

Client Charter: NOVEMBER 2019

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	190 (78%)	52 (22%)	242 (100%)
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	520 (89%)	61 (11%)	581 (100%)
3	<b>SEARCH RESULT</b> To release search result within seven (7) working days from the date of application received	1960 (95%)	103 (5%)	2063 (100%)
4	<b>CUSTOMER ENTERTAINED AT THE SEARCH COUNTER</b> To ensure that customer at the search counter be entertained within 30 minutes	2436 (93%)	160 (7%)	2596 (100%)
5	<b>COMPLAINT MANAGEMENT</b> To acknowledge the complaint received within three (3) days from the date of complaint being lodged	14 (100%)		14 (100%)