

Authors

Sule Alan European University Institute

Dean Karlan Northwestern University

Jonathan Zinman Dartmouth College

Mehmet Cemalcilar Yapi Kredi Bank

> Unshrouding Effects on Demand for a Costly Add-on: Evidence from Bank Overdrafts in Turkey

Sule Alan, Mehmet Cemalcilar, Dean Karlan, and Jonathan Zinman¹

January 2016

Abstract

The pricing and advertising of tied add-ons and overages have come under increasing scrutiny. Working with a large Turkish bank to nest SMS direct marketing promotions to 108,000 existing holders of "free" checking accounts, we find that promoting a large discount on the 60% APR charged for overdrafts realises overdraft usage. In contrast, messages mentioning overdraft availability without mentioning price increase usage. Neither change persists long after messages stop, suggesting that induced overdrafting is not habit-forming. We discuss implications for interventions to promote transparency in pricing and advertising, and for models of shrouded equilibria, limited attention, and salience.

Other keywords: contingent charges, deceptive advertising, transaction-linked credit, small-dollar loans, consumer banking, retail banking, deposit accounts

JEL codes: D12, D14, G2

Contact information: Sale: Alas: <u>udanformer.ac.ik</u>, University of Euses; Mehmet Cenukolar: nechnot.consulcities' spatiendi.con.ix. Yapi Krofd. Rusk: Draw Kadani: dean karinnify yale.ndn. Yale University, IPA, 3 PAL, and NHER. We shark: Yapi Krofd. staff for their cooperation. Michael Grabh, Bus Kays, David Laibon. Eva Nagqud. Josh Schwartznetis, Andrei Shleiler, and andescen at Buston College. Harvand/MIR. Reflage (Finance). LSE, UCL, University of Maryland, University of Vingins. He Federal Reserve Bank of Philadelphia, the CFPB Research Conference, and the NHER Law & Economics group for commercity, and Beari Savonitro, Glynis Statz, and Zachary Geoff for research management and analysis support.

0

Unshrouding Effects on Demand for a Costly Add-on: Evidence from Bank Overdrafts in Turkey

The pricing and advertising of tied add-ons and overages have come under increasing scrutiny. Working with a large Turkish bank to test SMS direct marketing promotions to 108,000 existing holders of "free" checking accounts, we find that promoting a large discount on the 60% APR charged for overdrafts reduces overdraft usage. In contrast, messages



mentioning overdraft availability without mentioning price increase usage. Neither change persists long after messages stop, suggesting that induced overdrafting is not habit-forming. We discuss implications for interventions to promote transparency in pricing and advertising, and for models of shrouded equilibria, limited attention, and salience.

January 20, 2016