

Client Charter: NOVEMBER 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 | 57 (64%) | 31 (36%) | 88 (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 | 541 (80%) | 134 (20%) | 675 |
| 3 | SEARCH RESULT To release search result within seven (7) working days from the date of application received | 902 (38%) | 1470 (62%) | 2372 |
| 4 | CUSTOMER ENTERTAINED AT THE SEARCH COUNTER To ensure that customer at the search counter be entertained within 30 minutes | 2031 (66%) | 1034 (34%) | 3065 |
| 5 | COMPLAINT MANAGEMENT To acknowledge the complaint received within three (3) days from the date of complaint being lodged | 9 (100%) | | 9 |