

**CLIENT CHARTER REPORT FOR NOVEMBER 2018**

CLIENT'S CHARTER	QUALITY OBJECTIVE (WORKING DAYS)	TOTAL APPLICATION	NUMBERS OF ACCOUNTS (ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS (NOT ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS IN PROCESS OR NOT IN THE PERIOD OF WHICH PRESCRIBED IN CLIENT CHARTER.	
			No.	PERCENTAGE (%)	No.	PERCENTAGE (%)	No.	PERCENTAGE (%)
1) Franchisee financing processing.	13 working days with complete documents	3	0	0.0%	0	0.0%	3	100.0%
2) Documentation process for franchisee financing.	9 working days with complete documents received.	1	0	0.0%	1	100.0%	0	0.0%
3) Disbursement process for Franchisee Financing.	5 working days with complete documents received.	2	2	100.0%	0	0.0%	0	0.0%
4) Feedback ticket processing	5 working days with complete documents received.	0	0	0.0%	0	0.0%	0	0.0%

Note :

- 1) The above Client Charter for franchisee financing is applicable for amount less than RM 500,000(SPKF is excluded)
- 2) The monitoring of Client Charter is applicable for franchisee financing from Klang Valley only.

**CLIENT CHARTER REPORT FOR OCTOBER 2018**

CLIENT'S CHARTER	QUALITY OBJECTIVE (WORKING DAYS)	TOTAL APPLICATION	NUMBERS OF ACCOUNTS (ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS (NOT ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS IN PROCESS OR NOT IN THE PERIOD OF WHICH PRESCRIBED IN CLIENT CHARTER.	
			No.	PERCENTAGE (%)	No.	PERCENTAGE (%)	No.	PERCENTAGE (%)
1) Franchisee financing processing.	13 working days with complete documents	0	0	0.0%	0	0.0%	0	0.0%
2) Documentation process for franchisee financing.	9 working days with complete documents received.	1	1	100.0%	0	0.0%	0	100.0%
3) Disbursement process for Franchisee Financing.	5 working days with complete documents received.	0	0	0.0%	0	0.0%	0	0.0%
4) Feedback ticket processing	5 working days with complete documents received.	0	0	0.0%	0	0.0%	0	0.0%

Note :

- 1) The above Client Charter for franchisee financing is applicable for amount less than RM 500,000(SPKF is excluded)
- 2) The monitoring of Client Charter is applicable for franchisee financing from Klang Valley only.

**CLIENT CHARTER REPORT FOR SEPTEMBER 2018**

CLIENT'S CHARTER	QUALITY OBJECTIVE (WORKING DAYS)	TOTAL APPLICATION	NUMBERS OF ACCOUNTS (ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS (NOT ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS IN PROCESS OR NOT IN THE PERIOD OF WHICH PRESCRIBED IN CLIENT CHARTER.	
			No.	PERCENTAGE (%)	No.	PERCENTAGE (%)	No.	PERCENTAGE (%)
1) Franchisee financing processing.	13 working days with complete documents	6	0	100.0%	0	0.0%	6	100.0%
2) Documentation process for franchisee financing.	9 working days with complete documents received.	0	0	0.0%	0	0.0%	0	100.0%
3) Disbursement process for Franchisee Financing.	5 working days with complete documents received.	0	0	0.0%	0	0.0%	0	0.0%
4) Feedback ticket processing	5 working days with complete documents received.	0	0	0.0%	0	0.0%	0	0.0%

Note :

- 1) The above Client Charter for franchisee financing is applicable for amount less than RM 500,000(SPKF is excluded)
- 2) The monitoring of Client Charter is applicable for franchisee financing from Klang Valley only.

**CLIENT CHARTER REPORT FOR AUGUST 2018**

CLIENT'S CHARTER	QUALITY OBJECTIVE (WORKING DAYS)	TOTAL APPLICATION	NUMBERS OF ACCOUNTS (ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS (NOT ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS IN PROCESS OR NOT IN THE PERIOD OF WHICH PRESCRIBED IN CLIENT CHARTER.	
			No.	PERCENTAGE (%)	No.	PERCENTAGE (%)	No.	PERCENTAGE (%)
1) Franchisee financing processing.	13 working days with complete documents	2	2	100.0%	0	0.0%	0	0.0%
2) Documentation process for franchisee financing.	9 working days with complete documents received.	1	0	0.0%	0	0.0%	1	100.0%
3) Disbursement process for Franchisee Financing.	5 working days with complete documents received.	0	0	0.0%	0	0.0%	0	0.0%
4) Feedback ticket processing	5 working days with complete documents received.	0	0	0.0%	0	0.0%	0	0.0%

Note :

1) The above Client Charter for franchisee financing is applicable for amount less than RM 500,000(SPKF is excluded)

2) The monitoring of Client Charter is applicable for franchisee financing from Klang Valley only.

