

## CLIENT CHARTER ACHIEVEMENT REPORT FOR JAN 2013

CLIENT'S CHARTER	QUALITY OBJECTIVES (WORKING DAYS)	TOTAL APPLICATION	ACHIEVED QUALITY OBJECTIVES		DO NOT ACHIEVE QUALITY OBJECTIVES		WITHIN THE PROCESS OR NOT EXCEEDING TIME FRAME OF CLIENT CHARTER		REMARKS
			NO.	(%)	NO.	(%)	NO.	(%)	
1) Franchisee financing processing.	13 working days with complete documents received.	7	1	14%	-	-	6	86%	
2) Documentation process for franchisee financing.	9 working days with complete documents received.	6	3	50%	-	-	3	50%	
3) Disbursement process for franchisee financing.	5 working days with complete documents received.	2	2	100%	-	-	-	-	

*(Note :The above info are for franchisee financing (excluding SPKF) for amount < RM 500,000.)*

## CLIENT CHARTER ACHIEVEMENT REPORT FOR FEB 2013

CLIENT'S CHARTER	QUALITY OBJECTIVES (WORKING DAYS)	TOTAL APPLICATION	ACHIEVED QUALITY OBJECTIVES		DO NOT ACHIEVE QUALITY OBJECTIVES		WITHIN THE PROCESS OR NOT EXCEEDING TIME FRAME OF CLIENT CHARTER		REMARKS
			NO.	(%)	NO.	(%)	NO.	(%)	
1) Franchisee financing processing.	13 working days with complete documents received.	2	1	50%	-	-	1	50%	
2) Documentation process for franchisee financing.	9 working days with complete documents received.	1	1	100%	-	-	-	-	
3) Disbursement process for franchisee financing.	5 working days with complete documents received.	1	1	100%	-	-	-	-	

*(Note :The above info are for franchisee financing (excluding SPKF) for amount < RM 500,000.)*

## CLIENT CHARTER ACHIEVEMENT REPORT FOR MAR 2013

CLIENT'S CHARTER	QUALITY OBJECTIVES (WORKING DAYS)	TOTAL APPLICATION	ACHIEVED QUALITY OBJECTIVES		DO NOT ACHIEVE QUALITY OBJECTIVES		WITHIN THE PROCESS OR NOT EXCEEDING TIME FRAME OF CLIENT CHARTER		REMARKS
			NO.	(%)	NO.	(%)	NO.	(%)	
1) Franchisee financing processing.	13 working days with complete documents received.	5	3	60%	-	-	2	40%	
2) Documentation process for franchisee financing.	9 working days with complete documents received.	5	4	80%	-	-	1	20%	
3) Disbursement process for franchisee financing.	5 working days with complete documents received.	5	-	-	-	-	5	100%	

***(Note :The above info are for franchisee financing (excluding SPKF) for amount < RM 500,000.)***

## CLIENT CHARTER ACHIEVEMENT REPORT FOR APR 2013

CLIENT'S CHARTER	QUALITY OBJECTIVES (WORKING DAYS)	TOTAL APPLICATION	ACHIEVED QUALITY OBJECTIVES		DO NOT ACHIEVE QUALITY OBJECTIVES		WITHIN THE PROCESS OR NOT EXCEEDING TIME FRAME OF CLIENT CHARTER		REMARKS
			NO.	(%)	NO.	(%)	NO.	(%)	
1) Franchisee financing processing.	13 working days with complete documents received.	8	1	13%	-	-	7	87%	
2) Documentation process for franchisee financing.	9 working days with complete documents received.	5	4	80%	-	-	1	20%	
3) Disbursement process for franchisee financing.	5 working days with complete documents received.	3	3	100%	-	-	-	-	

*(Note :The above info are for franchisee financing (excluding SPKF) for amount < RM 500,000.)*

## CLIENT CHARTER ACHIEVEMENT REPORT FOR MAY 2013

CLIENT'S CHARTER	QUALITY OBJECTIVES (WORKING DAYS)	TOTAL APPLICATION	ACHIEVED QUALITY OBJECTIVES		DO NOT ACHIEVE QUALITY OBJECTIVES		WITHIN THE PROCESS OR NOT EXCEEDING TIME FRAME OF CLIENT CHARTER		REMARKS
			NO.	(%)	NO.	(%)	NO.	(%)	
1) Franchisee financing processing.	13 working days with complete documents received.	1	-	-	-	-	1	100%	
2) Documentation process for franchisee financing.	9 working days with complete documents received.	1	1	100%	-	-	-	-	
3) Disbursement process for franchisee financing.	5 working days with complete documents received.	1	1	100%	-	-	-	-	

*(Note :The above info are for franchisee financing (excluding SPKF) for amount < RM 500,000.)*

## CLIENT CHARTER ACHIEVEMENT REPORT FOR JUN 2013

CLIENT'S CHARTER	QUALITY OBJECTIVES (WORKING DAYS)	TOTAL APPLICATION	ACHIEVED QUALITY OBJECTIVES		DO NOT ACHIEVE QUALITY OBJECTIVES		WITHIN THE PROCESS OR NOT EXCEEDING TIME FRAME OF CLIENT CHARTER		REMARKS
			NO.	(%)	NO.	(%)	NO.	(%)	
1) Franchisee financing processing.	13 working days with complete documents received.	3	-	-	-	-	3	100%	
2) Documentation process for franchisee financing.	9 working days with complete documents received.	1	1	100%	-	-	-	-	
3) Disbursement process for franchisee financing.	5 working days with complete documents received.	1	1	100%	-	-	-	-	

