

CLIENT CHARTER REPORT FOR DECEMBER 2020

CLIENT'S CHARTER	QUALITY OBJECTIVE (WORKING DAYS)	TOTAL APPLICATION	NUMBERS OF ACCOUNTS (ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS (NOT ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS IN PROCESS OR NOT IN THE PERIOD OF WHICH PRESCRIBED IN CLIENT CHARTER.	
			No.	PERCENTAGE (%)	No.	PERCENTAGE (%)	No.	PERCENTAGE (%)
1) Franchisee financing processing.	13 working days with complete documents	22	12	54.5%	0	0.0%	10	45.5%
2) Documentation process for franchisee financing.	9 working days with complete documents received.	19	7	36.8%	0	0.0%	12	63.2%
3) Disbursement process for Franchisee Financing.	5 working days with complete documents received.	13	13	100.0%	0	0.0%	0	0.0%

Note :

1) The above Client Charter for franchisee financing is applicable for amount less than RM 500,000(SPKF is excluded)

2) The monitoring of Client Charter is applicable for franchisee financing from Klang Valley only.

CLIENT CHARTER REPORT FOR NOVEMBER 2020

CLIENT'S CHARTER	QUALITY OBJECTIVE (WORKING DAYS)	TOTAL APPLICATION	NUMBERS OF ACCOUNTS (ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS (NOT ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS IN PROCESS OR NOT IN THE PERIOD OF WHICH PRESCRIBED IN CLIENT CHARTER.	
			No.	PERCENTAGE (%)	No.	PERCENTAGE (%)	No.	PERCENTAGE (%)
1) Franchisee financing processing.	13 working days with complete documents	22	22	100.0%	0	0.0%	0	0.0%
2) Documentation process for franchisee financing.	9 working days with complete documents received.	12	2	16.7%	0	0.0%	10	83.3%
3) Disbursement process for Franchisee Financing.	5 working days with complete documents received.	8	8	0.0%	0	0.0%	0	0.0%

Note :

1) The above Client Charter for franchisee financing is applicable for amount less than RM 500,000(SPKF is excluded)

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CLIENT CHARTER REPORT FOR OCTOBER 2020

CLIENT'S CHARTER	QUALITY OBJECTIVE (WORKING DAYS)	TOTAL APPLICATION	NUMBERS OF ACCOUNTS (ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS (NOT ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS IN PROCESS OR NOT IN THE PERIOD OF WHICH PRESCRIBED IN CLIENT CHARTER.	
			No.	PERCENTAGE (%)	No.	PERCENTAGE (%)	No.	PERCENTAGE (%)
1) Franchisee financing processing.	13 working days with complete documents	9	9	100.0%	0	0.0%	0	0.0%
2) Documentation process for franchisee financing.	9 working days with complete documents received.	19	10	52.6%	0	0.0%	9	47.4%
3) Disbursement process for Franchisee Financing.	5 working days with complete documents received.	8	8	0.0%	0	0.0%	0	0.0%

Note :

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CLIENT CHARTER REPORT FOR SEPTEMBER 2020

CLIENT'S CHARTER	QUALITY OBJECTIVE (WORKING DAYS)	TOTAL APPLICATION	NUMBERS OF ACCOUNTS (ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS (NOT ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS IN PROCESS OR NOT IN THE PERIOD OF WHICH PRESCRIBED IN CLIENT CHARTER.	
			No.	PERCENTAGE (%)	No.	PERCENTAGE (%)	No.	PERCENTAGE (%)
1) Franchisee financing processing.	13 working days with complete documents	9	9	100.0%	0	0.0%	0	0.0%
2) Documentation process for franchisee financing.	9 working days with complete documents received.	13	9	69.2%	0	0.0%	4	30.8%
3) Disbursement process for Franchisee Financing.	5 working days with complete documents received.	2	2	0.0%	0	0.0%	0	0.0%

Note :

1) The above Client Charter for franchisee financing is applicable for amount less than RM 500,000(SPKF is excluded)

2) The monitoring of Client Charter is applicable for franchisee financing from Klang Valley only.

CLIENT CHARTER REPORT FOR AUGUST 2020

CLIENT'S CHARTER	QUALITY OBJECTIVE (WORKING DAYS)	TOTAL APPLICATION	NUMBERS OF ACCOUNTS (ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS (NOT ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS IN PROCESS OR NOT IN THE PERIOD OF WHICH PRESCRIBED IN CLIENT CHARTER.	
			No.	PERCENTAGE (%)	No.	PERCENTAGE (%)	No.	PERCENTAGE (%)
1) Franchisee financing processing.	13 working days with complete documents	9	5	55.6%	0	0.0%	4	44.4%
2) Documentation process for franchisee financing.	9 working days with complete documents received.	8	6	75.0%	0	0.0%	2	25.0%
3) Disbursement process for Franchisee Financing.	5 working days with complete documents received.	5	5	0.0%	0	0.0%	0	0.0%

Note :

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CLIENT CHARTER REPORT FOR JULY 2020

CLIENT'S CHARTER	QUALITY OBJECTIVE (WORKING DAYS)	TOTAL APPLICATION	NUMBERS OF ACCOUNTS (ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS (NOT ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS IN PROCESS OR NOT IN THE PERIOD OF WHICH PRESCRIBED IN CLIENT CHARTER.	
			No.	PERCENTAGE (%)	No.	PERCENTAGE (%)	No.	PERCENTAGE (%)
1) Franchisee financing processing.	13 working days with complete documents	3	2	66.7%	0	0.0%	1	33.3%
2) Documentation process for franchisee financing.	9 working days with complete documents received.	3	2	66.7%	0	0.0%	1	33.3%
3) Disbursement process for Franchisee Financing.	5 working days with complete documents received.	4	4	0.0%	0	0.0%	0	0.0%

