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Jonathan Morduch in Forbes India about recent allegations of harassment by microfinance loan collection officers

In many ways, Grameen's greatest innovation was simply to bring convenient and reliably continuous services to villages ...

With these kinds of reliable services — which most of us take for granted — it became possible for customers to relax a little, and to focus on parts of their lives more important than finance ...

Allegations of harassment by loan collection officers are particularly damaging because they signal a departure from reliability and rule-bound, professional relationships.

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