

Research findings

Country code	Year	Reference details title	Reference details URL	Main thematic focus	Institution	Key findings - Short summary	Methodology (Qualitative/Quantitative and exact type used, questionnaires etc)	Sample details and representativeness	Area/location of interest - NUTS3 level
Netherlands	2024	KPMG (2024). Survey of citizens' perceived discrimination in the provision of services by banks and payment institutions (Onderzoek naar ervaren discriminatie van burgers bij de dienstverlening door banken en betaalinstellingen). Study commissioned by the	https://open.overheid.nl/documenten/3c2996be-9fa9-463f-9a39-7f1aa3440c99/file	Discrimination	The Netherlands, KPMG	Of the 2.498 respondents of the study, 264 had experienced discrimination by banks or payment institutions in the last 2 years. Of the 2.498 persons, 264 had experienced discrimination by a by bank or payment institutions in the last 2 years. Of these 264 persons, 124 persons (47%) had a non-western migration background, 58 persons (25.8%) had a western migration background and 70 persons 26.5% had no migration background. Background in this study means that the person or one of his/her parents in question is born outside the Netherlands (in either a Western country [a country in Europe; North America; Australia] or a non-Western country [a country in Latin-America, Africa and Asia]). Of 2 persons the background was unknown. Discrimination in the provision of services by banks and/or payment institutions is most frequently experienced by persons with a non-western migration background on the ground of nationality. Religion is less frequently mentioned. Many of the persons who experience discrimination on grounds of religion have contact with the bank and/or payment institution for or on behalf of a foundation, association or charity organisation. The finding is in line with various signals of Muslim organisations and places where migrants practice their religious beliefs, that have been shared with various (public) bodies over the past year by these organisations. This makes Muslims increasingly reluctant to make donations. When they do donate, things subsequently go wrong because payments are regularly blocked by the same payment institutions; especially during periods when donations peak, such as during Ramadan. Religious foundations and charitable organisations also experience problems opening a business account.	This study was carried out among a sample of 2.498 persons from a database of research organisation I&O Research. They were asked about their experiences with banks or payments institutions, on which ground they experienced this discrimination and in which social context.	A sample of 2.498 persons from a database of research organisation I&O Research was used.	Not applicable - national level

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<http://fra.europa.eu/en/databases/anti-muslim-hatred/>

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