don't have to respect you when your the one paying their checks. (they make \$15 / hour. They would hate it if some one did it to them. Or if they didn't get their orders)</p> <p>Let's be held accountable for your actions both the agents and the companies.</p> <p>Everyone's having a hard time these days. Money is tight for us all. Good luck.</p>
Stephen	UT	Airline seat fees	In order to select a seat preference on a flight I now have to pay an extra fee.
John+J.	NY	Paying for adds unagreeablee	Being insulting Forcefeed sexual content distracting !
Satyapal	MD	Cable TV Fees	The fees charged by Cable TV provider like "Cost recovery fee".
John	KY	Mandatory Cruise Add-On's	We're currently on a Princess cruise to Hawaii. We were attracted by the very reasonable cruise price, but Princess and other cruise lines fail to disclose so-called "port fees", and onboard gratuity charges. We're paying \$14.50 per person, per day for the services provided by housekeeping and other departments - that's on top of the mandatory 20% added to bar prices. I'm sure ship employees deserve the compensation, but it should be disclosed as part of what our total price will be.
Eric	WY	Renting a room with a hidden fee	The room was listed at \$279 and it changed over \$70 in additional fees (not taxes). That's the bait and switch routine.

First Name	State	Title	Body of story
Pompiliu	MD	Fees on everything: cell, telephone, airline tickets, to pay your taxes	<p>Our cell bill (prepaid mind you) with T-Mobile was different every month because of fees. How could that be? But year over year, even if it was the same at \$25, with fees/taxes it went up.</p> <p>Same with Verizon, gosh Verizon has a ton of fees, it was different every month and it went up.</p> <p>RCN advertised a while ago: we can get cable in addition to internet for \$5 extra. OK. When the bill came was about \$40 extra; the difference? tax on over-the-air channels (huh, they are free, why tax?) and a ton of over fees, taxes; I dropped them as a hot potato.</p> <p>Airline tickets are a nightmare to buy now. Unless you go only with your purse or small backpack, you know what you pay only at the end; some are charging now for water; plus but you need to read a novel (called disclosures) to buy an airline ticket.</p> <p>The state of Maryland, where I live, has contracted out some tax collections to a corporation. If you pay by credit card, there is a convenience fee. If I remember right, using a certain link they charge extra money for electronic checks, but I think I managed not to pay that. Why are residents of Maryland paying a corp to pay their taxes, and pay extra?</p> <p>It is all complicated so these corps can extract extra money, simple as that</p>
Diane	FL	Huge rip off	<p>The building management company will not accept checks & after a fiasco with Marcus by Goldman Sachs, I prefer they not access my checking account. I set up automatic credit card payment & they charged an additional \$9.35 processing fee. That is usurious!</p>
Peter	NC	Sticker Fee	<p>This past December I had my car at a dealership for routine maintenance and an inspection. I was charged a \$6 "sticker fee" for what I'm assuming is the little next-maintenance-due reminder sticker they put on the upper interior of the windshield.</p>
kimberly	CA	OVERDRAFT FEES!!!!	<p>these used to be about the business owner using his gas and time back and fourth to bank for a failed check.. but now????</p> <p>....for the computer declining a transaction??? \$25?</p> <p>even \$35?? same check twice?? ..will never understand. JUST WRONG</p>
Peggy	MI	Bank Check Cashing Fee	<p>It should be a crime for a bank to charge you a \$10.00 check cashing fee when you take it to the bank the check is drawn on! A check is a demand for payment! This should be illegal!</p>
KAY	WA	Kay Vanderbrug	<p>Was ordering on line, when I got to the page to complete the order they had added \$2.40 for recycle fee. I wrote the company three times before I got an answer, they said it was for recycling bottles. I recycle at home, do they want me take all bottles back to store for the privilege of pay 2.40. On top of that I did not have any bottles or other things that would normally be recycled. As a result I no longer shop at Rite Aid</p>
Mike	IL	Broadcast Fees	<p>It's bad enough that Xfinity charges \$8.00 each for Internet and TV when the account is on "vacation" and not being used, but then there is a monthly \$24.20 charge for "Broadcast TV Fee." Add taxes, other fees, and the grand total for using neither TV or 'Net comes to \$42.20 each month of vacation. How can a broadcast fee charge be justified and allowed when there is no usage whatsoever? The trouble is, even if such a fee is disallowed, Xfinity will simply increase charges, and regulators will blindly go along.</p>

First Name	State	Title	Body of story
Charles	NC	Paying	I hate a computer pay that keeps rejecting my user name or password. I'm left calling in my payment in and they make pay a fee to to them so they'll accept my payment. You should never have to pay someone to "accept" your payment.
Karen	PA	Senseless fees	- restaurants that charge facility recovery fees - isn't that their overhead factored into their prices - businesses that charge 3 - 5% for using credit card - excessive fees on rental cars - including facility recovery - hotel resort fees - ticketing fees - processing fees tacked on to donations for charity- if you want to give \$100 to charity, you need to pay 10% more
Laura	VA	For Profit	Every month we pay about 1/3 of our Verizon bill in fees, many of which are arbitrary. As senior citizens on limited income and numerous medical bills, it is heartbreaking to have to do this monthly. More urgent needs must be put aside. In addition the companies come up with more "creative" fees while those fees already in place only continue to increase. Over the years we have noticed a pattern with companies creating fees as a way to increase profit. The pattern goes... if the government allows one business to get away with this, all of the companies follow suit. Investors are always considered first as the customers must suffer at their hands. I pray that soon our divided Congress will put the interests of "We the People" over blatant unfair business practices for profit. Will we be able to continue to eat, pay medical bills, educate and protect our children?? Congress, IT'S IN YOUR HANDS!
Ricky	GA	Mr. Cooper mortgage llc.	I recently was trying to pay off my Mortgage, but the problem I ran into was that the only way they would accept my last payment of less than 500.00 dollars was to require me to wire it to them or provide a cashier's check. Both of these methods required me to pay fees 35.00 to wire and 10.00 for cashier's check. Keep in mind that I've paid 99% of my payments online. I tried several time to send the money previously online just to receive the payments back in the mail as a check. Then they had the nerve to charge me a 10.00 late fee. I'll never do business with this company again!!!!
P	NC	Disabled and on a fixed income	The cable industry has nickel and dimed me to death, and how much more? These fees need to stop ASAP.
Sara	CA	And then here's one more fee...	It was bad enough paying Ticketmaster's fees to get a ticket to a show. I went to the box office but they said I had to use Ticketmaster. And then, since I didn't have a smartphone, there was another six or eight dollar (don't remember) fee at the end of the transaction to mail the ticket. E-mail or will-call were not options. Ridiculous!
Lucy	PA	1304 Rhawn St	The remote for the TV didn't work. I called Xfinity they sent me a new one and charged over \$5 for mailing it to me and 80 cents tax. I am 90 and I have difficulty walking and could not easily get to one of their stores. I told them that.

First Name	State	Title	Body of story
Linda	FL	ms	Realizing the print newspapers are a dying breed, with most being bought out by a few corporations, they then staff, include few actual local news stories if at all and then not timely . I share a local St Augustine paper, "The Record", purchased by Newsweek, which fits the disc as described above. Recently they called her to renew for the year and she told them to discontinue delivery. They continued to deliver and then called her for an additional monthly fee, as her credit card was no longer valid to be charged. They wanted to charge her an additional fee to renew besides an additional \$9.00 if she paid by check ! What ???????????
Linda	FL	ms	In the past I have been charged wiring in fees, if only \$5.00, from my credit union when wiring in large amounts from other institutions . Even though the credit union isin going to make money on these fees while they sit in my account. When asked about it, they said they were competitive with banks, what ???
Dennis	CA	Out of control internet fees!	We use Hughesnet for wifi access. But when their equipment fails and we contact them for a service call, they want to charge a fee to come out and fix the problem with the satellite dish which is their equipment!! Talk about creating your own demand. We don't control the weather and we don't touch the satellite dish. What gives?
landre	CA	Ticket Master	I bought tickets for a concert tickets were \$600.00 plus two hundred dollars in service fees, this is ridiculous to charge such a mark-up
Bill	AZ	a FEE TO ADD MONEY FROM MY ACCOUNT TO MY DEBIT CARD.	MY DEBIT CARD IS ASSOCIATED WITH MY BANK ACCOUNT, BUT TO PAY A BILL BY DEBIT CARD, I EITHER HAVE TO TRANSFER MONEY OVER MYSELF (FREE) OR OTHERWISE, A TRANSFER FEE IS NECESSARY FROM THE BANK.
SUSAN	NJ	Forever Fees	Found the cheapest cell phone provider. Monthly fees: 911 -90 cents, FCC Re. Fee -1 cent, Fed USF cellular -73 cents, Fed Tele Comm Relay Serv. - 1 cent, Fed Tele Comm Relay Serv. -7 cents, Sales Tax - 55 cents - Total \$2.27 This just began, sure it'll be rising Internet, TV, Phone State & local Sales tax 2.02 Franchise Fee 4.11 State Reg Fee 0.15 FCC User Fee 0.09 911 Surcharge .90 Federal Universal .51 Total Tax & Fees \$ 7.78
WIESLAWA	IL	Service fee for payment with debit/credit	Many businesses, mostly smal business stores, are charging service fee for using debit or credit card. Yes, they pay fees to Visa or MC but they get to deduct them all as business expense. I can't do that... So, they signed the Agreement with merchant services and I'm paying their fees? I can't deduct them when I do my taxes. Watch your receipts people.
Trevor	CA	Internet Fees	Internet data usage has increased as more and more companies force you to do more online. In my location a large provider charges around \$0.06 per GB consumed each month within their basic package. While I have yet to exceed the standard allowance increased monthly use has approached the maximum. Any excess is charged at the rate of \$0.20 per GB, a 333% increase. Its daylight robbery.

First Name	State	Title	Body of story
Brittany	OH	So-Called Convenience Fees!	It's ridiculous to have to pay extra to pay online! For rent and utilities are expensive enough without these fees!
Clark	MO	DirecTV's Regional Sports Rip-Off	Although I now live in the MidWest I was born and raised in Alaska. Not surprisingly, I grew up listening to and watching West Coast sports teams. My loyalty to them persists. Consequently, I simply do not watch Midwest region sports. However, that doesn't stop DirecTV from charging me a "Regional Sports Fee" of \$7.80/month. A total rip-off for an unused service! My multiple complaints to DirecTV fall on totally deaf and indifferent ears.
ROBERT	UT	My name - -	You have my name as Eobb. It is Robb.
John	SD	Fees for everything	Every bill I have or when I am paying for lodging has some kind of fee besides the usual fee for the service. It would be nice to charge them a fee for us using their product(s).
Jean	OR	Stop AIRBNB and HOTEL JUNK FEES	Airbnbs and hotels are charging such high fees that it makes it difficult for family or business travel. They have also decreased the number of hours of your stay, or charge extra for early check in or late check out. For example, now most have check in time at 3:00pm and check out time at 11:00am, which does not give you a full 24 hour stay. If you want to come in earlier or check out later you nearly have to pay a fee which often times represent a full day reservation...
FRANK	TX	Car disappointment	Looking for a new car to replace our superior 2006 Highlander, we picked the 2018 Subaru Outback. Being a little smaller than the 2018 Highlander (now grown in size), the Subaru was more comfortable for the petite wife driver. Everything about the Outback was great. The tech and safety features, handling, gas mileage, and comfort. Then we came to the 30,000 mile service event. Subaru specifies brake fluid flush, front and rear differential fluid change, filters replaced, along with the oil and filter change and tire rotation. To a whopping cost of \$635. Routine maintenance? It was bad enough with the \$25 tire rotation (lousy all wheel drive) every oil change, but this too is too much. Next time back to good old Toyota.
Mark	WA	The Government is the worse offender	I saw the President's State of the Union and I am writing about his wanting to get rid of "Junk Fees". If Mr. Biden wants to do that, he needs to start in his own back yard with Recreation.gov. I am a Hiker and a lover of our parks for decades. All I have seen is more and more fees and more and more places requiring permits where you pay fees. The latest is "Timed Entry" into the Parks. Now to enter Glacier, you must go to Recreation.gov and reserve a time to enter and pay a \$2 fee. Not much but it is just one of THOUSANDS of fees. Then once you get your entry you pay the \$30-\$40 to get in. There are also many places you must Win a lottery to get in like "The Wave". I apply 9 times a year at \$9 just to enter the lottery! Then if I am lucky enough to win, I pay \$30+ for the permit. All the government is doing is enriching Booze Allen who owns Recreation.gov. <u>So if you want to stop Junk Fees, start in your own back yard.</u>
Ingrid	GA	Junk Fees	I get charged fees for paying a bill with my debit card. Internet and cable bill fees, hotel, airline air bnb and bank transactions fees.
SANTO	NJ	Junk fees	All of it Cable,Telephone, ETC: all of them

