

**CLIENT CHARTER REPORT FOR DECEMBER 2019**

CLIENT'S CHARTER	QUALITY OBJECTIVE (WORKING DAYS)	TOTAL APPLICATION (PROCESSED)	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) Franchise Financing processing	13 working days with complete documents	29	27	93.1%	0	0.0%	2	6.9%
2) Documentation process for Franchise Financing	9 working days with complete documents received	34	14	41.2%	0	0.0%	20	58.8%
3) Disbursement process for Franchise Financing	5 working days with complete documents received	0	0	0.0%	0	0.0%	0	0.0%

*Note :*

*1) The above Client Charter for Franchise Financing is applicable for all amount*

*2) The monitoring of Client Charter is applicable for Franchise Financing from all State*

**CLIENT CHARTER REPORT FOR NOVEMBER 2019**

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) Franchise Financing processing	13 working days with complete documents	38	34	89.5%	0	0.0%	4	10.5%
2) Documentation process for Franchise Financing	9 working days with complete documents received	15	9	60.0%	0	0.0%	6	40.0%
3) Disbursement process for Franchise Financing	5 working days with complete documents received	15	15	100.0%	0	0.0%	0	0.0%

*Note :*

*1) The above Client Charter for Franchise Financing is applicable for all amount*

*2) The monitoring of Client Charter is applicable for Franchise Financing from all State*

**CLIENT CHARTER REPORT FOR OCTOBER 2019**

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) Franchise Financing processing	13 working days with complete documents	41	19	46.3%	0	0.0%	22	53.7%
2) Documentation process for Franchise Financing	9 working days with complete documents received	13	6	46.2%	0	0.0%	7	53.8%
3) Disbursement process for Franchise Financing	5 working days with complete documents received	13	10	76.9%	0	0.0%	3	23.1%

*Note :*

*1) The above Client Charter for Franchise Financing is applicable for all amount*

*2) The monitoring of Client Charter is applicable for Franchise Financing from all State*

**CLIENT CHARTER REPORT FOR SEPTEMBER 2019**

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) Franchise Financing processing	13 working days with complete documents	18	15	83.3%	0	0.0%	3	16.7%
2) Documentation process for Franchise Financing	9 working days with complete documents received	24	14	58.3%	0	0.0%	10	41.7%
3) Disbursement process for Franchise Financing	5 working days with complete documents received	13	3	23.1%	0	0.0%	10	76.9%

*Note :*

*1) The above Client Charter for Franchise Financing is applicable for all amount*

*2) The monitoring of Client Charter is applicable for Franchise Financing from all State*

**CLIENT CHARTER REPORT FOR AUGUST 2019**

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) Franchise Financing processing	13 working days with complete documents	17	3	17.6%	0	0.0%	14	82.4%
2) Documentation process for Franchise Financing	9 working days with complete documents received	27	6	22.2%	0	0.0%	21	77.8%
3) Disbursement process for Franchise Financing	5 working days with complete documents received	4	4	100.0%	0	0.0%	0	0.0%

*Note :*

*1) The above Client Charter for Franchise Financing is applicable for all amount*

*2) The monitoring of Client Charter is applicable for Franchise Financing from all State*

**CLIENT CHARTER REPORT FOR JULY 2019**

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) Franchise Financing processing	13 working days with complete documents	22	20	90.9%	0	0.0%	2	9.1%
2) Documentation process for Franchise Financing	9 working days with complete documents received	2	0	0.0%	0	0.0%	2	100.0%
3) Disbursement process for Franchise Financing	5 working days with complete documents received	0	0	0.0%	0	0.0%	0	0.0%

*Note :*

*1) The above Client Charter for Franchise Financing is applicable for all amount*

*2) The monitoring of Client Charter is applicable for Franchise Financing from all State*

**CLIENT CHARTER REPORT FOR JUNE 2019**

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) Franchise Financing processing	13 working days with complete documents	5	0	0.0%	5	100.0%	0	0.0%
2) Documentation process for Franchise Financing	9 working days with complete documents received	1	0	0.0%	0	0.0%	1	100.0%
3) Disbursement process for Franchise Financing	5 working days with complete documents received	0	0	0.0%	0	0.0%	0	0.0%

*Note :*

*1) The above Client Charter for Franchise Financing is applicable for all amount*

*2) The monitoring of Client Charter is applicable for Franchise Financing from all State*

**CLIENT CHARTER REPORT FOR MAY 2019**

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) Franchise Financing processing	13 working days with complete documents	1	1	100.0%	0	0.0%	0	0.0%
2) Documentation process for Franchise Financing	9 working days with complete documents received	0	0	0.0%	0	0.0%	0	0.0%
3) Disbursement process for Franchise Financing	5 working days with complete documents received	0	0	0.0%	0	0.0%	0	0.0%

*Note :*

*1) The above Client Charter for Franchise Financing is applicable for all amount*

*2) The monitoring of Client Charter is applicable for Franchise Financing from all State*



**CLIENT CHARTER REPORT FOR APRIL 2019**

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) Franchise Financing processing	13 working days with complete documents	2	2	100.0%	0	0.0%	0	0.0%
2) Documentation process for Franchise Financing	9 working days with complete documents received	1	0	0.0%	0	0.0%	1	100.0%
3) Disbursement process for Franchise Financing	5 working days with complete documents received	0	0	0.0%	0	0.0%	0	0.0%

*Note :*

*1) The above Client Charter for Franchise Financing is applicable for all amount*

*2) The monitoring of Client Charter is applicable for Franchise Financing from all State*

**CLIENT CHARTER REPORT FOR MARCH 2019**

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) Franchise Financing processing	13 working days with complete documents	4	3	75.0%	0	0.0%	1	25.0%
2) Documentation process for Franchise Financing	9 working days with complete documents received	0	0	0.0%	0	0.0%	0	0.0%
3) Disbursement process for Franchise Financing	5 working days with complete documents received	1	1	100.0%	0	0.0%	0	0.0%

*Note :*

*1) The above Client Charter for Franchise Financing is applicable for all amount*

*2) The monitoring of Client Charter is applicable for Franchise Financing from all State*

**CLIENT CHARTER REPORT FOR FEBRUARY 2019**

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	0	0	0.0%	0	0.0%	0	0.0%
2) Documentation process for franchisee financing	9 working days with complete documents received	2	0	0.0%	2	100.0%	0	0.0%
3) Disbursement process for Franchisee Financing	5 working days with complete documents received	2	1	0.0%	0	0.0%	1	50.0%

*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 JANUARY 2019**

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	0	0	0.0%	0	0.0%	0	0.0%
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 :*

*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.*