

Client Charter: SEPTEMBER 2018

<i><b>N o</b></i>	<i><b>Promise</b></i>	<i><b>Within Time Frame</b></i>	<i><b>Exceed Time Frame</b></i>	<i><b>Total</b></i>
<b>1</b>	<b>REALIZATION OF ASSET</b> To ensure that the realization of asset to be done within two weeks from the date of asset discovery	115 (10%)	20 (90%)	135 (100%)
<b>2</b>	<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	392 (82%)	85 (18%)	477
<b>3</b>	<b>SEARCH RESULT</b> To release search result within seven (7) working days from the date of application received	949 (33%)	1870 (67%)	2819
<b>4</b>	<b>CUSTOMER ENTERTAINED AT THE SEARCH COUNTER</b> To ensure that customer at the search counter be entertained within 30 minutes	1091 (36%)	1870 (64%)	2961
<b>5</b>	<b>COMPLAINT MANAGEMENT</b> To acknowledge the complaint received within three (3) days from the date of complaint being lodged	6 (100%)		6