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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.

November 16, 2010