

**ASSESSING CUSTOMERS' AWARENESS OF THE LEVEL OF BANK CHARGES BY
DEPOSIT MONEY BANKS IN NIGERIA**

BY

OYEDELE Oyeladun Opeyemi

MATRIC NUMBER: 07AA04937

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OYEDELE Oyeladun Opeyemi

07AA04937

**BEING A PROJECT SUBMITTED TO THE DEPARTMENT OF
BANKING AND FINANCE, COLLEGE OF BUSINESS AND SOCIAL
SCIENCES, COVENANT UNIVERSITY, OTA OGUN STATE, IN
PARTIAL FULFILMENT OF THE REQUIREMENTS FOR THE AWARD
OF MASTER OF SCIENCE (M.SC) DEGREE**

JUNE, 2018

ACCEPTANCE

This is to attest that this dissertation is accepted in partial fulfilment of the requirements for the award of the degree of Master in Finance in the Department of Banking and Finance, College of Business and Social Sciences, Covenant University, Ota.

Philip J. Ainwokhai

.....

Secretary, School of Postgraduate Studies

Signature & Date

Prof. Samuel T. Wara

.....

Dean, School of Postgraduate Studies

Signature & Date

DECLARATION

I Oyedele Oyeladun Opeyemi declare that:

1. This project is based on a study undertaken by me in the Department of Banking and Finance, College of Business and Social Science, Covenant University, Ota Ogun State, under the supervision of Professor F. Iyoha.
2. This work has not been submitted for the award of any degree elsewhere.
3. All ideas and views are product of my personal research and where the views of others have been expressed, they have been duly acknowledged.
4. I shall be totally, wholly, and fully responsible for any liability that may flow from this study, if any.

.....

OYEDELE Oyeladun Opeyemi

07AA04937

Researcher

CERTIFICATION

This is to certify that Oyedele Oyeladun Opeyemi with the Matriculation Number 07AA04937 carried out this research work titled “Assessing customer’s awareness of the level of bank charges by Deposit Money Banks in Nigeria” and was supervised by Professor F. Iyoha and submitted to the Department of Banking and Finance, College of Business and Social Sciences, Covenant University, Ota, for the award of Masters of Science (Honours) Degree.

Professor Iyoha F.
Supervisor

.....
Signature and Date

Dr Adetiloye K.
Head of Department

.....
Signature and Date

Professor S.T. Wara
Dean of Postgraduate School

.....
Signature and Date

.....
External Examiner

.....
Signature and Date

DEDICATION

I dedicate this research project first and foremost to my God, the giver and sustainers of my life for the grace He gave me to complete this research work. For His mercy, faithfulness, love, joy, inner strength and provisions throughout this degree program, I am forever grateful. I am also dedicating this project my lovely husband Oluwamuyiwa Babatunde for his care, love, prayers and support given to me throughout the postgraduate Programme.

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Abstract

In 2013, the Central Bank of Nigeria refunded N2.9billion excess bank charges to customers which were drawn on customer's account by Deposit Money Banks (DMBs) in Nigeria. These bank charges drawn by DMBs have become an area of concern as full disclosures are not made to their customers about hidden charges. Therefore, this study evaluates the extent to which customers of various banks are knowledgeable about charges on bank's products. This study was motivated by two factors (i) lack of clarification on charges drawn on customer's accounts without due publicity and (ii) the recent announcement by CBN that withdrawal and deposits made by customers of DMBs beyond certain amounts will attract varying degree of charges. The population of the study comprised various age groups, educated and non-educated. The questionnaire and interview method were used to elicit data for the study. The data were analyzed using analysis of variance (ANOVA). There exist a significant difference between bank customer's awareness and the various charges on the bank account. There study revealed that there is no significant difference between effective disclosure on bank charges and customer's awareness. The study also reveals that there exists a significant difference between bank customer's awareness of the existence of regulatory bodies charged with the responsibility of protecting them from unwarranted charges. The study also revealed that there is no significant difference between bank customer's education background and the awareness of bank charges. The study revealed that there is no significant difference between customer satisfaction and bank charges. Based on findings, we therefore recommend that there is a need for more enlightenment on bank charges levied on customers by regulatory bodies in Nigeria.

Keywords: Bank products, Deposit Money Banks, Bank charges, Bank customers, full disclosure.