***(Note :The above info are for franchisee financing (excluding SPKF) for amount < RM 500,000.)***

## CLIENT CHARTER ACHIEVEMENT REPORT FOR JUNE 2013

CLIENT'S CHARTER	QUALITY OBJECTIVES (WORKING DAYS)	TOTAL APPLICATION	ACHIEVED QUALITY OBJECTIVES		DO NOT ACHIEVE QUALITY OBJECTIVES		WITHIN THE PROCESS OR NOT EXCEEDING TIME FRAME OF CLIENT CHARTER		REMARKS
			NO.	(%)	NO.	(%)	NO.	(%)	
1) Franchisee financing processing.	13 working days with complete documents received.	3	2	67%	-	-	1	33%	
2) Documentation process for franchisee financing.	9 working days with complete documents received.	8	1	13%	-	-	7	87%	
3) Disbursement process for franchisee financing.	5 working days with complete documents received.	-	NIL	NIL	NIL	NIL	NIL	NIL	

*(Note :The above info are for franchisee financing (excluding SPKF) for amount < RM 500,000.)*

## CLIENT CHARTER ACHIEVEMENT REPORT FOR AUG 2013

CLIENT'S CHARTER	QUALITY OBJECTIVES (WORKING DAYS)	TOTAL APPLICATION	ACHIEVED QUALITY OBJECTIVES		DO NOT ACHIEVE QUALITY OBJECTIVES		WITHIN THE PROCESS OR NOT EXCEEDING TIME FRAME OF CLIENT CHARTER		REMARKS
			NO.	(%)	NO.	(%)	NO.	(%)	
1) Franchisee financing processing.	13 working days with complete documents received.	1	-	-	-	-	1	100%	
2) Documentation process for franchisee financing.	9 working days with complete documents received.	10	-	-	-	-	10	100%	
3) Disbursement process for franchisee financing.	5 working days with complete documents received.	1	1	100%	-	-	-	-	

*(Note :The above info are for franchisee financing (excluding SPKF) for amount < RM 500,000.)*

## CLIENT CHARTER ACHIEVEMENT REPORT FOR SEPT 2013

CLIENT'S CHARTER	QUALITY OBJECTIVES (WORKING DAYS)	TOTAL APPLICATION	ACHIEVED QUALITY OBJECTIVES		DO NOT ACHIEVE QUALITY OBJECTIVES		WITHIN THE PROCESS OR NOT EXCEEDING TIME FRAME OF CLIENT CHARTER		REMARKS
			NO.	(%)	NO.	(%)	NO.	(%)	
1) Franchisee financing processing.	13 working days with complete documents received.	5	2	40%	-	-	3	60%	
2) Documentation process for franchisee financing.	9 working days with complete documents received.	8	3	38%	-	-	5	62%	
3) Disbursement process for franchisee financing.	5 working days with complete documents received.	1	1	100%	-	-	-	-	

*(Note :The above info are for franchisee financing (excluding SPKF) for amount < RM 500,000.)*

## CLIENT CHARTER ACHIEVEMENT REPORT FOR OCT 2013

CLIENT'S CHARTER	QUALITY OBJECTIVES (WORKING DAYS)	TOTAL APPLICATION	ACHIEVED QUALITY OBJECTIVES		DO NOT ACHIEVE QUALITY OBJECTIVES		WITHIN THE PROCESS OR NOT EXCEEDING TIME FRAME OF CLIENT CHARTER		REMARKS
			NO.	(%)	NO.	(%)	NO.	(%)	
1) Franchisee financing processing.	13 working days with complete documents received.	8	-	-	-	-	8	100%	
2) Documentation process for franchisee financing.	9 working days with complete documents received.	6	5	83%	-	-	5	17%	
3) Disbursement process for franchisee financing.	5 working days with complete documents received.	2	1	50%	1	50	-	-	

*(Note :The above info are for franchisee financing (excluding SPKF) for amount < RM 500,000.)*

### CLIENT CHARTER ACHIEVEMENT REPORT FOR NOV 2013

CLIENT'S CHARTER	QUALITY OBJECTIVES (WORKING DAYS)	TOTAL APPLICATION	ACHIEVED QUALITY OBJECTIVES		DO NOT ACHIEVE QUALITY OBJECTIVES		WITHIN THE PROCESS OR NOT EXCEEDING TIME FRAME OF CLIENT CHARTER		REMARKS
			NO.	(%)	NO.	(%)	NO.	(%)	
1) Franchisee financing processing.	13 working days with complete documents received.	4	-	-	-	-	4	100%	
2) Documentation process for franchisee financing.	9 working days with complete documents received.	1	1	100%	-	-	-	-	
3) Disbursement process for franchisee financing.	5 working days with complete documents received.	3	3	100%	-	-	-	-	

*(Note :The above info are for franchisee financing (excluding SPKF) for amount < RM 500,000.)*

## CLIENT CHARTER ACHIEVEMENT REPORT FOR DEC 2013

CLIENT'S CHARTER	QUALITY OBJECTIVES (WORKING DAYS)	TOTAL APPLICATION	ACHIEVED QUALITY OBJECTIVES		DO NOT ACHIEVE QUALITY OBJECTIVES		WITHIN THE PROCESS OR NOT EXCEEDING TIME FRAME OF CLIENT CHARTER		REMARKS
			NO.	(%)	NO.	(%)	NO.	(%)	
1) Franchisee financing processing.	13 working days with complete documents received.	8	7	87.5%	-	-	1	12.5%	
2) Documentation process for franchisee financing.	9 working days with complete documents received.	4	-	0%	-	-	4	100%	
3) Disbursement process for franchisee financing.	5 working days with complete documents received.	4	4	100%	-	-	-	-	

*(Note :The above info are for franchisee financing (excluding SPKF) for amount < RM 500,000.)*