

Chapter 24 Protecting Consumers

BusinessWeek Reader Case Study

“How to Stand Up to the Nickel-and-Dimers”

Directions Read the *BusinessWeek* Reader on page 430 of your textbook and answer the questions.

Literal Comprehension

1. What step can a consumer take if they feel certain charges are underhanded?

2. What is one way consumers can avoid paying checking account service charges?

3. How can consumers become aware of banking fees and charges?

4. According to the author, how high can monthly checking account fees be?

Making Inferences

5. Who are the “Nickel-and-Dimers,” in the title?

6. Is it more likely that banking professionals or a consumer rights activist wrote this article? Explain your answer.

Critical Thinking

7. How do you feel about “complaining consumers” who get many of their banking fees reduced or rolled back? Do you feel that the fees charged by banking institutions are fair and should be paid? Or, do you feel that these fees are unfair, and consumers have a reason to complain. Write a few sentences explaining your thoughts.

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