First Name	State	Title	Body of story
Kathryn	IN	IRS junk fee	Unfortunately I have to pay taxes this year. IRS wants to charge a \$104 "convenience fee" to pay them with a credit card.
Bob	NJ	Cell phone	My cell phone fees add up to more than 15% of the cost of service.
DEBRA	NM	Where do I start? Doing taxes and noticing junk fees	Because I am self-employed and work at home I need to keep track of all expenses. Comcast has all kinds of junk fees, from a \$21.30 "broadcast TV fee" to a \$5.75 "regional sports fee" (I never watch sports---can't someone else pay my PBS "fee"?). Then there's a "franchise fee" of \$4.76 and a "regulatory cost recovery fee" of \$.09 (presumably so that humans, rather than corporations, have to pay the cost of the tiny amount of regulation we have left in this country). They just raised my bill for 2023 by another \$20 or so. I just noticed that Verizon's paper bills are now streamlined so that nothing is itemized, so I guess I'd have to go online to see what I am actually paying for. Century Stink (oh sorry, Link)/Lumen now charges \$1 for a paper statement and would charge a fee if I paid by credit card so I pay from my bank. They have some charming fees like a "subscriber line charge" of \$6.50 (I have no idea what I am "subscribing" to as that implies a voluntary choice), a "non-telecom service surcharge" of \$2.99 (odd as I only have telecom services with them, landlines for my business), and "access recovery charge" of \$1.69 (access to what?), and the "optional inside wire protection plan" has gone up to \$16.00. This from a company that left me 11 days without service a few months ago, cut me off seven times on the AI chat-bot, made me wait on hold a total of more than 8 hours (one time was 5 hours and I gave up), and only gave me a service appointment after the intervention of my state Public Regulation Commission. I did get a few credits from both Century Link and Comcast for service outages this year, but it doesn't begin to make up for either my time or the junk fees. I am looking up the salaries of each of their CEOs. Don't do it if you want to keep your blood pressure down.
RICHARD	OR	Deceptive practice	I really resent booking at a reasonably priced hotel (not a resort by any means) and finding out they charge a "resort fee". Any ancillary cost should be included in the quoted fee.
Daniel	CA	Too many fees for Internet, Cable TV, & Wireless Phone	I have had Comcast for over 25 years for internet and cable TV and have paid a lot of tax and miscellaneous fees, also an extra charge if a technician had to come to check and/or repair my service and equipment. Comcast/Xfinity is the worst. I changed over to AT&T which is better than Comcast, but still too many miscellaneous fees now because the service charges and fees went up after the first year on AT&T.
SHAWN	FL	To many extra fees	So many merchants are charging credit card fees now it is ridiculous. It used to be a violation of the merchant agreement to charge extra for taking credit cards but that doesn't seem to apply anymore. Then there are the automatic resort fees for some hotels even if they aren't really a resort just to be able to appear to have a cheaper room rate. And let's not forget about the processing fees and the convenience fees.
Kristin	CA	Everywhere you go!	Whether it be from restaurants, bills or utilities, we're paying exorbitant fees on essentially everything there is out there from unscrupulous business "practices". Even going to a cafe the other day charged me an "employee benefits fee" which is complete bullsh*t. Don't be so damn frugal and foot your own workers living wages rather than have us pay for them. Everyone is trying to swindle you anywhere you go-it's infuriating.

First Name	State	Title	Body of story
Edna	OR	Miles Earned but not Free	<p>It takes years and years to save up on miles to take a trip which ordinarily costs more than one can afford.</p> <p>When you have saved and saved and try to purchase airfare tickets, the added on costs are another item you may have still not saved enough to cover !!!</p> <p>And all these years these Airlines and credit card companies have kept you interested in doing business with them because, you thought it would be beneficial to you to continue to do business with them...</p> <p>Is there light at the end of this tunnel !?</p>
Michal	CA	"You don't need two TVs if your spouse is dead."	<p>Cable junk fees are horrid. There's about \$35.00 in fees on my bill. I'm a senior and now on a even tighter fixed income. After my spouse died, I called to remove some extra channels and complained about the required cost of a "box" for each TV. (This had been added a few years back, as "necessary") The agent's response was "well, if (spouse's name) is dead, then you don't need two TVs.</p>
Gerald	MI	Consumer Reports paywall	<p>Paid for a month of digital, first search for a 2014 Chevy Cruze brought up two results, for a 2018 and 2017 article where "Cruze" could not be found within the article. No refunds are provided for digital subscriptions. Thank you CR, and farewell.</p>
Marilyn	TX	Unnecessary Fees	<p>If you use your credit card to pay utility bills they charge a fee. Your cable, internet, and landline charge fees. If you are late with your payments, they charge a big fee two times the payment.</p>
Darlene	AR	Questionable fees	<p>many utilities tax the client a tax to cover their tax! What is an "End User" charge?! In Arkansas the Public Service Commission ISN'T for the Public at all, but always allows Utilities to Raise their rate and add fees without notifying the Public to let us make any objections, when they know Utilities are a Necessity of life! All the while the Presidents and CEOS make millions!</p>
george	PA	Comcast jacks up rates every year	<p>My Comcast internet/cable fees go up around 15% a year like clockwork. They are about 50 % higher than than they were 4 years ago. They recently went to electronic billing to reduce (postage) costs for them by not for me. I have never once been late on a payment and as a retired customer find this disturbing. Unfortunately we have no real options in our area.</p>
Philip	CA	No contracts is a plus for the vendor, not the cable user	<p>I had Cox cable some years ago, and was satisfied with it. When I moved, Cox was not available; I chose Time-Warner, which was also OK. Since Spectrum has taken over, it is just a constant stream of fee increases, and junk fees, which they try to pass off as required by the government. I recently cancelled my TV service. After a month, they raised the price of landline plus internet by \$5. The alternative, AT&T, has a similar reputation. When I figure out how to divorce from Specturm entirely, it will be a happy day. Please help to control this greedy monopoly.</p> <p>Thank you, Philip</p>

First Name	State	Title	Body of story
Philip	CA	Bank fees for sending money overseas	<p>My son lives in Australia, and I have been able to send him money on several occasions. About two years ago, I checked the exchange rate online before sending the wire transfer. The exchange rate given by the bank was precisely 3% lower. I complained at length, to no avail, even though I have preferred status with this bank. Buried in the fine print was a comment that the bank might charge a fee. Paying 3% on a modest credit card charge is one thing, but 3% of \$10,000 is something else entirely, namely a rip-off that most customers will never be aware of.</p> <p>I have subsequently learned that if I send US Dollars, they will cancel the transaction. Repeatedly, with no explanation. I have to send AU Dollars. I have deduced that this is so that my bank, not the receiving bank, can collect the 3%.</p> <p>This practice is unconscionable and should be prohibited.</p> <p>Thank you for your consideration, Philip</p>
Vanessa	NV	But I don't watch sports!	<p>I noticed a "sports" fee on my cable bill. I called and said I didn't subscribe to a sports package and they said it was "fee" I HAD to pay to have cable. I cancelled my cable.</p>
Joan	CA	Tesla--get out of solar--your crooks	<p>House bough June 2022. Two solar leases carried over from previous owners. Eight months later payments still not straightened out. They also charge me \$15.00 monthly because I won't sign up for automatic payments to be taken from my checking account.</p>

First Name	State	Title	Body of story
Michael	MA	Give me the Total Cost Up Front and stop wasting my time with hidden fees.	<p>It doesn't seem to matter what you do these days hidden fees have become the norm and they have gotten out of control. These are not small fees, they add up quickly and can increase the purchase price significantly. It truly is a form of switch and bait and needs to be outlawed. The price advertised needs to be the price you pay inclusive of everything except taxes. Why are certain industries allowed to get away with adding all these bogus fees when you checkout. Why do folks continue to purchase from these merchants whether they are airlines, hotels, car rental companies, etc. Because we, the consumer, have very little choice when entire industries place hidden fees on everything everywhere. This leaves the consumer with only two choices: to pay them or not use the service. Isn't this just a wink and a nod between the companies in an industry to purposely mislead consumers about their prices. They dangle a price in front of you that you believe is within your budget and when you go to purchase they hit you with some of the fees, but not all of the fees. Many times once you get to the destination you get hit with fees that were never disclosed such as parking fees, administrative fees, convenience fees, resort fees, etc. Once you give them that credit card info they know they have the upper hand. No matter what you say or do in that moment you will have to pay the fees or cancel your reservation. That's when they will hit you with the cancellation fees. Oh yes, you can fight the fees after the fact but why should you have to do this at all! The states need to pass additional laws to address this loophole or the states attorney generals need to begin fining or suing businesses that charge hidden fees of any kind. We need better price transparency laws. The states or federal government have never done anything unless folks get angry and complain. If you want to do something about it besides reading what I'm saying then please email or call your local congressman, senator, state representative and let them know that this price gouging thru hidden fees has got to stop. If enough folks take the time to do this then they will get the message and do something about it. If they don't do anything then vote them out of office during the next election cycle.</p>
Michelle	MA	Fees for bill paying online	<p>I was trying to pay my Astound aka Rcn cable/internet/ telephone bill. I went online and thought it would be simple. Even though I used my debit card to pay, it took 3 days to process my payment. By this time it was shut off for non payment. Then had to pay another reconnecting fee. They didn't care I was shut off. I should have paid it on time. So I explained that I was on a fixed income. Oh your 1 of those people.</p>
DAVID	PA	overdraft fees	<p>several years ago, when I had cash flow problems for several years, I was paying about one thousand dollars in overdraft fees per year. Many were due to inappropriate ordering of checks and charges. In addition, I had then had to high interest on payday loans</p>

First Name	State	Title	Body of story
Lynda	TX	Spectrums, harassment of senior citizens	My household has used spectrum Internet for years. We have Hulu for a TV provider and we have T-Mobile for our phone provider. Spectrum somehow decided three months ago to start billing us for TV. I never saw a bill because we have paperless billing and I have my bills paid automatically by my bank. First thing I knew about this was when we got a harassing phone call from Spectrum telling us we were three months past due on a television bill, which we do not have, nor have ever used. Spectrum claims to have copies of emails sent to my husband showing they were notifying us of the rate changes, but they refuse to provide any proof of that. They have absolutely no proof of us ordering this service. No contract nothing. So they are expecting senior citizens to pay an extra \$300 for a service we never received. We have fault and complained for a week.. They don't care every time you talk to someone else you get a different story no one seems to have the same story to tell.
TJ	TN	RENTAL HOUSING FEES	I RECEIVED AN ABUNDANCE OF HOUSING APPLICATION FEES , JUST TO FILL THEM OUT AND TURN THEM IN. BY THE TIME I PAID FROM \$30.00 TO \$35.00 I WASN'T ABLE TO COME UP WITH FIRST AND LAST MONTHS RENT PLUS THE FEES FOR WATER, ELECTRIC & GAS. ALSO SOME DENIED ME BECAUSE I HAD A LITTLE DOG. I HAVE MEDICAL PAPERS FOR HIM, HE IS AN ASSISTANT DOG.NO MORE FEES.
Dennis	UT	Deceit in how the cable company bills	Comcast promised they wouldn't raise their rates when they did. They blamed the third party for raising their rates and that rate hike was a pass through. I really don't care who or how it happened but when they say no rate hike I expect my bill to stay the same.
Kevin	CA	Junk fees	Ticketmaster adds huge fees on top of the price of tickets whether it's processing fees or whatever they can add up to 30% to the cost of attending an event. The fact that the US government allowed Ticketmaster and Live Nation to merge created a non-competitive ticket market. It is simply unfair.
Shirine	VA	Fees that could buy a house	My story does not differ from anyone else's. We are all subjected to resort fees, convenience fees and the like. Government websites charge convenience fees too, it's not just every blood sucking company out there. I don't know when this started but it's as criminal as being obligated to pay high taxes even if we are living off our retirement! There is no standard of ethics and no moral compass for these companies. It's beyond the problem of convenience fees when it comes to real estate. If you lost your job during the pandemic or had hardship, banks still let you refinance with all the fees that includes. However, people who are paying their bills even without a job can't refinance. What kind of bs is that? Our whole system is a joke at this point.

First Name	State	Title	Body of story
Max	CT	Insist on a single price (possible duplicate)	<p>[It's unclear whether my first attempt succeeded, so I'll try again.]</p> <p>Trying to comparison-shop for communications is impossible because of the fees above and beyond the advertised price (assuming I have more than one choice).</p> <p>For example:</p> <ul style="list-style-type: none"> o CELLPHONE MINUTES: an added E911 charge, \$2 o LANDLINE PHONE CHARGES; to my base price of \$100 for phone and internet, Frontier Communications adds Federal USF recovery charge, \$2.12; VOIP 911 surcharge, \$0.70; state sales taxes, both the regular one, \$0.19, the state telephone sales tax, \$0.77; and a printed-bill fee \$2.99. o CABLE-TV CHARGES (thanks Comcast, not): broadcast TV fee, \$28.10; regulatory cost recovery(!), \$0.10; franchise costs, \$1.16; state gross receipts fee, \$3.14; sales tax, \$3.59. <p>None of these is a surprise to the company, nor do they vary monthly, so they could perfectly well be rolled into the base cost so we get presented with a bottom line which we can compare with other companies' charges and make an informed choice.</p> <p>The only oddball is the printed-bill fee, which I could opt out of, but so long as I choose paper, it should not be a profit center, but should reflect the provider's actual cost. It's certainly well under \$3. FTC: make sure that those of us who want an actual bill aren't getting gouged for it.</p>
James	UT	Junk fees distort comparison shopping	<p>Providers often advertise their rates or prices on the basis of some base fee. But that rate can end up being deceptive for comparison shopping, because in many cases the base fee isn't the actual price. When you get to checkout, or worse yet when you get to the actual property (like a hotel), there are more fees added. Some of these aren't disclosed until the last minute, or are in tiny print on the website. Or they charge extra for things that are normal and customary parts of the base price, or are for ridiculous things that you don't want but can't avoid. Unfortunately these practices seem to be spreading.</p>
David	CA	FUBO TV hidden "regional sports fee"	<p>This \$13.99 fee was not disclosed until after I was billed. I was quoted \$85 but my credit card was charged \$99. This is a mandatory fee with cost depending on number of "regional tv stations" in your zip code. There's no way to opt out. Apparently this hidden fee was added earlier this year. It is not mentioned in advertised package or add-on fees.</p>
Nancy	FL	Stop the madness	<p>It's absolutely ridiculous that consumers have a fee for everything. Prices aren't high enough already</p>
D	CA	Marriott resort fees are discriminatory	<p>Marriott has started charging resort fees, especially at beach-side locations. They supposedly cover the cost of things like bike and boogie boards that, of course, are must-haves for everyone. They charge the \$50/day fees on to of the \$50/day parking fee. Now, if you won't surf or ride a bike, or can't because you have a disability, it's just extortion. What % of people actually use those things anyway.</p> <p>Of course, there is nothing that says you "must" stay at a Marriott facility, but if you were going to use your points for a 5 day stay that's \$500 you weren't planning on. So they win either way, they either make you pay or you don't use your points and they earn interest on the banked value!</p>

