

The positive impact of Plain Language in our communications



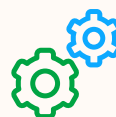
Increased customer satisfaction by reducing the perception of lack of transparency towards customers.



Potential financial savings by reducing queries, complaints and enquiries from customers and other stakeholders.



We show Iberdrola's commitment to **social inclusion**.



Increased efficiency and better process results, as readers save reading time and the risk of misunderstandings due to inaccurate or incorrect communication is reduced.