

From: [Caleb Metcalf](#)
To: [Comments](#)
Subject: [EXTERNAL MESSAGE] July 31, 2024 - Bank-Fintech Arrangements Involving Banking Products and Services Distributed to Consumers and Businesses; Comment Request (RIN 3064-ZA43)
Date: Sunday, September 22, 2024 12:19:24 AM

To whom it may concern,

Because of the disaster between Synapse and Evolve, I have not been able to access about \$640 of my hard-earned money since May 2024, as Evolve froze all assets related to Synapse. This has been extremely frustrating as I am living paycheck to paycheck at the moment. But I shudder at the thought of several others who have thousands upon thousands of dollars frozen due to no fault of our own.

I was an end user of Yotta, a fintech business that advertised FDIC protection, but Synapse and Evolve actually handled the money behind the scenes.

It is absolutely ridiculous if Synapse, its brokerages, and all other banks are not held accountable to fintech business models. This should and must be without any exceptions. Otherwise, these institutions get off with an easy pass while us consumers are woefully neglected.

I have to say that I've been very disappointed in the way that the FDIC and the Federal Reserve Consumer Help have handled the aforementioned disaster. I have had zero access to my funds since May (five months) while executives from both Synapse and Evolve still get paid while trying to reconcile books that should have been meticulously maintained all along. Shame on them.

Please change the laws to protect end consumers from this horrible fallout.

Thank you,
-Caleb P. Metcalf

