

Client Charter: JANUARY 2016

No	Promise	Within Time Frame	Exceed Time Frame	Total
1	<b>REALIZATION OF ASSET</b> To ensure that the realization of asset to be done within two weeks from the date of asset discovery	276 (54.5%)	230 (45.50%)	506
2	<b>DECLARATION OF DIVIDEND</b> To ensure that the declaration of dividend to be made within one week from the date of balance sufficient amount for the purpose of payment been identified	684 (84.1%)	129 (15.8%)	813
3	<b>SEARCH RESULT</b> To release search result within seven (7) working days from the date of application received	2237 (100%)	0	2237
4	<b>CUSTOMER ENTERTAINED AT THE SEARCH COUNTER</b> To ensure that customer at the search counter be entertained within 30 minutes	4927 (100%)		4927
5	<b>COMPLAINT MANAGEMENT</b> To acknowledge the complaint received within three (3) days from the date of complaint being lodged	41 (100%)		41