



Nigeria Consumer Protection in Digital Finance Survey

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Innovations for Poverty Action (IPA)

Associated survey dataset available here: <https://data.worldbank.org/indicators/SDG17>

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Nigeria Consumer Protection Digital Finance Survey

We will conduct a survey of digital finance users—active and dormant— across Nigeria. The survey will cover active and dormant users of electronic payments products, mobile banking products, agent banking, and digital credit. Users of these products will be queried on key consumer protection topics including: Pricing transparency; Fraud; Experiences at agent locations; Complaints handling and redress. We will also leverage this existing survey to provide governments and organizations responding to the COVID crisis information about the financial impacts of the pandemic by measuring recent changes in financial resiliency, use of mobile money and phone-based loans, and instances of digital fraud.

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