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

DISCRIMINATION

“
They judged Black people pretty quickly. Or if a white person was dirty or something they judged them.
”

LaDonna  |  Female, Black
8 months’ experience as a teller at a regional bank

“I work with a gentleman who can’t keep certain opinions to himself...I’ve had customers, Middle Eastern, Hispanic, African American, who have all had run-ins with him...Very sharp tone...He’ll be telling them he can’t help them.
”

Allison  |  Female, white
10 years’ experience as a personal banker at a large national bank

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.