**CLIENT CHARTER REPORT FOR JULY 2018**

CLIENT'S CHARTER	QUALITY OBJECTIVE (WORKING DAYS)	TOTAL APPLICATION	NUMBERS OF ACCOUNTS (ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS (NOT ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS IN PROCESS OR NOT IN THE PERIOD OF WHICH PRESCRIBED IN CLIENT CHARTER.	
			No.	PERCENTAGE (%)	No.	PERCENTAGE (%)	No.	PERCENTAGE (%)
1) Franchisee financing processing.	13 working days with complete documents	2	0	0.0%	0	0.0%	2	100.0%
2) Documentation process for franchisee financing.	9 working days with complete documents received.	0	0	0.0%	0	0.0%	0	0.0%
3) Disbursement process for Franchisee Financing.	5 working days with complete documents received.	0	0	0.0%	0	0.0%	0	0.0%
4) Feedback ticket processing	5 working days with complete documents received.	0	0	0.0%	0	0.0%	0	0.0%

Note :

- 1) The above Client Charter for franchisee financing is applicable for amount less than RM 500,000(SPKF is excluded)
- 2) The monitoring of Client Charter is applicable for franchisee financing from Klang Valley only.

**CLIENT CHARTER REPORT FOR JUN 2018**

CLIENT'S CHARTER	QUALITY OBJECTIVE (WORKING DAYS)	TOTAL APPLICATION	NUMBERS OF ACCOUNTS (ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS (NOT ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS IN PROCESS OR NOT IN THE PERIOD OF WHICH PRESCRIBED IN CLIENT CHARTER.	
			No.	PERCENTAGE (%)	No.	PERCENTAGE (%)	No.	PERCENTAGE (%)
1) Franchisee financing processing.	13 working days with complete documents	0	0	0.0%	0	0.0%	0	0.0%
2) Documentation process for franchisee financing.	9 working days with complete documents received.	0	0	0.0%	0	0.0%	0	0.0%
3) Disbursement process for Franchisee Financing.	5 working days with complete documents received.	0	0	0.0%	0	0.0%	0	0.0%
4) Feedback ticket processing	5 working days with complete documents received.	0	0	0.0%	0	0.0%	0	0.0%

Note :

- 1) The above Client Charter for franchisee financing is applicable for amount less than RM 500,000(SPKF is excluded)
- 2) The monitoring of Client Charter is applicable for franchisee financing from Klang Valley only.

**CLIENT CHARTER REPORT FOR MAY 2018**

CLIENT'S CHARTER	QUALITY OBJECTIVE (WORKING DAYS)	TOTAL APPLICATION	NUMBERS OF ACCOUNTS (ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS (NOT ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS IN PROCESS OR NOT IN THE PERIOD OF WHICH PRESCRIBED IN CLIENT CHARTER.	
			No.	PERCENTAGE (%)	No.	PERCENTAGE (%)	No.	PERCENTAGE (%)
1) Franchisee financing processing.	13 working days with complete documents	1	0	0.0%	1	100.0%	0	0.0%
2) Documentation process for franchisee financing.	9 working days with complete documents received.	1	0	0.0%	1	100.0%	0	0.0%
3) Disbursement process for Franchisee Financing.	5 working days with complete documents received.	3	3	100.0%	0	0.0%	0	0.0%
4) Feedback ticket processing	5 working days with complete documents received.	0	0	0.0%	0	0.0%	0	0.0%

Note :

- 1) The above Client Charter for franchisee financing is applicable for amount less than RM 500,000(SPKF is excluded)
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**CLIENT CHARTER REPORT FOR APRIL 2018**