First Name	State	Title	Body of story
Betty	FL	Resort fees	<p>Wanted to stay at the "resort" hotel my cousin's daughter wedding was being held at. The price for the room was expensive, without the "resort" fee. With the "resort" fee (which we were not going to use the pool, etc) made it completely out of our budget. We booked a week at a timeshare about 10 miles away, which had a kitchen, pool etc,. The week at the timeshare cost us about the same as a day stay at the "resort". I would have loved to stay at the "resort" hotel to see all my relatives but the "resort" fee was \$50 a day. This is crazy!</p>
James	FL	I hate resort fees.	<p>We are being charged \$41.00 per night for a two night stay at a Kimpton resort in Key West, FL from June 20 to June 22, 2023.</p> <p>I am challenging this charge before we arrive rather than fight it after we check out.</p>
Andrew	FL	Held Hostage By Fees	<p>We can use all the definitions we want, but add-on fees are nothing more than pure revenue enhancements for the companies pushing them. They are part of nearly every business encounter today, but for me, the most annoying are related to resort fees, airline baggage and seat fees, and AT&T (my current internet carrier). For resort fees, it “bundles” certain potential services. I say “potential” because I rarely have to pay for things like internet, beach towels, etc. But I am charged just the same. The airlines, all of them, are making so much off of these fees, it is a main piece to their revenue streams. Having to buy a ticket and THEN pay for a specific seat is ridiculous. And to be held hostage with bag charges is disgusting. Fees on airlines can be as much as 30% of the cost of the ticket.</p> <p>I have stopped going to concerts. I refuse to pay up to 25% of a ticket for the right two my own ticketing online. No artist is worth it to me. I’ll wait for the video. I believe this is a trend among many of us seniors.</p> <p>Finally, AT&T, and probably other carriers are just plain stupid. I stopped using UVERSE because the fees were stupid. I am almost ready to drop the aT&T internet because the fees there are nuts. And I have choices. BUT...those choices come with fees as well. So, in the end, we can complain all we want, but if there is no regulation of these “junk fees” we individually have to decide what is important to have and what we can let go of. For me, I can afford any of it, but it gets to the principle of the issue. There should be a value of the fee or it shouldn’t be allowed. No one, especially a company should be allowed to charge for “air”.</p>

First Name	State	Title	Body of story
Alan	PA	Fees on a city hotel where points were used to pay for room.	<p>My wife and I stayed at the NY Sheraton for 2 nights, and paid for the room with Marriott Bonvoy points. At the time of the reservation we were told there would be a daily \$30 Destination fee, which could be used toward food in the hotel. I have Platinum Elite status, so breakfast was provided for my wife and me. Both nights we went out for dinner, so the only place we could "spend" our money was for lunch. The hotel did not have any restaurants open for lunch, so we bought two sandwiches, and 2 salads, and a bottle of water to satisfy the \$60 fee.</p> <p>When I got the final bill, it came to \$68.84. The fee was \$32.66 and we were charged a NYC Tax of 5.875%! I have a call into the hotel to find out why I was charged so much.</p> <p>02-JUN-23 RT4932 Daily Destination Fee 32.66 02-JUN-23 RT4932 NYC City Tax 5.875 1.76 03-JUN-23 RT4932 Daily Destination Fee 32.66 03-JUN-23 RT4932 NYC City Tax 5.875 1.76 04-JUN-23 50662 Starbucks 60.00 04-JUN-23 4932 Destination Fee -55.11 04-JUN-23 4932 -ADJ Sales Tax 8.875% -4.89 04-JUN-23 VI Visa NY-5669 -68.84</p>
John	MD	Disney dolphin resort fees!	As much as we enjoyed our stay, the surprise \$40 per night resort fees was ridiculous. The justification for this resort fee was for Wi-Fi and use of other facilities that we did not even touch (e.g., paddle boats). This was not communicated to us at the time of booking or check-in.
Roy	NJ	Verizon	Verizon fees are out of this world, we have 7 devices (Cellular) and you can't understand the bill, all hidden fees that no one said anything about when we signed up
WAYNE	VT	Broadcast TV fees during suspended service	If cable Broadcast TV fees can be somehow justified, the fees should be part of the standard monthly charge. I see no justification, however, for charging the Broadcast TV fees when the service is on a seasonal stop. Unhappy in Vermont.
Joseph	CA	69% Over Stated Room Rate	I was going to book the Monterey Tide Hotel in Carmel, CA. The rate was given as \$484/nite, a lot more than I'm accustomed to paying, but it was a special occasion. But before I pressed the reserve tab I checked to see what the total would be; I was astounded at the final price of \$816; an increase of 69% for taxes, fees.
Arthur	CA	Fee angry	Cable companies have so many hidden fees, like the premium channels promotions, once the promotion ends its so difficult to cancel.
HOWARD	FL	Event tickets	Many purchase websites don't give the fees, until after entering all information including credit card. No place to find out fees earlier There are \$100s. Make them disclose upfront!
Josef	NY	American Express	One second late and there is a \$40. Fee and it never ends...

First Name	State	Title	Body of story
Jeff	SC	Credit card fees/convenience fees	<p>Since Covid, many restaurants have begun charging “convenience fees” or credit card fees. Theoretically, this fee shouldn’t be charged if you pay cash. In reality, many restaurants include this fee on ALL bills, cash or credit, and if you don’t pay attention to your bill, you may be paying this fee unnecessarily. Further, this fee is often a percentage...usually about 3.5%. I understand that there is a fee charged by creditors for convenience...fine. But this should be a flat fee, and CLEARLY stated before you pay your bill so you can decide whether you want to pay the fee or not. The creditors don’t charge the fee to the restaurant based on the amount of the sale, it’s just a flat fee. If restaurants want to pass that fee on, fine. But don’t make it a percentage. The fee should be the same whether your bill is \$10 or \$1000.</p> <p>The service fees on concert/sport/entertainment tickets are frustrating too! If I buy 10 tickets to a concert, I should pay ONE service fee per transaction...NOT a fee for each individual ticket. I’m not a fan of these fees at all, but I’m willing to compromise as long as I don’t feel like I’m being taken advantage of.</p>
Garland	NJ	Hate fees	I don't like paying additional fees at hotels, air lines, and cable we are already paying to use their services
mario	NJ	TICKETMASTER AND SIMILAR ONES ARE ABSOLUTELY OUT OF CONTROL.	ANY TICKET THAT YOU WANT TO BUY IS LOADED WITH FEES THAT INCREASE THE PRICEABOUT 50%
MIKE	FL	Credit card use surcharge	After picking up a carry out order recently I noticed that the restaurant charged a service charge for using a credit card. The amount was over \$3.25. According to Florida law, this practice requires posting of this at the restaurant entrance as well as being notified at the checkout. Neither was noticed when the order was picked up and the cashier failed to inform of the surcharge. This infraction may be more common with takeout orders. It’s just another method to enhance profits in my opinion.
Andrew	NC	SCAMS	These fees are deceiving. They feel like scams. You think you're paying a certain price and lo and behold the price is jacked up on the total. Everywhere you turn it feels like we're getting taken for a ride.
Mike	MI	Music fee	Being charged service fees to listen to Serious radio, and to only listen to a couple stations.
Linda	AR	Fees for no service	I've stayed at hotels that charge for resort fees when I never stepped into any resort area. I went to business meetings where the business paid a room fee. More and more businesses charge a credit card convenience fee, which you only find out after your checking out. Tax prep like TurboTax have online file fees, especially for state returns. Seems like some restaurants are tacking on employee fees too...
Todd	TX	Convenience fee for who	<p>Why am I always charged a convenience fee by every transaction, when I am saving the merchant from having to hire an employee to enter the transaction and process it?</p> <p>I am doing the work, and patronizing the merchant, but I am being charged a fee to complete my own transaction? This is not good business, and increases the cost of goods.</p>
Dick	MI	What's this fee for ????	Companies have learned that small fees listed to the consumer with a meaningless or scientific verbiage can slip buy scrutiny & get paid

First Name	State	Title	Body of story
JAMES	OH	Resort Fees	Its not until you check that they make you aware of the fees. Some resorts charge you if you park your car on there property. Thats crazy!! The other thing that is ridiculous is baggage fees. They are creeping up slowly.
James	KY	Ticket fee	I needed two more tickets for Moulin Rouge Broadway play in Cincinnati. At last moment i expected to pay a higher price for this tickets. The seat price was \$135.75 a ticket. My final price was \$318.40 for both tickets. This amounted to a \$46.90 ticket fee. This was all done electronic.
Jonathan	FL	Legal ticket scalping	Paid almost \$1,300 for 2 Taylor Swift tickets through Seat Geek. The seats were as advertised, but they were behind the stage. In fact, the main stage was completely obscured and she was only visible in the middle of the catwalk or farther out. I'm quite sure these seats' original face value was \$100 each, or less. Seat Geek sells them for \$635 each with fees. It's LEGALIZED SCALPING!
Edward	MI	Added fees	What bothers me most is the extra fees that ticketmaster and other similar companies impose on sporting events, music concerts etc. These events are already expensive and charging a \$20 fee on a 30 or 40 dollar ticket is very objectionable. Of course the higher priced tickets also garner expensive fees. Cable bills are also quite high and the extra fees cause many to drop cable which causes my cable bill to be even higher . As a retiree this is not acceptable and Comcast is constantly raising prices.
Phyllis	TX	Ridiculous fees	I am tired of paying unnecessary fees. I once called a company and asked what the fee was used for, and not a single person knew why or what the fee was for. The most ridiculous fee is a "resort fee".
Donald	MN	Xfinity charges	Too many charges with no explanation. Taxes and bogus charges.
Christopher	CT	Cable Fees	Heavy advertising by companies such as Verizon and Optimum, especially to get you to sign up for the trifecta of services: phone, cable, and internet. What they don't tell you (not included in the price quoted in the ad) is the substantial number of mandated fees and company fees. This makes it impossible to compare prices between providers.
Jennifer	NC	Cord Cutting and Concerts	Cable prices keep going up. Like many people I cancelled and switched to TV streaming service. I picked Fubo for the channels they provided. After I signed up I got hit with some Regional Sports Package that costs extra, of which I can't cannot have according to internet research. I won't even get started on concert tickets. So many concerts I haven't gone to after I see the 'whatever in the world' fee is tacked on before final purchase. They are insane!

First Name	State	Title	Body of story
Hugh+L	MI	Hospital Physician add on fees.	<p>1. I went to a hospital after an auto action to have a examination for my injuries. I had an x-ray and some other test by one set of technicians and a doctor. The hospital had my Insurance info so they build my insurance for their services. A few months I get a bill sent directly to me from a doctor I never saw and he did not bill my insurance even though the hospital had my address and insurance on file.</p> <p>2. I had an emergency so I went to the hospital with my Insurance card, they copied my License and Insurance card. Months after I get a bill asking me to pay the full amount. My insurance stated that the bill was not filled out correctly. I called the hospital and informed them that the insurance company would pay them if the form were filled out correctly. I got another bill stating asking me to pay the amount in a certain time frame. I had to call both the Insurance company and the hospital billing and stayed online until it was settled.</p> <p>To my surprised a month later I got another bill form the hospital Billing asking me for payment for a Physician's services. I notified them that their hospital had all my Insurance records. They kept insisting they I give them my insurance record. Why can they all get these records together and submit all one time or share the records with their associates in the hospital system?</p>
Susan	CO	Too tall and leggy	My husband is a tall and skinny guy. He's 6'5" and weights 195. When in an airplane seat, his knees hit the chair in front of him. To get in he has to take out magazines and literature just to fit. The guy in front can never recline his chair and is always frustrated trying. To get a seat that fits, we have to pay \$50-\$150 a seat. Very frustrating.
Amber	NC	Home Security Co. Auto Renew fees in the fine print	We purchased a new home in 2016, and signed a 5 year contract in North Carolina with a Home Security Company "Taylor Control Systems" locally, who was actually serviced by another company out of Maryland "Dynamark Monitoring". So after the 5 year contract was completed, in the fine print as the consumer I was supposed to remember the contract would auto renew for and ENTIRE YEAR, if I did not call to cancel thirty days prior to the end of the contract. Which I assumed that after the 5 yr contract ended it would just go month to month until I cancelled, never did I realize auto renew for an entire year, as the microscopic fine print stated. So after much back and forth with a "manager" the company reduced the "yearly" fee by a little and I paid \$192.00 to close out the new auto renew contract (1yr) and end all services with this company. This whole ordeal of dealing with this company and having to pay \$192.00 for service's I wont be using to void a contract caused much emotional distress, no one like's losing hard earned money to a company using deceptive practices. No business should be able to auto renew a contract ,without customer acknowledgment prior, no matter how long the contract is for. Anyway this is my personal experience with auto renew services/fees I feel consumers need better protection.

