

ADVERTISE “QUESTIONS AND COMPLAINTS”

Attawfiq Micro-Finance (Morocco) uses this poster to help clients understand all the ways that they can contact the FSP with questions or complaints. The poster heading reads: “In order to improve our services, send complaints or suggestions in the following ways.” Each of the icons includes a short description—from left to right, they read: “the phone; the post (the full address is provided); E-mail; Fax.”

