THE FINANCIAL SYSTEM IS DESIGNED FOR PROFITS, NOT PEOPLE

Interviews with bank employees* show that banks discriminate as they put profits over people and make decisions about which customers are worthy of responsible banking. Banks and their employees provide products and services in ways that advantage their wealthier and white customers, while disadvantaging and exploiting their Black, Brown, and poor white customers.

*All names have been changed

Bank employees’ descriptions of customer service exemplify the mutually reinforcing trends that advance discrimination in the financial system. Other trends include:

- Banks close branches in Black, Brown, and poor white communities
- Payday lenders and check cashers frequently open storefronts in Black and Brown communities
- Banks charge higher costs and fees in Black and Brown communities
- Technology like high-speed internet and smartphones that could assist with banking access is less available in Black, Brown, and poor white communities

Since banking products and services are so important for managing money and accessing credit, discrimination undermines people’s dignified participation in the economy.

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The financial system needs strong regulatory oversight so that people have equal and dignified access to the economy.

**SELLING “SOLUTIONS”**

They said, ‘We don’t wanna be the next Wells Fargo with bein’ in trouble for bein’ deceitful.’ We started doin’ all this new training, and they said, ‘We’re no longer selling products to people. We’re selling solutions.’

*Maya* | Female, Black/biracial  
2 years’ experience as a teller at a large national bank and regional bank

“We want to increase the default. You make more money off of lower credit loans...People with really good credit, we don’t make as much money off of them.”

*Emma* | Female, white  
2 years’ experience as a sales representative at a regional credit union

“We were trained...to make people afraid, ’cause fear will motivate people to buy. You painted this really dire picture, and then you sold them the solution...”

*Jamie* | Female, white  
3 years’ experience as a teller supervisor at a large national bank

**MAKING A PROFIT**

“We want to increase the default. You make more money off of lower credit loans...People with really good credit, we don’t make as much money off of them.”

*Emma* | Female, white  
2 years’ experience as a sales representative at a regional credit union

**QUALITATIVE INTERVIEW INFORMATION:**

- 36 bank employees in Michigan  
  - 78% women, 22% men

**Most common positions:**

- tellers / teller supervisors
- other (IT, HR, loans, sales, public relations)
- personal bankers
- customer service representatives
- branch managers

**Time worked in banking and finance:**

- 2 months
- avg. 6 years
- 37 years

**Worked in banks and credit unions of all sizes:**

- $1 billion in assets  
  - small, local

- $100 billion in assets  
  - large, national