First Name	State	Title	Body of story
Patricia	NY	Fees Fees Everywhere Fees	<p>It is nearly impossible to find any bill that does not contain fees. Most don't make any sense and seem to be given amorphous name like processing fee. Many times they're small but when stopping to think about it \$1.23 on my bill is not significant but multiply that by thousands of consumers the profit to companies is huge. They also hide fees like \$3 on a cable bill that's really for a deal Fox made with the cable company.</p> <p>We need guidelines and oversight to the fees being leveraged by companies. Scamming consumers needs to stop.</p>
Janice	KS	VRBO	<p>Great deal!!</p> <p>Is what I thought when I spotted a VRBO for \$155 a night.</p> <p>So after</p> <p>Property fee</p> <p>Cleaning fee</p> <p>Service fee</p> <p>Additional charges?</p> <p>(Don't know what that's for)</p> <p>The total was another \$100 per night!</p>
Terry	MN	Double hotel bill	<p>I wanted to book a room in Crested Butte, Colorado for the Wilfflower festival. I found a room for \$249 per night which was just at the top of my budget. When I went to check out there were 4 additional fees (taxes, service fee, resort fee, and cleaning fee) that doubled the price. Very frustrating to say the least.</p>
Daniel	NC	Netspend, Skylightpaycard	<p>Convenient card, but no way to reload. I'm told it can be loaded at Dollar General, Dollar Tree, Dollar Store, but I don't shop there, and card is overdrawn, but I don't know which merchant.</p> <p>Want to pay overdraft of \$3.75, and Skylight's fee of \$3.95; they have others.</p>
TIM	PA	Junk fees added	<p>I find it very underhanded for companies to be allowed to add on hidden fees, especially if they don't show up until you're ready to pay and even might be too late to back out of a purchase.</p> <p>Travel (flights), Entertainment (event tickets), TV & Internet, Gas, etc.</p>

First Name	State	Title	Body of story
SD	OR	Airline fees	<p>(I tried writing this before and it 'sent' before I was ready, and hadn't put in my address info)...</p> <p>Since I moved in 2003, I flew to see my parents 2-3x year, a 2.5-3hr nonstop flight each way. Sometimes I used 20-30k miles for the entire RT instead of cash. The last time I saw them was in late February 2020, just before lockdowns. The early morning flights were booked 3-weeks in advance and total RT cost \$188.83 plus taxes/fees of \$42.96 = \$231.79. Fees included a facility charge, flight segment tax, Sept 11 security fee, and transportation tax.</p> <p>In December 2021, I wanted to see my parents for their 67th anniversary, but the cost had gone up nearly 5x. I wrote to a friend on 12/2/21, a nonstop one way was over \$600, just for the base fare! I ended up using 30k miles PLUS \$425 cash RT, plus baggage and \$50 nonrefundable trip insurance. In addition, a stopover cost me a full day of travel, and with Omicron rising (having to be on more planes and in more airports all day) this all was becoming incredibly stressful. I finally decided to postpone. To redeposit miles cost \$125. My parents died unexpectedly exactly a month later.</p> <p>This year, I looked for tickets to place the headstone on their grave, which is actually a slightly shorter flight. I found a nonstop flight and entered all our data, only to find there weren't two seats together! I gave up after half a day of this nonsense. Every time I searched, the prices changed, too. Dynamic pricing? It shouldn't be so hard! I decided to postpone as I didn't have time to deal with it.</p> <p>Now, a couple months later, I'm just going by myself. The first trip I purchased was crazy expensive. I thought I could deal with it, but then cancelled within 24 hours. I tried again a few days later, and the cost was about HALF! What? Now, my early morning nonstop round trip, purchased again 3-weeks in advance, cost \$372.56, plus fees of \$62.47 = \$435.54. Plus baggage fees (\$70 round trip). I have low</p>
ROBERT	NM	COMCAST Fees are the worst.	<p>Seems like every year COMCAST adds another \$20 or more to their billing statements in additional fees. They're making billions of dollars each year and they say they're not making enough, so they raise the fees again. I think they're communist and don't care how much the average person has to pay. They have a monopoly over other cable services and for the amount we pay every month for TV service when we only watch a few channels is ridiculous. We pay over \$260 per month and if we could pick and choose which few channels we want I'm sure we could reduce the monthly premium but COMCAST doesn't offer that feature. It seems like they have extra fees and taxes on every line item on the bill. Who actually gets these fees/taxes? COMCAST, I'll bet.</p>
Eric	IL	Verizon fees unlimited	<p>When your \$40 per month bill blows up to \$78 per month. That's Verizon plan, Fees Unlimited.</p>
Robert	GA	Tired of Being Nickeled and Dimed	<p>Something needs to be done about the lack of transparency for us consumers today. Almost at every turn (financial transactions) at least, there are always additional fees associated with the advertised price. I fully understand shipping charges, but a majority of the others are not warranted. If the FCC, city or state requires fees, then it should be included in the "listed price". Please stop adding them on the back end.</p>

First Name	State	Title	Body of story
Mike	MI	Vegas "Resort Fees"	My wife & I recently took a Vegas trip where we spent around \$350 per night for a long weekend. Part of the decision as to where we would stay was influenced by price. I was suprised and dissappointed that the hotel charged an additional \$47 per night "Resort Fee". Come on! Just include it in the room rate!
Pat	LA	SportsChannel Fees when we do not use sports channels	For a few years now I have been battling Comcast about charging me \$12 each monthfor sports channel, which we never subscribed to. They continuously tell me everyone has to pay. Why, I never watch sports nor do I subscribe to any of the sports channels. I am sure I am paying other junk fees but this one really irritates me as it is blatent
Helen	AZ	Double billing in Healthcare	I have gotten a bill from a doctors office for a copay after I already paid the copay. I also had one clinic not even submit my health insurance card so they could send me a bill for the entire session. Right now, I just got a bill from a specialist saying I owe 20.00 for a copay, when on the back of the bill, it states I paid a 20.00 copay on that day. Also, I've had my medical records altered apparently for the clinic to get paid more from my insurance company, in effect, committing felony fraud.
JEANNE	NM	Comcast/Xfinity	I have ended up paying \$236.00/month for this Internet/TV service which is ridiculous as I get only internet and standard channels plus Netflix (paid separately). Many of channels included are unwanted not to mention more and more advertising only channels and falling quality of shows, increasing amount of ads during shows - 7 minutes of show, 3+ minutes of repetitive ads (network's fault). I'm not tech savvy and an older lady of 74+ who still works to make ends meet. My Xfinity bill per month is close to supplemental health insurance with all on taxes, service fee etc.
Asher	OR	Resort Fees & event ticket fees	Mandatory Resort fees for services we don't use like pool or exercise room are unfair. Let the people who use those services pay for them individually. Seems as "resorts" are trying to market the room price lower then recoup the cost in fees. And to have a in room wireless internet fee in this day seems like a money grab. Secondly we go to a lot of concerts and ticket fees are rising again. Our tickets cost from \$30-100 and the fees can sometimes be as much as a 1/4 of each ticket price. Even when it's emailed tickets we print at home. Seems like an arbitrary fee to boost profits on an electronic transaction.
Alicia	DE	Cell phone fees	I don't understand why cell phone companies charge you these added taxes of which explanations are never clear orale sense.
Kohl	WI	Parking fees and school Taxes.	City and CityParking lots i pay for through Taxes, but yet they still charge a fee for parking their. Schools are supported through Taxes, but I'm a senior and don't use these schools. I should be exempt
Gerald	NY	unagreed unwanted illegal fees impart standard of living	It is unwanted unagreed to fees double fees you buy a plane ticket then they charge you fees to sit down during the trip, fees to buy sporting tickets, fees if I overdraft my checking, resort fees after buying a hotel room then more fees on the hotel room. I am double charged fees on my telephone, cable bill monthly. These fees are unadvertised price told to me, they undermine consumer efforts to comparison-shop and sticking to a house hold budget. These fees lurking in the fine print , appearing on bills after the fact I have paid . The crackdown on junk fees should begin now and the defrauding of the American consumer to stop.

First Name	State	Title	Body of story
RONALD	CA	Resort Fees	Every time I stay at a "nice" (a four-star or higher rated) hotel, I am charged a "Resort Fee" above and beyond the high cost of the hotel itself. This ridiculous fee is for amenities that I may or may even use. It is charged solely to up the profit of the hotel (normally a chain owned by a huge corporation) and only because they can get away with it. We, as consumers, need the leverage to be able to decline the fee and choose not to use the amenities that the "Resort Fee" supposed is intended for.
Thomas	NC	I simply agree that any and all fees deemed accessible are egregious and unwarranted	And the saying "what ever the market will bare " likewise.
Thomas	NC	I simply agree that any and all fees deemed accessible are egregious and unwarranted	And the saying "what ever the market will bare " likewise.
Katie	MO	Grand Ole Opry Fake Fees from 3rd Party Thieves, ETC.	<p>We have found that when ordering tickets and we think we are dealing directly with the company or organization that we are actually paying extra fees and amounts to 3rd parties. These individuals and groups have bought up multiple tickets and then charge a variety of fees, unknown to we innocent buyers. This has to stop.</p> <p>In addition, as you note, AT&T and others charge loyal customers fee after fee and multiple extra charges for every little thing added to our phone and cable single account. This has to stop. The United States government needs to protect vulnerable citizens from this larceny. Thieves go to jail--these robber organizations need to be held accountable. Fees should be returned and executives put in jail.</p>
Neftali	NY	Seat selection, airline	<p>Not only did I they ask to pay extra for a selected seat but I got a fee in case the airline would not approve the selection:</p> <p>"Enhanced Seat Assignment Fee: This optional service allows you to have our Seat Assignment Group request your preferred seat assignments on your behalf, as per your selection on this interactive seat map. Seat assignment requests remain subject to airline approval and cannot be guaranteed. This is a non-refundable agency fee, not an airline fee".</p>
B	NY	Restaurant Scams	I'm sure you may have noticed the sudden appearance a while ago of service fees on restaurant tabs. These are extra charges from restaurants to offset, they say, their higher costs. They are concerned that raising the prices of the meals over the already high levels would make customers possible stay away. So they came up with a service charge, that many customers might think is the tip, which it is not. There was a recent good story about this on either WNYC or NPR.
KEVIN	MA	Comcast Broadcast Fee	We have been paying this "junk" fee for years. Now in retirement our pension can no longer keep up with the continuous increase in our Comcast monthly cable bill.

First Name	State	Title	Body of story
michael	MD	Theater Tickets - Online Convenience Fee - I pay extra for their Convenience.	So, the theater charges me extra for purchasing the ticket online and not using the cashier onsite. I should pay less for that! Really, it should be the same price no matter how I make the purchase!
alison	WA	Concert tickets	I purchased, through Ticketmaster, tickets for a outdoor venue. The seating section was on the lawn. Tickets were 35.00 each and I chose mobile ticket option. Total was 117.00. This is why I rarely go to concerts anymore.
Christian	NJ	80% fee	Airplane ticket ~ \$600 Fees > \$500 Total cost \$1100
MT	VA	Auto Dealer Processing Fees	Auto dealer processing fees are ridiculously expensive. Most states require a nominal fee for registration that is usually less than \$150 but dealerships are charging fees as high as \$1000 on top of the MSRP and inflated shipping costs.
Judy	AR	Vacation Fees	Going on vacation just about anywhere is too expensive. Went to Hawaii several years ago. Had to pay luggage fees, ticket fees car rental fees, and resort fees. By the time the fees were paid it cost more than the actual vacation by , \$2,000. We had a wonderful time , but the fees put a damper on what we had left to spend on the fun part.
Paul	MA	Home Contractors	What really irks me is when a plumber, electrician, or other home contractor adds a fuel charge, and or a truck charge to their bill. These are the costs of doing business, and it's a dishonest practice to pad their invoices.
MICHAEL	WI	New Internet provider advertises \$29 per month for your lifetime	After hidden fees it is almost \$50 a month. Fortunately they disclosed the fees just before ordering and I didn't order their service. Very misleading at best. They also claim your price will never change but I'm sure how they get around that is by discontinuing the service and offering a different one at a higher price in the future.
Keith	AZ	Concert Ticket Ripoff	These "handling " fees are the worst kind of ripoff, not only is the consumer getting taken , the venue and the artist is getting taken too. These no talent-do nothing companies seem to make more money then: a) the venue doing the work and taking the liability risk, and b) the Artist with the talent. Other then big name Pop stars, the typical actors and musicians work hard bringing shows to people everyday for not much reward other then applause. The price should be the price, like everything else purchased, with the proceeds going to the artists not a "handler". More then once, I have been charged twice the ticket value upon check-out.
David	VA	Credit Card User Fees	Congress enacted a law allowing companies to charge consumers fees for credit card usage. These fees were meant for companies and are charged by CCard companies. Now these additional fees are being charged back to consumers above and beyond their contracted interest rates. These fees are not something consumers signed up for in their CCard contracts.

First Name	State	Title	Body of story
KEITH	NV	They have undisclosed fees, well so do I !	Whenever they try to hit me with a fee that they didn't disclose before the purchase and they try to put it on my charge card: First, I don't pay the fee. And second, I then inform them of MY undisclosed fees which they need to pay first, and they are always much greater then their fees. If it's ok for them to do it to me, it's ok for me to do it to them. They always drop their fee. I've never paid even 1 of their undisclosed fees, and I never submit to binding arbitration. Fees that they have disclosed before the purchase allow me to make cost comparisons and decide whether or not to make the purchase.
Susan	CA	Ticket fees	Concert ticket hidden fees are outrageous. Just paid an extra \$40.00 per ticket at Ticket Master.
artene	NY	cable bills	cable bill fees
Catherine	MA	Why do I pay broadcast service fees?	The broadcast services fees on my cable bill seem like a back door to funnel money into broadcasters who have already benefitted from access to the airwaves. I understand I pay the cable company for the building and maintenance of their network. Why do I have to pay them for over the air broadcasts which would normally be free?
Stephen	FL	Home insurance	I was surprised to see "fees" not related to home added to my home insurance bill. Not sure why.
Courtney	CT	Surprise Surprise	Administration Fee, Processing Fee, Disposal Fee... horrible! Let's clean up this mess
Gordon	IA	Extra Fee to Use Credit Card to Pay Medical Bill?	I recently tried to pay a medical bill online. I entered www.mcadrs.com, as instructed on my bill. Instead of taking me to that address, Google brought up a list of choices. I selected the first one that seemed appropriate and was taken to "doxo." I had to create a log in, whereas I am usually able to pay medical bills online as a guest. But I went ahead and created a log in, entered my bill information, entered my credit card information, and read that it would take up to a week for my payment to be processed. At the very end I was informed that an additional \$3.99 "payment delivery fee" would be added to my \$40 bill. I closed the window and made my payment via credit card over the phone, with no additional charges. The receptionist told me many others have reported being redirected to "doxo," which encourages those who aren't watching closely to pay a totally unnecessary fee! However, she did feel "doxo" was a legitimate company. Is Google making money redirecting people?? I have since received emails from "doxo," asking me to verify my email address, which I have ignored. It concerns me that they probably saved my credit card and other information.
Evan	AL	I don't use services that charge junk fees	I don't use airlines, rental cars, don't have cable, don't stay in hotels, and don't go to concerts. I do this to avoid excessive charges and/ or junk fees.
James	NV	Hotel/Casino Resort Fees	Nevada is the worst. You search and search from discount web to find a good rate only to find at checkout there is a daily resort fee that can nearly equal your room rate. Not optional either. Even if you don't use the pool, gym, or whatever amenities they offer. Too bad, pay up.
Edward	MD	Car Rental Gas Refill Penalty	If you forget to fill the tank of your rental, you're usually hit with an exorbitant penalty and 3x the cost of gas to top it off.
Laura	PA	"Convenience fee"	We recently purchased tickets online to a music performance and were charged \$2 per ticket in "convenience fees." For whom was the purchase "convenient?" Not me! That charge should be for the ticketing company, because it was indeed convenient for them to charge my credit card.

