

Client Charter: NOVEMBER 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 | 901 (100%) | | 901 |
| 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 | 831 (93%) | 54 (7%) | 885 |
| 3 | SEARCH RESULT To release search result within seven (7) working days from the date of application received | 1943 (95%) | 83 (5%) | 2026 |
| 4 | CUSTOMER ENTERTAINED AT THE SEARCH COUNTER To ensure that customer at the search counter be entertained within 30 minutes | 2197 (98%) | 41 (2%) | 2238 |
| 5 | COMPLAINT MANAGEMENT To acknowledge the complaint received within three (3) days from the date of complaint being lodged | 21 (100%) | | 21 |