

Client Charter: FEBRUARY 2017

<i>No</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	88 (24%)	268 (76%)	356
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	332 (76%)	103 (24%)	435
3	SEARCH RESULT To release search result within seven (7) working days from the date of application received	1767 (61%)	1115 (39%)	2882
4	CUSTOMER ENTERTAINED AT THE SEARCH COUNTER To ensure that customer at the search counter be entertained within 30 minutes	3891 (77%)	1115 (23%)	5006
5	COMPLAINT MANAGEMENT To acknowledge the complaint received within three (3) days from the date of complaint being lodged	21 (100%)		21