First Name	State	Title	Body of story
Melissa	WA	Paying for "assistance" that we never received.	<p>My parents sign up for internet service with Verizon a year ago. In the first few months after the service began, I spent many hours on repeated calls with Verizon customer service. This was to get them to remove charges that I had been explicitly told would be waived before we agreed to the service. After a few months, they finally removed the charges.</p> <p>Since then, I have had to contact them five different times because they have added charges for "National Directory Assistance". No one in the household has ever used this service.</p> <p>Five times I have called to have the charges removed, and each time I have told them that we want the "National Directory Assistance" service disabled for the accounts that this will not continue to happen. Five times Verizon has assured me that it has been disabled, and that has not been true. Each time it happens I spend at least half an hour to get them to remove the \$2.99 charge.</p> <p>An internet search shows that this is happening to a lot of people, but I expect that not all of them have the time to contact customer service about it. I expect that there are other people who get overcharged who do not even realize it is happening.</p>
RANDY	TX	Fee to eat	A lot of restaurants are now charging the consumer if they want to pay their bill using a credit card. That's just part of the cost of doing business. And on top if the credit card fee, wait staff want bigger tips. I'm all for decent tips but a lot of people tip less because they know they will pay a surcharge fir paying with a credit card.
Russell	NC	Fees on top of fees	Purchase tickets for an NFL game through Ticketmaster only realizing they were reseller tickets to begin with. The websites presentation made them feel that they were original tickets but not reseller. So already they were making fees on the original ticket purchase and my reseller purchase. I couldn't use the tickets when the time came so I wanted to resell them which would cost me a fee and then the buyer another fee. So the markup was 10% on my fee and they were reselling for 30% more than I sold them back to Ticketmaster for. I don't feel you should continue to be able to stack fees upon fees. I'd be curious to know how much money they make off of fees versus original ticket sales because I am willing to bet fees make up more of their profits.
William	IL	Airline fees	I recently booked an airline ticket on American Airlines and was told in addition to my very high airfare, there was an additional fee equal to 76% in addition to the cost of my ticket. When I asked what this fee was for, I was told "we understand if this is a bit too much and if you wish to cancel, we can go ahead and do that." Absolutely insulting!
Shara	CA	Ticketmaster	No additional words needed. The title says it all.
Susan	ND	Phone	I bundle my cable, Internet and landline phone. The fees on the phone are ridiculous. If I drop the phone it raises the bundle package to the same price. So I just keep on paying for it.

First Name	State	Title	Body of story
marc	CA	Fear of Flying	<p>The most ludicrous fee of all, is the hidden fee to get a preferred seat on an airline.</p> <p>A better process would be to allow the customer to choose a flight, a seat, and luggage fees, then pay the total at one time.</p> <p>Talk about the ability to do price comparison!</p> <p>If just one airline would be honest, competitors would follow suit, and the customer would be the beneficiary.</p> <p>Business is all about the customer isn't it?</p>
Donald	AZ	Services Never Used	<p>At a motel we were charged a fee for the swimming pool we never used. At another hotel a facilities fee was on the bill when we checked out that was never on the cost of the room on their website. It is the prerogative of any business to determine their fees, but they should never be a secret until the goods or services have been used.</p>
KENNETH	MA	Resort fee	<p>Asked to pay a daily parking fee PLUS a daily "resort fee" for a hotel with a basic pool, no spa and located in the middle of nowhere is a gross injustice!</p>
Nancy	PA	Car lot	<p>When buying a car from a large car lot they have a miscellaneous charge they claim all car lots do it for copies etc.. The charge was 500\$ crazy taking advantage of people.</p>
Donald	FL	Convenient' for who fees	<p>In our digital world, I pay for most goods and services via debit or credit card. Many vendors charge a 'convenient' fee. You see this a lot with using a credit card to pay utilities via a website. So I'm saving them money by paying a bill on line and saving them the time/paper and stamp to mail me a bill along with a return envelope? What a scam!</p>
Jim	AZ	Resort fees	<p>They add up to %50 of the room rate at certain resorts...</p>
Ed	TX	Bad Tv, Internet, Phone Cable company	<p>The worst cable company hands down is Optimum, used to be called Suddenlink. Their quality is horrible, and the customer service is the worst I have ever see. We are old customers, 30 years or more. I told them for years if I found some other cable company, I would cut the cord with Optimum, and we did. Seems we were charged for a full month at \$299.63, and they will NOT prorate this. Their customer service calls and said we should have read the fine print when cancelling service. The BBB could not help, cause Optimum refuses to prorate. But we found out Optimum has a "F" rating, and 15 thousand complaints in the last 2 years. I did sick the FCC on them, and they refuse as before, no prorate.</p> <p>Optimum is a very bad company who don't care about their customers, or we would still be with them. They are thief's and Lier's, how we wish the government would regulate these cheats noce and for all!</p>
John	VA	Resort fees.	<p>I am really tired of using travel web sites to plan a vacation only to find out after booking all the hidden fees. Parking at the site costing \$20 a day, energy usage fees for the week or day, city or town excess taxes, etc.</p> <p>I want to be able to compare prices without having to search other sites like trip advisor to find out about these hidden fees.</p>

First Name	State	Title	Body of story
Jennifer	MD	junk fees on concert tickets	<p>Why when I go to a venue to physically purchase a concert ticket am I charged a fee? I am going to their venue, at their ticket window and "convenience fees" are added. This makes zero sense.</p> <p>It's one thing if you are buying online, otherwise this is just a made up thing to take on higher prices to tickets</p>
Paul	CA	The need to prorate!	<p>Almost all cell phone, internet, and cable providers don't prorate final bills. This means when you move if you are one day into your new billing cycle you pay for a full month. Example my Spectrum billing cycle is August 1st-31st. I'm moving to a new house on August 3rd and cancel service. I then pay for service for 29 extra days that I didn't use the service. Spectrum has done this to me, so has AT&T Wireless. It's a shady and unfair practice that needs to stop! Tell these providers they need to prorate.</p>
MEREDITH	MN	Rip Off	<p>cable tv, internet and resort fees are just rip offs. They charge exhorbatant prices to begin with.</p>
Greg	TX	Hidden Internet and Cable Fees	<p>Advertised fees vs charged fees which can be 20% to 50% more when taxes, right-a way fees, consumer access fees, etc. are added.</p>
Connie	UT	Say What You Charge then Charge What You Said!	<p>Honesty is, and always has been, an American virtue. Honesty dictates that when you offer a product or service at a set price, you honor that price. There is no honesty in showing your price in large print, then hiding numerous additional junk fees, charges, and other "associated costs" in print so tiny that no one can see, let alone, understand them. And when this fine print is on a broadcast ad, it zips by so fast it is all but invisible.</p> <p>My wife and I are both in our late seventies. We are not poor, but we are certainly not rich. There is never enough to cover our needs, let alone our wants. While we are not complaining about this, we do believe that simple honesty in pricing is only fair.</p> <p>It is bad enough that ever-increasing taxes are added to everything we buy, but to then pile on another 10%, 25%, 50% and sometimes more, in hidden junk fees on top of the "price" is not only unfair, it is unethical and dishonest!</p> <p>Please help us end these outrageous practices! Thank-you.</p> <p>Duncan</p>
James	CO	Hospital Billing	<p>When we have a procedure at a hospital, why can't we know our cost before the procedure? Bills come for months afterward, seemingly at random, from unknown sources, for unknown services.</p> <p>It's like going into a burger joint for a burger combo, paying the initial price, and then later being billed for the ketchup. And again for the napkins. And again for the table. And again for the ambiance. And then the bills trickle in from the fry cook, manager, trash guy, table wiper, floor sweeper, the used oil pickup. Ad infinitum.</p> <p>Hospital billing really is atrocious.</p>

First Name	State	Title	Body of story
Larry	FL	Please don't question our upgrade fee	Several years ago when purchasing a new phone at Verizon I was confronted with the new way of them sticking their hand in my pocket for another \$50.00. It was what they were calling an "upgrade fee". When I asked what is an upgrade fee everyone in their sales office gave me their version of an upgrade fee. It all boiled down to they want an extra \$50.00 in profit and don't want to add it to the retail price of the phone to make it look like you're getting a good deal. Bull crap is bull crap in any way you want to present it. It needs to go.
Bruce	PA	Flamingo hotel in Las Vegas	Had a room fee when I made a reservation and when I got there they added a fee for each day to use the fitness center Told them I was at a meeting and would not use it but had to pay it as it was one of their "Usual fees "
Keith	TX	Boston Commons	Prepaid for stay at hotel based on online comparison. Upon checkin they added a \$40 per night resort fee. When asked what that was for there was no answer and they moved on to another subject.
Carol	WA	gift cards for movies	My son gave me a movies.com gift card. It took me quite a bit of effort to navigate the site which refused to accept the gift card number I used. I ended up using my credit card and I was assessed a \$3 "convenience" fee. After fussing around on the website trying multiple times to have the number accepted, I felt buying the ticket w a credit card had been anything but "convenient". At the theatre, there wasn't even a line at the ticket counter so I never had to try to use the gift card. Later, after doing more research, I found out that my card by law couldn't expire and should have been accepted.
MIKE	WA	Obfuscation to the Max	Many stories over the years about those carefully hidden fees for concerts, hotels, and internet fees in particular. While businesses paint these fees with invisible ink, they show up in blinking red lights just seconds before one pushes the yes or no button on the computer or is at the ticket counter with a credit card already in the machine and the 'special' price suddenly changes to a more significant number with only a sometimes sweet and sometimes draconian message implying you must hit enter...or else! Hopefully, Congress will require businesses to fully disclose any fees before a purchase begins, specifically noting it prominently in any advertising for events or services.

First Name	State	Title	Body of story
Daniel	NY	Food Delivery's Sneaky Fee's	<p>One example is ordering from Guac Shop via Uber Eats.</p> <p>Advertised: "Chicken bowl" with "all white meat, marinated & grilled" for \$8.00.</p> <p>Ordering: Type of protein is required to be selected. If you want chicken in the chicken bowl it'll add an additional \$4.75 on top of the \$8.00 price of the "chicken bowl." So if you want chicken in the chicken bowl it'll be \$12.75.</p> <p>On top of that scam comes tax of course and the various added fees. \$1.99 delivery fee "This fee helps cover delivery costs. The amount varies for each store based on things like your location and availability of nearby couriers." \$3.30 service fee that changes depending on "basket size and helps cover costs related to your order. \$0.10 of this fee goes to Uber." \$1.10 for taxes.</p> <p>Now that \$8.00 chicken bowl is up to \$19.14. That price is before tip.</p> <p>Last week the same situation applied to a chicken quesadilla which was \$8.00, this week it's \$13+, but it includes chicken this week. Last week there was a 2 for 1 deal on that \$8.00 price but to get that deal brought the price to appx. \$25.00 after tax & fees (but still before adding a tip).</p> <p>All food purveyors don't have the same added fees on Uber Eats. So it's hard to pin it on the restaurant or Uber Eats. Sometimes there will also be a credit card fee but I haven't a clue what that fee is based on.</p> <p>Also, as part of this "scam" is that the extra cost is also dependent upon which delivery service you choose.</p> <p>I once compared the cost of an identical meal from a specific restaurant and found</p>
Connie	TX	Love theater but cannot afford	<p>I purchased tickets to see the play The Book of Mormon. As I am a recent widow I invited two friends to join me and told them I would get their tickets and they could pay me back. As we all are on set income we decided that the \$129 fee was a lot but thought we would splurge. The \$129 ticket per person became \$182.40! I did not know this until it was time to pay with my card. That is an outlandish increase of \$53.00. I had to apologize to my friends. Unfortunately I will not be seeing any more plays this year.</p>
Bonnie	TX	E tkts to Saenger Theater	<p>Purchased a single tkt to see MJ at theater in New Orleans for Nov/2023. Ticker price was \$99. When taxes and fees were added ,the charge was \$147.21</p>
Anita	TX	Loosing some of the joys of retirement.	<p>We are a retired couple who have always enjoyed going to the theater, but unfortunately, we no longer can do that because the hidden fees imposed on tickets makes the cost of tickets out of our reach. We also have cut on our cable services because it's now too expensive. We have also cut back on our traveling, because of the cost added to everything when you travel. These were some of the things we wanted to do when we retired and had time, but they are becoming luxuries because of unnecessary fees.</p>