CLIENT'S CHARTER	QUALITY OBJECTIVE (WORKING DAYS)	TOTAL APPLICATION	NUMBERS OF ACCOUNTS (ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS (NOT ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS IN PROCESS OR NOT IN THE PERIOD OF WHICH PRESCRIBED IN CLIENT CHARTER.	
			No.	PERCENTAGE (%)	No.	PERCENTAGE (%)	No.	PERCENTAGE (%)
1) Franchisee financing processing.	13 working days with complete documents	1	0	0.0%	1	100.0%	0	0.0%
2) Documentation process for franchisee financing.	9 working days with complete documents received.	4	0	0.0%	3	75.0%	1	25.0%
3) Disbursement process for Franchisee Financing.	5 working days with complete documents received.	3	1	33.3%	0	0.0%	2	66.7%
4) Feedback ticket processing	5 working days with complete documents received.	1	0	0.0%	0	0.0%	1	100.0%

Note :

- 1) The above Client Charter for franchisee financing is applicable for amount less than RM 500,000(SPKF is excluded)
- 2) The monitoring of Client Charter is applicable for franchisee financing from Klang Valley only.



**CLIENT CHARTER REPORT FOR MARCH 2018**

CLIENT'S CHARTER	QUALITY OBJECTIVE (WORKING DAYS)	TOTAL APPLICATION	NUMBERS OF ACCOUNTS (ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS (NOT ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS IN PROCESS OR NOT IN THE PERIOD OF WHICH PRESCRIBED IN CLIENT CHARTER.	
			No.	PERCENTAGE (%)	No.	PERCENTAGE (%)	No.	PERCENTAGE (%)
1) Franchisee financing processing.	13 working days with complete documents	0	0	0.0%	0	0.0%	0	0.0%
2) Documentation process for franchisee financing.	9 working days with complete documents received.	1	1	100.0%	0	0.0%	0	0.0%
3) Disbursement process for Franchisee Financing.	5 working days with complete documents received.	0	0	0.0%	0	0.0%	0	0.0%
4) Feedback ticket processing	5 working days with complete documents received.	3	0	0.0%	0	0.0%	3	100.0%

Note :

1) The above Client Charter for franchisee financing is applicable for amount less than RM 500,000(SPKF is excluded)

2) The monitoring of Client Charter is applicable for franchisee financing from Klang Valley only.

**CLIENT CHARTER REPORT FOR FEBRUARY 2018**

CLIENT'S CHARTER	QUALITY OBJECTIVE (WORKING DAYS)	TOTAL APPLICATION	NUMBERS OF ACCOUNTS (ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS (NOT ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS IN PROCESS OR NOT IN THE PERIOD OF WHICH PRESCRIBED IN CLIENT CHARTER.	
			No.	PERCENTAGE (%)	No.	PERCENTAGE (%)	No.	PERCENTAGE (%)
1) Franchisee financing processing.	13 working days with complete documents	1	1	100.0%	0	0.0%	0	0.0%
2) Documentation process for franchisee financing.	9 working days with complete documents received.	3	0	0.0%	0	0.0%	3	100.0%
3) Disbursement process for Franchisee Financing.	5 working days with complete documents received.	0	0	0.0%	0	0.0%	0	0.0%
4) Feedback ticket processing	5 working days with complete documents received.	1	1	100.0%	0	0.0%	0	0.0%

Note :

- 1) The above Client Charter for franchisee financing is applicable for amount less than RM 500,000(SPKF is excluded)
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**CLIENT CHARTER REPORT FOR JANUARY 2018**

CLIENT'S CHARTER	QUALITY OBJECTIVE (WORKING DAYS)	TOTAL APPLICATION	NUMBERS OF ACCOUNTS (ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS (NOT ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS IN PROCESS OR NOT IN THE PERIOD OF WHICH PRESCRIBED IN CLIENT CHARTER.	
			No.	PERCENTAGE (%)	No.	PERCENTAGE (%)	No.	PERCENTAGE (%)
1) Franchisee financing processing.	13 working days with complete documents	1	1	100.0%	0	0.0%	0	0.0%
2) Documentation process for franchisee financing.	9 working days with complete documents received.	0	0	0.0%	0	0.0%	0	0.0%
3) Disbursement process for Franchisee Financing.	5 working days with complete documents received.	0	0	0.0%	0	0.0%	0	0.0%
4) Feedback ticket processing	5 working days with complete documents received.	3	3	100.0%	0	0.0%	0	0.0%

Note :

- 1) The above Client Charter for franchisee financing is applicable for amount less than RM 500,000(SPKF is excluded)
- 2) The monitoring of Client Charter is applicable for franchisee financing from Klang Valley only.