



Comptroller of the Currency
Administrator of National Banks

January 9, 2009

Robert J. Lahm Jr.
400 Vista Lake Drive, No. 301
Candler NC 28715

Re: Case# 845792
CHASE BANK USA, NATIONAL ASSOCIATION

Dear Dr. Lahm:

The Office of the Comptroller of the Currency (OCC) is responding to your letter regarding the above-mentioned bank, which was forwarded to this agency by the Federal Reserve Consumer Help Center.

Our records indicate that we had previously established a case on this issue under Case 844193. In order to streamline our process and avoid any duplication, we are closing this case and you will be notified about the resolution of your complaint under Case 844193.

You should reference Case 844193 when inquiring about the case by phone or include this number on any correspondence you may provide to this office.

Sincerely,

Debra Baker

Debra Baker
Customer Assistance Group
Customer Service Manager

Customer Assistance Group, 1301 McKinney Street, Suite 3450, Houston, Texas 77010-9050

Phone: (800) 613-6743, FAX: (713) 336-4301

Internet Address: www.HelpWithMyBank.gov