First Name	State	Title	Body of story
Dean	WA	Deceptive baseball ticket policies	I bought two tickets to a Spokane Indians baseball game from an online vendor, Ticket-Center.com. After agreeing to buy the tickets, I realized that they had added a \$22 service charge to the \$39 ticket cost. So, I ended up paying \$107 for the two tickets. The ticket delivery email had a "Return" option, so I returned them, expecting a refund. The merchant sent me an email confirming the return and stating that the tickets were no longer valid. But, the merchant never refunded my money. I filed a dispute with my credit card company, Chase Bank, but they ruled in favor of the merchant. I appealed the bank's ruling but my appeal was denied. So, I had to pay the \$107 but received nothing in return.
Frank	VA	Airline fees-you don't always get what you pay	Airlines require advance payment to confirm bookings, then you go to all the added fees for comfort, and sometimes you don't get what was confirmed, like seats. It really upset me when we booked seats roundtrip in advance, and paid extra for aisle seats, however when there was an equipment change there was no email or call to advise of that change. Bingo, arrive at airport, and we realize our seats had been changed by Airline when we went to obtain boarding pass, we had a problem. My wife and I were separated and I was seated in a middle seat when I had paid extra for aisle. I am 6ft. 2in. To make matters worse, the passenger service agents at check-in would not assist as flight was full even though equipment was changed to a larger plane. We had to see if the Boarding agents could help but it was useless. The point I am getting to is we had paid extra for our aisle seats in Economy Plus which I did not get and even though I had mileage credits to use I was unable to upgrade. No refund or adjustments were given....so I endured a coast-to-coast 5 hour flight in the middle.
JONATHAN	FL	Highway robbery	Through Seat Geek, paid almost \$700 for two Taylor Swift tickets, and the seats were way up top, in the corner BEHIND the stage. You couldn't even see the main stage at all.
Carol	NY	Cable fees	I have a cable/Internet bundle, every other month I notice a little bit more has been added to the bill, I watch many channels offered daily. I have wanted to cancel many times but do not like seeing the monthly bill, what to do ? Is there another service that doesn't hurt my monthly income of SSI ?
Dennis	SD	Fee Fiasco	EVERYTIME I order on-line for tickets to a concert or sporting event, these hidden fees pop up, and now I'm spending more money than intended! I want and need to know the total cost of my ticket(s) upfront! These hidden fees have, in the past, caused me to cancel my purchase. Very frustrating!

First Name	State	Title	Body of story
Darlene	OR	Pacific Bell/Spectrum Cable	<p>They only charged 35.00 for basic telephone for years and then all of a sudden our phone bill more than doubled with 1-1/2 pages of very fine print feels to nickle and dime us to more than double the cost. I even sent a copy of my bill to my congressman in Washington to look into it, but nothing happened.</p> <p>More than several years ago, Spectrum (Charter) Cable sent us boxes to convert the HD on our old television. The box was broken and never worked. About a year later my husband took the box back to the Spectrum (Charter) store in our town. We had discovered also that the month before they had started charging us for 2 of these boxes when we only had the 1 (our big television was already HD). They refused to refund the money they had charged for the broken box, and they refused to remove the charges for the mystery box that did not exist and every year the price goes up, starting at 6.99 to 7.99 and now to 8.99 a month for something that we are forced to pay for that does not exist. They also promised to never charge us more than 150.00 total for our cable since we were longtime customers on a fixed income; that lasted about 2 months and then the prices started going up again. We are now at 260.00 a month with no end in sight. They also have strange little fees that I question are legal or not.</p>
Tom	WI	Fees	Prices today have skyrocketed on most consumer products. It would be refreshing if companies just added their normal markup on what we buy and not add artificial fees to make a larger profit.
Thomas	MA	Crazy fees that surprise you not in a good way	Bought tickets to a concert at the TD Garden. 299.00 each. The total for 2 tickets ended up being 750.00. Crazy or what. I was not happy.
Juliet	FL	Supporting the arts	It is very important to me to support the opportunity for people to be enlightened by cultural art events such as live theater, dance, Opera, and even rock and roll concerts. If people do not attend these events then the likelihood of them being continued is very high. However when a consumer makes the decision to buy a ticket which is already priced so high that many cannot afford it, only to find that there have been additional fees added to that ticket price, many of us have to think twice about attending the show. The added ticketing fees often make the expenditure prohibitive. The distributors of these event tickets should not be allowed to gouge the prices the way they are currently doing. Governance over the practice, limiting additional charges, will allow families to experience the arts within their budgets. I do hope that we can implement changes on this front.
Kathy	MI	\$40 tickets to see Wiggles concert	Wanted to take my Down's syndrome son to see his favorite children's performance group from Australia, The Wiggles. Tickets would have been \$120 for three of us to see it. The final price after junk fees made it \$380! I cancelled the online purchase. I can buy a lot of dvds with the additional cost of junk fees!

First Name	State	Title	Body of story
Donna	TX	Angels at Astros, July 03, 2022 Major League Baseball game	<p>Here's an example, two tickets to July 3, 2022 Los Angeles Angels at Houston Astros game had 30% fees (\$22.89/\$75.82) on base ticket price. This seems excessive.</p> <p>Payment Info Subtotal \$75.82 Tax \$8.14 Total fees*\$22.89 Vat \$0.00 Discount- \$0.00 Order Total\$106.85</p> <p><u>*Includes all applicable service, delivery and transactional fees</u></p>
michael	MD	Convenience Fee to buy Movie Tickets online - They should pay me!	Buying my movie tickets online is a convenience to the theater, not having to pay a cashier to sell me the ticket or print it. Online tickets should cost the same or less, not more! It is often 20% or more of the ticket price! This is infuriating!
Lynn	PA	Concert Ticket Fees	18%!!! Why is there an 18% fee over and above EXPENSIVE concert tickets? The transaction is online and automated via an established computer program. Given how frequently that program is used and the volume of tickets processed through the program, it does not cost Ticketmaster 18% to process a ticket. That big cost in fees certainly does not cover customer service; can't reach Ticketmaster on the phone.
MICHAEL	IN	ON APPROVAL	LITTLETON COIN CO advertises in many print periodicals. They offer a reasonable or even cheap price on a set of coins. Less noticeable is the announcement that you will receive other coins "on approval". What they don't say is that when returning the unwanted coins, the consumer must pay postage. They send a commercial bulk rates but it can cost several dollars for the consumer to return them. In my case they also added me to a monthly on approval process - not disclosed or desired. The cost to return unwanted coins is a junk fee even if it is paid to USPS.
Richard	FL	Outrageous fees	Fees to attend with a lawn seat almost double the price of a ticket. Plus there is no way to buy multiple tickets at an event location so you pay the fees one time instead for each ticket.
DARYL	NC	If possible, go to the venue beforehand to buy tickets	For example, I go to DPAC in Durham NC to buy tickets at face value for events at DPAC
Douglas	MI	Ridiculous charges	Recently purchased 4 tickets at \$29.50 each. After all the fees, each one cost \$46. WTH? It's why I don't go to many live performances anymore.
D	KS	A "transmission fee" for transmitting electricity down the wire	I called Energy (wichita, Ks) to ask what the "transmission fee" was for. He told me it was to cover the cost of transmitting the electricity down the wire to my home.
Jo	IL	I feel hated	<p>Its as if rooms of people are coming up with ways to screw the customer and please the boss.</p> <p>Resort fees, handling fees, service fees, and convenience fees are some of annoyances of almost any purchase.</p> <p>Thank you for looking after us consumer.</p>

First Name	State	Title	Body of story
KEVIN	MA	Unnecessary Fees	Comcast/Xfinity charges a "Broadcast Fee" and most Las Vegas hotels charge a "Resort Fee". These 2 fees are the only ones that impact my finances.
Kathy	CA	Concerts	I quit going to concerts and other events. Not because I couldn't afford to go but because I refuse to pay the excess fees. They should be illegal
GARY	CA	Hotel Junk Fees	Whenever we stay in a Hotel, we get hit with junk fees that cover a wide range of additional costs. Many are local city Taxes on hotel cost plus other fees like parking and other services. I want to know what the all in cost is, not another 20% plus add on. Cable services have "add ons", phones have "add ons" and it goes on forever.
RANDY	TX	Junk fees	Resort fees for services I don't use; They tax the tax on hotel & condo charges; At least 40% markup when you rent a vehicle; Look at your phone bill at all the extra taxes; On & on & on.....
Jeanette	CA	Concerts	I love live music and performances so I go to at least 10 concerts and shows a year. The fees are horrendous. If I can go to the venue box office and buy without fees, I will make the drive to the venue. In LA I'm no farther than 5 to 7 miles to almost any venue. I'll drive because when I buy more than 2 tickets the fees make the experience even worse. I will not attend a show if I feel the fees make it not worth it.
Paulette	MS	Out door concert	Bought tickets online through reputable agency. Ticket price was \$39 each. After taxes and fees it was \$84.50 each. That's outrageous plus it was outside in the heat. Didn't get concessions bc they are so over priced. I'm a senior and can't afford these prices.
Frank	NJ	Seat Geek Sports Fees	This is short. In early July 2023 I bought 4 tickets to July 24 Philadelphia Phillies vs Baltimore Orioles baseball game for \$43 each. The fees amounted to over \$13 per ticket, or over 30 percent of the ticket price. That's it. Outrageous.
Mary+Lou	NJ	It's the "little things" we need to be aware of.	As a Weight Watchers follower, I have learned many helpful tips. But the one that is relevant to this conversation on junk fees is the BLT tip. It does not refer to bacon, lettuce & tomato. It stands for bites, licks & tastes which alerts one to the fact that "little things" add up to big things. For a dieter that means calories but for consumers, it means MONEY. As you access ATMs, pay for cable/internet, buy concert tickets, because these things are most often done independently of each other; you don't put the little fees together. Once you do, you realize the large amount of your money spent on "fees" that have no value. So, cable TV is cut out of the budget, but how does one go with out internet service today? I no longer make use of ATMs and use only when absolutely unavoidable. (Then, there's my son's bank that charged him more if he used teller service instead of the ATM. How do you keep up?) Carrying and paying with cash is not always safe, so you carry and use Credit/Debit cards which often carry fees when used at the point of purchase. That \$35.00 purchase just cost a "little" bit more. Now think about the several purchases made while doing your weekly errands (groceries, school supplies, clothes, etc., etc.). That "little" bit more on multiple purchases is not little any longer. Consumers are being hammered by those "blt" fees.

First Name	State	Title	Body of story
Sandie	NE	Concert fee frustration!	<p>I am not a huge concert fan but annually there are two or three concerts that I would love to see.</p> <p>After going to the online website I commonly exit out and get angry at the whole system. Seat prices have skyrocketed and I refuse to pay the up to 20 or even 25% added fees.</p> <p>Keep in mind, my first concert was The Steve Miller Band in 1970 something and I paid a total of \$7.86 for my ticket. I understand inflation but jeesh, it's just painful and wrong!! Thanks for listening!</p>
DAVID	CA	Cheap Expensive Cruise	<p>My wife and I took a three night repositioning cruise in April 2023 costing \$110pp!! The actual cost was \$299.50pp!! How can that be?? It was mostly port taxes. Okay, I get there are taxes but the cost should have been the sub total cost including port taxes. Maybe sales tax added as is the norm. I believe the cruise industry should be made to show the cost up front.</p>
Marie	NY	VRBO	<p>I have not read that the home rental business is included as an area of concern re: junk fees. Earlier this month, my family rented a property and paid a \$900 service fee to VRBO for a one week stay. If such a fee is required, it should be the responsibility of the property owner, not the renter.</p>
Geza+and+B	PA	Cable	<p>Why does the Comcast Cable Company keep the regional sports as part of the package!</p> <p>They make you keep it and then pay for it when you do not watch the channel!!!</p>
Edward+P.	MN	Not the quoted price.	<p>I very recently decided to downgrade our cable TV service to local Minneapolis network broadcasters.</p> <p>While speaking with our cable provider I was assured the savings would be significant.</p> <p>The reduced savings was over \$1000.00 per year and we were quite pleased. Shortly thereafter, I received a confirming email showing the reduced rate plus \$47.21 per month for fees and services. No details offered as to what they were. A real Catch-22.</p>
Allan	NJ	Fee Overload	<p>The fees charged by Xfinity cable are out of control and continue to increase without concern for the customer base. thinking about discontinuing cable service and a cheaper based provider.</p> <p>Ticketmaster or scam master as we like to call them fees almost the price of the tickets. have cut back on live shows for that reason unless I can go directly to the box office to purchase live event tickets.</p>

First Name	State	Title	Body of story
Ed	TX	Bad Tv, Internet, Phone Cable company	<p>Optimum, used to be Suddenlink, parent company Altice, all out of New York City. I was a long time customer for over 20 years. The service was so bad from day one, we decided to go with a local start up cable company. It seems I emailed Optimum the wrong cut off date, and was charged \$299.63 for an extra month. When I complained they said you did not read the fine print. They said they do not prorate payments or give refunds. I went to the BBB in New York, and they said they had no control over what Optimum did as a company. Last year they had over 12 thousand complaints against Optimum, with a F rating. They closed my complaint out against my wishes. Next i went to the FCC, and never heard back from them.</p> <p>Still Optimum told me over the phone there was nothing I could do to get my money back, or prorated. So we are out \$299.63. We are retired in our late seventies, and on a fixed income. This cable company called Optimum put all the blame back on us, for not reading the fine print, and the dude I was talking to on the phone was sitting at his desk eating. These people are liars, cheats and backstabbers'. There has to be other people out there who have been robbed by this cable company. They made a full months profit from us, an tried to make us look like fools in the process. We were willing to split the fee with them, but they said NO!, All the customers fault, what a crying shame!</p> <p>PS, There was no contract involved....</p>
Nancy	AZ	Junk fees are just wrong!	<p>Searching for a hotel room, especially in any destination resembling a resort, has become tricky. I Google the area hotels and prices seem reasonable until I'm ready to check out and then the TRUE price is revealed and it's usually double the "come on" price once they add in their resort fees, parking fees, service fees, you name it! Then it's back to searches after wasting my time on a bogus price. Casinos are the absolute worst to try and determine the exact price. Some restaurants are now adding a "service fee"! Congress stopped this nonsense with the airlines years ago and it's time to stop this with the rest of the travel industry.</p>
Shelly	IA	Paying a fee to use a card	<p>In our area, restaurants have started charging you a percent of your bill to use a credit or debit card to pay your bill! And they now automatically set the top at 18%.</p>
TOM	CA	Ticketmaster Fees 41% of Ticket Price	<p>Earlier today, 9/17/23, I went to Ticketmaster.com to purchase a ticket to Jason Bonham's Led Zeppelin Evening concert at San Jose Civic Theater. The ticket price was \$65.50. When I went to checkout the total ticket price with fees was \$92.30. There were \$26.80 in Ticketmaster fees on a single \$65.50 ticket, which means the fees equated to 41% of the base ticket price. Out of principle to protest this type of deceptive price practice and exorbitant fees, I did not purchase the ticket.</p>
Joan+Ellen	CT	Junk fees on everything	<p>There are junk fees on your cable bill on your electric bill on your gas bill. I don't even buy concert tickets anymore because most of the price is the fees. It's just another form of price gouging</p>

