

Client Charter: NOVEMBER 2016

<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	154 (100%)	0	154
<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	659 (100%)	0	659
<b>3</b>	<b>SEARCH RESULT</b> To release search result within seven (7) working days from the date of application received	2009 (48%)	2160 (52%)	4169
<b>4</b>	<b>CUSTOMER ENTERTAINED AT THE SEARCH COUNTER</b> To ensure that customer at the search counter be entertained within 30 minutes	2296 (51%)	2160 (49%)	4429
<b>5</b>	<b>COMPLAINT MANAGEMENT</b> To acknowledge the complaint received within three (3) days from the date of complaint being lodged	48 (100%)		48