

Client Charter: JULY 2018

| <i>N o</i> | <i>Promise</i> | <i>Within Time Frame</i> | <i>Exceed Time Frame</i> | <i>Total</i> |
|-----------------------|---|---|---|---------------------|
| 1 | REALIZATION OF ASSET To ensure that the realization of asset to be done within two weeks from the date of asset discovery | 97 (26%) | 280 (74%) | 377 (100%) |
| 2 | DECLARATION OF DIVIDEND 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 | 461 (90%) | 47 (10%) | 508 |
| 3 | SEARCH RESULT To release search result within seven (7) working days from the date of application received | 1541 (45%) | 1874 (55%) | 3415 |
| 4 | CUSTOMER ENTERTAINED AT THE SEARCH COUNTER To ensure that customer at the search counter be entertained within 30 minutes | 1631 (43%) | 2100 (57) | 3731 |
| 5 | COMPLAINT MANAGEMENT To acknowledge the complaint received within three (3) days from the date of complaint being lodged | 8 (100%) | | 8 |