First Name	State	Title	Body of story
Cheryl	NC	out of control junk fees	Kimpton Banneker Hotel at 1315 16th st Washington, DC sent an ad to my mail box with the following bait: I selected three nights @ \$169 per night but after adding up the total, suddenly a resort fee for \$28 per night was tacked on to the seemingly good deal. This fee includes a map of DC. Can you believe it. They actually charge for a map even if you don't want or need it. Get this, they charge for using a board game and now wi-fi is no longer included in payment for room, you have to pay extra. They charge for board game, but you can bring you dog, cat, or pet for no additional cost, how generous of them. You now have to cancel 3 days in advance instead of the 1 day in advance that use to be the rule of thumb. I am so sick of the fleecing games hotels, airlines, cable companies and now online stores actually ask you for a tip for the privilege of buying from them. This is so out of control. Our sorry congress people must stop this fleecing of the public. There is no end in sight to the ways businesses can think of to shake us down, unless they are regulated. They rail against regulation and without it, we are at their mercy for all the ways they can think of to take our money, just because they can.
Kaydee	UT	I was charged random fees	But my cable and internet never worked. There was ALWAYS A PROBLEM!!
Kim	AL	Annoying junk fees	<p>Concert tickets are the worst. Sadly, I have chosen to avoid concerts where I can't get around the Ticket Master fees. I only attend concerts where i can walk up to the window and buy them from the venue.</p> <p>Hate the "resort" hotel daily charges when you arrive late and leave early without even using the hotel other than sleeping. We don't know about the exact fees until checking in.</p> <p>Online payments for rent now are charging fees to pull money from your checking account!! As well as credit cards. Only way to avoid is have your bank create a check, mail it with a 60 cent stamp, rental place has to open the envelope, take it to the bank and deposit it. How is that process better than providing a free withdrawal from your checking!?</p>
JOSEPH	RI	Convenience fees	Fees to pay on line or by phone. Money is going directly to their account. I should be getting a convenience discount!

First Name	State	Title	Body of story
Russell	WA	They charged me to STAY	I closed on my new condo in early September in a town a one hour drive away from the apartment I was renting. I called Comcast to ask if I could get service turned on in my new condo but maintain service in my old apartment until the end of September so I could take my time moving and have internet in both locations. They said I could by setting up a new account and having my old one close on the date I last needed service in my old rental apartment. Today, I was charged an \$80 early discontinuation fee on my old account, even though my new account is also with Comcast. I spent 20 minutes trying to get to a human because my situation wasn't something any automated system could handle and then over nearly an hour on the phone with a lovely person who first fed me the company line about it being an early disconnection fee since I was "under contract." But, after I calmly and politely told my story, she agreed to call her accounting department, who (according to her) wouldn't help until she demanded to speak to a supervisor. In the end, they refunded me the money. I'm grateful for that, but I'm surprised I had to do this and that I needed a literal advocate inside Comcast to get their accounting department to understand that I was a loyal customer who decided to stay and thus didn't deserve to be charged an early disconnection fee to STAY their customer. Who knows how many others just pay \$80 not to have to go through what I did.
Cynthia	NJ	Airline Fees	I took my first flight on Spirit Airlines. It's a shame you have to buy a ticket, then buy a seat, and then pay for a carry-on bag. A woman boarded the plane late and sat next to me. She said she just barely got on because the attendant who checked her in said, because she didn't "buy" a seat, they could bump her for a seat purchasing passenger even though she had a ticket! This is shameful. Spirit Airlines won't even give you water for free. Shameful!
bob	GA	fly into Denver CO airport and take rental car out to interstate roads that split into toll roads and non toll.	SUDDENDLY A ROAD SPLIT OCCURS AND IF YOU CROSS THE LINE BY 1 YARD AND CUT BACK TO NON-TOLL LANE, YOU WILL GET \$10 toll fee on rental car. you can not fight it. auto billed to rental car tag on final bill in the mail. this is a scam . No CARS ON TOLL ROAD AND the regular INTERSTATE NON-toll was JAMMED WITH CARS. 2 MILES TRAVEL TOOK 2.5 HOURS. NEXT WEEK WE WENT TO Sanibel Island, FL. AND HAD SIIMILAIR EXPERIENCE.
Virginia	OH	Walmart Checks	Walmart has typically had the best price on single checks but when I placed a new order a couple days ago I got hit with fees that doubled the price! Checks were \$8.52 but with sakes tax, shipping, & service charge it came to almost \$19. And now restaurants are adding service fees when you order online and pick up yourself! That makes no sense to me! How do they justify that!?
Maurice	TX	Fees are everywhere.	It is ridiculous that you have to pay hidden fees to pay bills. We don't even get an option to avoid the fees that our water company charges. An extra \$4 for a \$56 bill is ridiculous. That amounts to a bit more than 7%. Companies should not be allowed to charge these fees. We are also charged fees by our insurance company to buy insurance.

First Name	State	Title	Body of story
PAULA	WI	Highway Robbery	Since covid it is not possible to directly buy concert tickets from the venue where it will be played. I recently bought 8 tickets to shows that should have been \$69 each. When the transaction was complete she read the invoice to me "blah, blah, blah" with the total and said I needed to agree to finalize the transaction. Somewhere hidden in the "blah, blah, blah" she must have mentioned a 19.5% miscellaneous fee of \$108 for the purchase of 8 tickets. I just heard the total of \$663, not \$548. There is also a \$9 fee to transfer the tickets to your phone. Since you don't see this on a screen it is very deceiving. I am very upset that there is no way to avoid these excessive fees. Please take action on these companies.
Sharon	NY	hotel and phone fees	It's impossible to find out exactly how much one is charged for a hotel room night or phone service until after they are purchased and it's too late!
Joseph	DE	New Years Eve bashed	My wife and I were invited to attend a New Years Eve party in Annapolis MD. Our friend sent a link to purchase tickets which were advertised at \$140 each through Eventbrite. Imagine our surprise and dismay when Eventbrite tacked on \$11.23 non-refundable fee per ticket. That is an 8% service charge for an online e-ticket. Simply unacceptable as far as we're concerned.
Kevin	KY	Car headlights	I cannot understand why the national Transportation safety board is not doing something to standardize the height that car manufacturers can place them on vehicles. I drive a sedan (will never buy a SUV). When I pass an SUV their white lights are blinding. They are mounted at least 12" or more higher than mine. And what about these pickup trucks, most are at least 3' above the ground. This is insane. Most people drive with fog lights on also. Which according to my police man friend is illegal in Kentucky unless there is fog (not that anyone cares about the law anymore in this country.) something needs to be done about this as it is going to cause accidents if not already.
Anna	IA	Fee on Free TV station.	I have to pay 12. month on my cable bill for free TV. I have Cable fee then you have telephone that higher than cable fee.
Louise	AZ	Cable Company Fees	You get a decent price on a cable package, but then they nickel and dime us to death. I'm even paying for sport fees, and I don't even watch ANY sports whatsoever. I asked if I could remove the sport channels from my package (which would well be over half), but I was told they could not. They are very quick to add sport channels when you want to add a channel (say, Turner Classic Movies, Family Classic Movies, Discovery, The Science Channel, and National Geographic, to name a few. We used to be charged for just what we used. It's gotten to be an actual racket. Thanks for your time.
Andy	CA	Exorbitant Late Fees	I owed about \$5 on a card. I was one day late in paying and was charged over \$30 in late fees. That amounts to 600% interest in one month.
Rongfeng	MD	Ticketmaster fees	I agree they should charge customers fees. However, their fees are way too high! Sometimes are over 30% of the ticket prices.
Tracey	IN	Tracey McDaniel	My internet service company charges hidden fees every month costing me more than the advised price.

First Name	State	Title	Body of story
David	CA	Rental Car & Toll Fees	I rented a car from Dollar Car Rental during a recent visit to upstate NY. I received a weekly rate (\$321) and was shocked to see the actual weekly charge was \$448.07 (including a \$32.09 Concession Fee Recovery, which is the same amount of the AAA Discount for booking through them). Then, months later, I started getting Toll charges for my use of the NY Thruway on my credit card that occurred during my visit. The first was for an actual Toll charge of \$.38 with a \$9.99 Convenience Fee (\$10.37 total). Then another charge for a toll of \$.76 with a Convenience Fee of \$19.98 (\$20.74 total). I'm still expecting one or 2 more charges for my longest trip on the NY Thruway. This just doesn't seem right...
Jennifer	MT	Check fees	Really! A check fee!
Jessica	CA	Hypocrisy!	Paying a fee for my bank statement (hard copy) each month because I opted to include copies of my canceled checks.
JAMES	FL	Sports fees and other channel changes	Got hit with the \$6 sports fee a few months ago. They also took the Cinemax channels out of the ultimate HD package. I can get them back for \$10 more to my bill. Also they took two Movie Channels and replaced with MGM+ channels. I can add those for another \$10 a month. They have dumped up my costs by approximately \$10 a month over the last year when I have not added any additional channels nor replaced any of the channels they have taken . This is Frontier cable.
ANDY	NJ	xfinity	When i signed up it was supposed to for 119 a month when I got my first first bill it was 135 all kinds of things were listed that I wasn't aware of. Not right to be quoted a price and then to find out your paying much more than what you were quoted!
Don	UT	"Resort fees"	Paid resort fees in Nevada for accommodations that were not resorts.... \$20 If resorts need to charge "resort fees", just include in the motel cost, not added later.
Christa+	CA	Resort Fees	I resent having to pay resort fees at hotels even if I do not plan to use any of the facilities.
Connie	CO	Concerts fees	There are so many fees added on to concert and sporting events that it should be illegal. Why can't they disclose the "real" price up front? It's so disappointing to score decent priced tickets and then realize at check out the fees are another \$40 per ticket, and you have to cancel your purchase, because now it's too expensive. Same thing with hotels, car rentals, and much more. In Las Vegas for example they add taxes, then a variety of fees and then a per day resort fee! Shouldn't the resort fee be included in the price of the resort room? That cost doesn't even get you parking. It can easily add a \$100 a day to the room. Most hotels are doing the same thing. I can't afford it - lots of people can't, or they click the purchase button before they realize how much extra is being added on. It happens in restaurants too. Service fees. Extra plate fees. Fees to split a salad. I could go on and on. It's sickening and it's gotten way out of hand.
JUSTINE	GA	High flying ticket fees for entertainment	I wanted to see a musical that recently came to Atlanta but with all the junk fees added by the well-known ticket sellers I couldn't afford one ticket less only two. My choice was to miss out due to overpricing! I'm sick of it. GET RID OF JUNK FEES!!!!