Note :

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CLIENT CHARTER REPORT FOR JUN 2020

CLIENT'S CHARTER	QUALITY OBJECTIVE (WORKING DAYS)	TOTAL APPLICATION	NUMBERS OF ACCOUNTS (ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS (NOT ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS IN PROCESS OR NOT IN THE PERIOD OF WHICH PRESCRIBED IN CLIENT CHARTER.	
			No.	PERCENTAGE (%)	No.	PERCENTAGE (%)	No.	PERCENTAGE (%)
1) Franchisee financing processing.	13 working days with complete documents	2	0	0.0%	0	0.0%	2	100.0%
2) Documentation process for franchisee financing.	9 working days with complete documents received.	10	1	10.0%	0	0.0%	9	90.0%
3) Disbursement process for Franchisee Financing.	5 working days with complete documents received.	0	0	0.0%	0	0.0%	0	0.0%

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CLIENT CHARTER REPORT FOR MAY 2020

CLIENT'S CHARTER	QUALITY OBJECTIVE (WORKING DAYS)	TOTAL APPLICATION	NUMBERS OF ACCOUNTS (ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS (NOT ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS IN PROCESS OR NOT IN THE PERIOD OF WHICH PRESCRIBED IN CLIENT CHARTER.	
			No.	PERCENTAGE (%)	No.	PERCENTAGE (%)	No.	PERCENTAGE (%)
1) Franchisee financing processing.	13 working days with complete documents	1	0	0.0%	0	0.0%	1	100.0%
2) Documentation process for franchisee financing.	9 working days with complete documents received.	2	1	50.0%	0	0.0%	1	0.0%
3) Disbursement process for Franchisee Financing.	5 working days with complete documents received.	0	0	0.0%	0	0.0%	0	0.0%

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CLIENT CHARTER REPORT FOR APRIL 2020

CLIENT'S CHARTER	QUALITY OBJECTIVE (WORKING DAYS)	TOTAL APPLICATION	NUMBERS OF ACCOUNTS (ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS (NOT ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS IN PROCESS OR NOT IN THE PERIOD OF WHICH PRESCRIBED IN CLIENT CHARTER.	
			No.	PERCENTAGE (%)	No.	PERCENTAGE (%)	No.	PERCENTAGE (%)
1) Franchisee financing processing.	13 working days with complete documents	4	1	25.0%	0	0.0%	3	75.0%
2) Documentation process for franchisee financing.	9 working days with complete documents received.	0	0	0.0%	0	0.0%	0	0.0%
3) Disbursement process for Franchisee Financing.	5 working days with complete documents received.	0	0	0.0%	0	0.0%	0	0.0%

Note :

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CLIENT CHARTER REPORT FOR MARCH 2020

CLIENT'S CHARTER	QUALITY OBJECTIVE (WORKING DAYS)	TOTAL APPLICATION	NUMBERS OF ACCOUNTS (ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS (NOT ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS IN PROCESS OR NOT IN THE PERIOD OF WHICH PRESCRIBED IN CLIENT CHARTER.	
			No.	PERCENTAGE (%)	No.	PERCENTAGE (%)	No.	PERCENTAGE (%)
1) Franchisee financing processing.	13 working days with complete documents	10	9	90.0%	0	0.0%	1	10.0%
2) Documentation process for franchisee financing.	9 working days with complete documents received.	5	0	0.0%	0	0.0%	5	100.0%
3) Disbursement process for Franchisee Financing.	5 working days with complete documents received.	0	0	0.0%	0	0.0%	0	0.0%

Note :

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CLIENT CHARTER REPORT FOR FEBRUARY 2020

CLIENT'S CHARTER	QUALITY OBJECTIVE (WORKING DAYS)	TOTAL APPLICATION	NUMBERS OF ACCOUNTS (ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS (NOT ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS IN PROCESS OR NOT IN THE PERIOD OF WHICH PRESCRIBED IN CLIENT CHARTER.	
			No.	PERCENTAGE (%)	No.	PERCENTAGE (%)	No.	PERCENTAGE (%)
1) Franchisee financing processing.	13 working days with complete documents	20	10	50.0%	0	0.0%	10	50.0%
2) Documentation process for franchisee financing.	9 working days with complete documents received.	1	0	0.0%	0	0.0%	1	100.0%
3) Disbursement process for Franchisee Financing.	5 working days with complete documents received.	0	0	0.0%	0	0.0%	0	0.0%

Note :

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CLIENT CHARTER REPORT FOR JANUARY 2020

CLIENT'S CHARTER	QUALITY OBJECTIVE (WORKING DAYS)	TOTAL APPLICATION	NUMBERS OF ACCOUNTS (ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS (NOT ACHIEVE THE QUALITY OBJECTIVE)		NUMBERS OF ACCOUNTS IN PROCESS OR NOT IN THE PERIOD OF WHICH PRESCRIBED IN CLIENT CHARTER.	
			No.	PERCENTAGE (%)	No.	PERCENTAGE (%)	No.	PERCENTAGE (%)
1) Franchisee financing processing.	13 working days with complete documents	8	4	50.0%	0	0.0%	4	50.0%
2) Documentation process for franchisee financing.	9 working days with complete documents received.	23	15	65.2%	0	0.0%	8	34.8%
3) Disbursement process for Franchisee Financing.	5 working days with complete documents received.	18	18	100.0%	0	0.0%	0	0.0%

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