

Client Charter: APRIL 2019

<i>No</i>	<i>Promise</i>	<i>Within Time Frame</i>	<i>Exceed Time Frame</i>	<i>Total</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	104 (63%)	78 (37%)	282 (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	543 (84%)	101 (16%)	644 (100%)
<b>3</b>	<b>SEARCH RESULT</b> To release search result within seven (7) working days from the date of application received	2436 (91%)	214 (9)	2650 (100%)
<b>4</b>	<b>CUSTOMER ENTERTAINED AT THE SEARCH COUNTER</b> To ensure that customer at the search counter be entertained within 30 minutes	2341 (80%)	578 (20%)	2919 (100%)
<b>5</b>	<b>COMPLAINT MANAGEMENT</b> To acknowledge the complaint received within three (3) days from the date of complaint being lodged	7 (100%)		7 (100%)