First Name	State	Title	Body of story
Harry	NJ	Cruise Lines are just as bad, if not worse!	I'm surprised that I haven't read a single story about how Cruise Lines are filled with junk fees! They advertise prices "as low as \$239 per person", for instance. I would defy anyone to find a cruise for the price that they advertise. There are always extra fees added to that price. After you decide on your stateroom, up comes the next page that now includes "taxes and fees"...then if you want the "free beverage package", you have to pony up for a higher class stateroom, so that free beverage package is not really free...and let's not forget Gratuities. Before you know it, the price of the cruise is almost double the original price. Can you please include Cruise Lines when looking to cut Junk Fees???
RICK	SC	Bank Fees	I took some funds to my bank to purchase a CD. I deposited the funds and then was charged a "cash fee" to purchase the CD from my account. The bank had my deposit. Why charge a fee to take it out of a checking account to purchase a CD? The cost was \$6.00. They couldn't explain other than it was a corporate fee.....
DAVID	NJ	Airline Fees Add Up	I have been shopping for flights on numerous occasions. I hate it when you are comparing fees from several places and they add fees near the end after you decide this one is the cheapest fare and it turns out it is not because they held off making full disclosure.
DAN	IN	Chicago Cubs price gouging	I will never forget. Last time I ordered tickets on-line. Ordered 5 tickets behind 3rd base. We were charged \$178 for a \$90 ticket. To top if off, at the very end before hitting the order tickets button, we were hit with an additional fee of \$32.93 for each ticket, a total of \$164.65. Robbery.
lisa	NY	Fee Frenzy	Everyone is getting in the act of hidden fees. AirBNN and similar sites were awful. Recently AirBNB added a button that would show the price with fees before tax so I guess that's a start but why not be honest up front. Keep the pressure on
MOSKOWITZ	NY	High add on fees from several parties	As a theater fan I hate the junk fees added by ticket charge and other major theaters. Also my TV and mobile bills are much higher than I expected leading me to consider cutting the FiOS connection.
Patricia	NM	Junk fees cost seniors	Att has junk fees in my phone bill as well as my satellite bill... every little charge takes money from me, a senior citizen.
Claudio	NY	Backsplash tile fees?	I bought some tiles for our kitchen backslash. We had a 10% off coupon and then when I got home and looked over the bill, I noticed they charged us a \$30. warehouse transfer fee. What does that even mean?
Nancy	WA	Nancy's Fees	I recently went to see "Book of "Morman" and instead of paying \$350 per ticket it cost me \$516 per ticket including the excess fees! I hadn't been to a play since the 1980's and I think I'll think twice before I go to another one unless they get rid of those fees!!
JOHN	FL	Medicare Part D penalty	I was unaware of a penalty imposed on retirees if they are late signing up for Part D, or if you go off for a while and come back on. The period is 63 days. If you signup or back on after 63 days you must pay the penalty for LIFE. https://www.medicare.gov/drug-coverage-part-d/costs-for-medicare-drug-coverage/part-d-late-enrollment-penalty Talk about a JUNK FEE! WOW

First Name	State	Title	Body of story
Stephen	FL	undeserved tip	I dined in snook haven in venice florida. You have to order your food by going up to the counter. After I paid I realized they automatically added a ten percent convenience fee. The only thing they did is give me a number and bring it to my table when my order was ready. They did not wait on me or clean up after me. I had to bring my stuff to the garbage can. I will not be going back there for that reason. I think tipping in all forms is getting way out of control and most of these people are making a lot of money off of tips.
Rob	CA	Pizza Hut CA	Pizza Hut charges a special CA only fee, which is unadvertised. This is unfair, and impossible for consumers to compare prices. I stopped purchasing from the Hut.
Steve	PA	A dollar extra for a spritz of non-dairy	With most coffee shops now offering non-dairy milk at no extra cost, Dunkin still tacks on a dollar charge for it.
Steven	CA	"Convenience Fee"	I purchased tickets to the Safari Park in Escondido, CA. I bought them through a link my bank (San Diego County Credit Union) offers for "discounted" tickets. After paying a "convenience fee" for each digital ticket, the cost per ticket was MORE than I would have paid at the park ticket office. Paying a convenience fee for each ticket, especially when there is no human involved in the transaction, is absurd and should be prohibited. If anything, paying a single fee, whether it is for one or twenty one tickets, makes a little more sense.
Bob	NJ	Rental Car Fees	Timing is everything. Just got back from a trip to Florida and looking over the receipt from car rental. "Rental Car Facility Fee" - \$5.95/Day - I guess you pay this because the car ISN'T at the facility? I have no idea what some of these even mean . "Conc Rec" at 10% of the total? "SC Rec - FL Surchg Recov" at \$2/Day. Like airfare, just a way to make the "price" lower - until you add in all the extras. Extras that are included with no way to opt-out.
Paula	WA	WA DOR	I was re-establishing a business entity with the state department of revenue and besides the stated costs, there was an up charge of \$20 to file online!
ELLIOT	NY	HOTEL RIPOFF	THE RESORT FEES AT LAS VEGAS HOTELS (\$45-\$50) ARE OUTRAGEOUS. SAME FOR CARIBBEAN RESORTS ONLY NOT AS MUCH.OUR POLITICIANS LET THESE HOTELS GET AWAY WITH THIS BECAUSE THEY ARE IN THE POCKETS OF HOTEL MANAGEMENT. DISGRACEFUL.
Chris	DE	Marriott Hotel/Brooklyn NY	Using Marriott Hotel in downtown Brooklyn was assessed a facility fee
Jon	OR	I call it the "Fee" fee.	...because we ALL know that's what it really is! Increasing the quoted price of something with non-negotiable charges, hidden deep within micro-font paragraphs is infuriating enough. Calling them "Service" or "Handling" fees also insults our intelligence AND makes us feel taken advantage of. These companies rely on the practices of trickery, dishonesty and manipulation (arguably the most sinister and egregious of methods) to separate fellow citizens from their money. It's unconscionable, and is a sad commentary on how we perceive our fellow humans in this society. At least when the bully steals your lunch money you see it coming from a mile away, because he's big and mean and that's what he does. I'll take the bully over a wolf in sheep's clothing every time. ~

First Name	State	Title	Body of story
Christina	CA	Green Fee	The Holiday Inn Express in Naples, Florida charges a 5% “green fee”, which is supposedly to offset the cost of their recycling program. So they’re fleecing their customers and virtue signaling all at once. Clever, huh?
Bob	TX	Resort fees and convenience fees	Resort fees should be banned as there is no option to decline them. Convenience fees should not be allowed as the event or venue should include them in the price of their service if they want your business. These types of fees are generated so that these companies don’t have to pay their employees and utilize these fees to do so.... A real scam, indeed.
John	FL	Fees are unwarranted	Since the Pandemic, business have made up for lost profits by adding fees to nearly everything- fees that used to be part of the profit and overhead figured into product prices. I believe this is partially due to the lack of loose cash they used to have access to before the pandemic increased the use of credit cards; this is especially true at restaurants who now suddenly charge credit card fees. Another reason is that extra fees are an easy way for companies to boost profits when they have no real increase in volume, and nothing new to offer that would warrant an increase in charges. Boosting profits without providing any new service or added value but allowing them to claim that they have kept prices low. Fees are a scam. Services and products should be priced to include overhead and REASONABLE profits and fees done away with.
JENNIFER	CA	Bill Payment - To LIVE	How is it that a billion dollar corporation like PGE & Alhambra is charging me to pay my bill! an extra to pay my bill on top of higher cost already. Extra fees to pay for Alhambra water, bottle, driver, the plastic it comes in. Just ridiculously ongoing fees to live. PGE to pay a CEO salary, advertise, a fees to pay my bill online after being bailed out by the US Government. ughhhhh
Kathryn	CA	ISP fees are crazy	My ISP advertised \$40 monthly rates. With all the fees and taxes I pay \$83 a month. That's crazy and misleading.
Eileen	AR	VRBO & Airb&b	We usually take our dog with us. The above mentioned have outrageous fees. E.g. service fee. 5% to 25% of rental fee. Host fees 5% for the rental amount 3% payment processing fee. These fees add up to a few hundred dollars on a nightly rental.
Scott	CO	Local TV Channels on Xfinity TV	I recently switched to Xfinity TV from Dish TV. I already had Xfinity Internet, and there was a small savings to have both services. The call with Xfinity took nearly two hours, as I wanted to make sure I was getting the deal I wanted. When the first bill arrived, it included \$67 for local TV(I live in the Denver area). That was somehow omitted during the 100 minute phone call.
Sharon	PA	Fees for what?	If fees are something you have control over, then whatever you are purchasing or using, should list just what you are getting for that price. If you have no control, meaning you are stuck paying for it, then it should be included in the initial price, not something separate. With hotels, it's 'resort' or 'facility' fees; with cable, it's 'sports' fees; and my biggest irritation, event tickets. If I am able to purchase a ticket in person at a box office without paying extra fees, why am I paying an exorbitant price purchasing online?
DONALD	TN	Hidden Fees by Vacation House Rental websites	VRBO and AIRBNB list houses with daily rental price, then add so many additional fees that it is unaffordable. Even their so called total cost on the primary page is not actually the total. This is bait & switch and hidden fees. I try to find local rental companies that are more honest with their pricing.

First Name	State	Title	Body of story
Richard	CA	Unaccountable Xfinity	As a fixed-income senior couple, my wife and I are very careful about financial agreements. Rather than being rewarded as steadfast customers (over 20 years) each year we must call Xfinity to “negotiate” annual contracts which usually takes about an hour of the agents time and usually results in very similar agreements as previous years. About a year ago Xfinity quoted the lower rates if we agreed to “auto pay” and since then, we have consistently been billed (auto-pay) more than the agent-quoted “bottom-line” monthly price despite repeated complaints to Customer Service. Xfinity CS agents apologetically arrange for restitution and promise to rectify the problem which all appears to be useless lip service. Each call takes the better part of an hour so, I doubt if this is profitable for Xfinity and I can only guess their management hopes we’ll give up and pay their additional (fee). What laws allow Xfinity to withdraw more than our agreed price?
Susan	FL	Spectrum	Spectrum charges \$23.20 month for Broadcast TC surcharge. The only way to see over the air channels like ABC, CBS,NBC.....
Donna	NC	DirectTV's Killer Fees and so many more.	Monthly DirecTV charges: XTRA (all included) \$164.00 TV Access Fee \$7.00 for each TV Regional Sports Fee \$13.99 DIRECTV Protection Plan \$8.99 Company fees & surcharges \$0.14 Federal Cost Recovery Charge \$0.14 NC County Sales Tax \$0.84 NC State Sales Tax \$1.98 NC State Telecom Sales Tax \$12.46 When you don't have other options for TV, this is not fair. Airline added fees are out of control, charging for seats and carry-on bags now. I can't take a vacation with my family without paying additional resort fees and taxes on fun. We are being encouraged to get electric cars and being charged \$180 per year for

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JOAN	NH	Xfinity	We are a retired couple on a fixed income, so we need to watch our finances. Our Xfinity bill keeps adding more fees....we have been customers for over 30 years and we only have the the basic plan for our TV and internet. Our bill was almost \$300.00. We called, and even went in to see what could be adjusted..they reduced our plan, so that it would be \$235.84 in November, now we got our February bill and it's back to \$262.72. Another increase in service fees, modem charge, & TV adapter. I am ready to cut the cord with Xfinity & just Stream!
Donald	AL	High School Sports Tickets	Our Granddaughter plays volleyball for her school as well as on a traveling team. The cost of a ticket varies depending on the school or venue. Most venues will not accept cash so one must use a credit card and then be faced with a percentage added fee.
Charles	NY	Spicy Spectrum	I have Spectrum. They fee you to death abd now in 2924 have raised fees once again. we use them for land line, internet, cable and DVR. every service had Fees in them and annual price increases. How cam I stop the pain and misery. only alternate is Verizon 5G and signal could be a problem for QOS issues.
Robert	TN	At&t	After being with AT&T for decades (when cell phones first hit the scene) I got tired of the ever increasing charges including the pass through fees. I finally switched to T-Mobile that did not add these extra fees. Now saving \$75 a month.
Laurie	TX	Concert tickets	I purchased concert tickets to see Heart and to be able to afford them I had to buy the cheapest ones (seats up in the rafters where you could hardly see the band!) because of all of the added fees that are attached. Tickets prices are outrageous with the extras that Ticket Master adds on- \$16, \$5 services fees for what? Ticket Master has a monopoly on all tickets to any event I want to go to and I have to be very selective about what I can go see because I'm on a budget and tickets + fees are so expensive. I don't under how Ticket Master can get away with this monopoly. Why doesn't the government break them up? There are Antitrust Laws, why are they being used? There needs to be competition to bring down prices and force them to stop charging these junk fees. Please make concert and other events affordable for families again.
Susan	OK	Paid Parking lot fee	I parked in a parking lot in downtown Oklahoma City that advertised a charge of 5.00 for 2 hours. When my credit card charge showed up it was 7.60. That is more than 50% of the actual charge for parking. There was no notice of a fee before or after the payment. It just showed up on my card. This is a very unfair practice and deceitful if they want more money then build it into the cost of parking don't sneak it in undr handedly .
Penny	VT	Comcast frustration	Comcast keeps blaming fees for increase in monthly bill.
Kathy	DE	Passing on credit card fees	From restaurants to local merchants, more and more companies are adding a 3% fee to purchases in order to cover the credit card fees imposed on them. Many are already struggling to make ends meet and making minimum payments to credit card bills - and now an additional 3% is added to the already outrageous interest rates. So my bills just keep getting bigger. Credit card fees should be paid by the merchant as a cost of doing business - just like paying utilities and rent for their place of business. Please put a stop to this unfair practice.
Daryl	NC	Ticketmaster	Ticketmaster is terrible for fees Rental cabins are also

First Name	State	Title	Body of story
Dana	GA	Unnecessary fees	Paying a fee for a paper bill for a credit card statement.
Rosita	NJ	Poor Seniors!	In a senior community where every penny counts we're finding fees everywhere, restaurants, gas stations stores where ever you use a plastic card nowadays we need to carry cash in order to avoid these extra fees!
Deborah	OR	Unfair and very costly fees by auto insurance companies.	I have recently learned that auto insurance companies have found a new way to further screw drivers. Most of us who have been driving for years have been told that if you get a ticket if you go to traffic school and pay the fine, it will be off your record (and won't impact insurance). Well, the insurance companies have now teamed up with some 3rd party consumer reporting agencies who somehow get the information (probably either from DMV or the police departments) and report it to the insurance companies who then add on anywhere from 15-23% to the policy for THREE YEARS!!!! This is legal in Oregon (and I'm working on making it not so) and I don't know how many other states are doing this. This applies even to those entrapment devices they call cameras. The camera only shows what the driver is doing for the split seconds required to take the picture and it could end up costing the driver \$1500 or more. Talk about unfair fees!!!! Just because insurance companies can't keep their financial heads above water due to the many fires and other disasters, it's NOT RIGHT to stick it to the public.
Daniel	NY	Paper statement fee	Recently, TD Bank has started subtracting a monthly \$3.00 paper statement fee from our checking account.
Michael	NH	Citizens Bank & Xfinity	Citizens Bank charges \$35 per transaction for overdrafts (we paid \$240 last month). Why charge someone \$35 when they don't have the money?! Everything is so expensive now that it's hard not to overdraw our account. Xfinity is up to \$267/month and it increases every month! It's almost impossible to survive on a fixed income anymore. Soon we'll default on our HELOC and lose our modest condo (with a monthly HOA of \$395 plus a land lease fee of \$128/month). Enough is enough!
Charlotte	NC	Fees for tickets and registration	Registration or tickets for events at museums fakeries and universities, classes, and movie theater tickets, live performance tickets, etc. tack on fees. Also credit card fee when using to pay parking meters.