

**CLIENT CHARTER REPORT FOR DECEMBER 2021**

CLIENT CHARTER	QUALITY OBJECTIVE	TOTAL APPLICATION	ACHIEVABLE APPLICATION		NON-ACHIEVABLE APPLICATION		APPLICATION IN PROCESS	
			NO.	PERCENTAGE (%)	NO.	PERCENTAGE (%)	NO.	PERCENTAGE (%)
1) Franchise financing process until the issuance of letter of offer	13 working days with complete documents	25	24	96.0%	0	0.0%	1	4.0%
2) Documentation process for franchise financing	9 working days with complete documents	9	9	100.0%	0	0.0%	0	0.0%
3) Disbursement process for franchise financing	5 working days with complete documents	9	9	100.0%	0	0.0%	0	0.0%

*Note :*

*1) The above Client Charter for franchise financing is applicable for amount less than RM 500,000.00.*

**CLIENT CHARTER REPORT FOR NOVEMBER 2021**

CLIENT CHARTER	QUALITY OBJECTIVE	TOTAL APPLICATION	ACHIEVABLE APPLICATION		NON-ACHIEVABLE APPLICATION		APPLICATION IN PROCESS	
			NO.	PERCENTAGE (%)	NO.	PERCENTAGE (%)	NO.	PERCENTAGE (%)
1) Franchise financing process until the issuance of letter of offer	13 working days with complete documents	19	3	15.8%	0	0.0%	16	84.2%
2) Documentation process for franchise financing	9 working days with complete documents	9	5	55.6%	0	0.0%	4	44.4%
3) Disbursement process for franchise financing	5 working days with complete documents	5	5	0.0%	0	0.0%	0	0.0%

*Note :*

*1) The above Client Charter for franchise financing is applicable for amount less than RM 500,000.00.*

CLIENT CHARTER REPORT FOR OCTOBER 2021								
CLIENT CHARTER	QUALITY OBJECTIVE	TOTAL APPLICATION	ACHIEVABLE APPLICATION		NON-ACHIEVABLE APPLICATION		APPLICATION IN PROCESS	
			NO.	PERCENTAGE (%)	NO.	PERCENTAGE (%)	NO.	PERCENTAGE (%)
1) Franchise financing process until the issuance of letter of offer	13 working days with complete documents	24	24	100.0%	0	0.0%	0	0.0%
2) Documentation process for franchise financing	9 working days with complete documents	5	5	100.0%	0	0.0%	0	0.0%
3) Disbursement process for franchise financing	5 working days with complete documents	9	9	0.0%	0	0.0%	0	0.0%

*Note :*

*1) The above Client Charter for franchise financing is applicable for amount less than RM 500,000.00.*

**CLIENT CHARTER REPORT FOR SEPTEMBER 2021**

CLIENT CHARTER	QUALITY OBJECTIVE	TOTAL APPLICATION	ACHIEVABLE APPLICATION		NON-ACHIEVABLE APPLICATION		APPLICATION IN PROCESS	
			NO.	PERCENTAGE (%)	NO.	PERCENTAGE (%)	NO.	PERCENTAGE (%)
1) Franchisee financing processing until the issuance of letter of offer	13 working days with complete documents	11	0	0.0%	0	0.0%	11	100.0%
2) Documentation process for franchisee financing	9 working days with complete documents	6	6	100.0%	0	0.0%	0	0.0%
3) Disbursement process for Franchisee Financing	5 working days with complete documents	3	3	0.0%	0	0.0%	0	0.0%

*Note :*

*1) The above Client Charter for franchisee financing is applicable for amount less than RM 500,000.00*

**CLIENT CHARTER REPORT FOR AUGUST 2021**

CLIENT CHARTER	QUALITY OBJECTIVE	TOTAL APPLICATION	ACHIEVABLE APPLICATION		NON-ACHIEVABLE APPLICATION		APPLICATION IN PROCESS	
			NO.	PERCENTAGE (%)	NO.	PERCENTAGE (%)	NO.	PERCENTAGE (%)
1) Franchisee financing processing until the issuance of letter of offer	13 working days with complete documents	25	25	100.0%	0	0.0%	0	0.0%
2) Documentation process for franchisee financing	9 working days with complete documents	9	8	88.9%	0	0.0%	1	11.1%
3) Disbursement process for Franchisee Financing	5 working days with complete documents	7	7	0.0%	0	0.0%	0	0.0%

*Note :*

*1) The above Client Charter for franchisee financing is applicable for amount less than RM 500,000.00*

**CLIENT CHARTER REPORT FOR JULY 2021**

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	27	9	33.3%	18	66.7%	0	0.0%
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 :*

*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 JUNE 2021**

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	6	6	100.0%	0	0.0%	0	0.0%
2) Documentation process for franchisee financing.	9 working days with complete documents received.	8	4	50.0%	0	0.0%	4	50.0%
3) Disbursement process for Franchisee Financing.	5 working days with complete documents received.	3	3	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 MAY 2021**

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	5	62.5%	0	0.0%	3	37.5%
2) Documentation process for franchisee financing.	9 working days with complete documents received.	16	10	62.5%	0	0.0%	6	37.5%
3) Disbursement process for Franchisee Financing.	5 working days with complete documents received.	6	6	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)*

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**CLIENT CHARTER REPORT FOR APRIL 2021**

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	11	11	100.0%	0	0.0%	0	0.0%
2) Documentation process for franchisee financing.	9 working days with complete documents received.	6	2	33.3%	0	0.0%	4	66.7%
3) Disbursement process for Franchisee Financing.	5 working days with complete documents received.	2	2	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)*

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**CLIENT CHARTER REPORT FOR MARCH 2021**

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	8	100.0%	0	0.0%	0	0.0%
2) Documentation process for franchisee financing.	9 working days with complete documents received.	11	0	0.0%	0	0.0%	11	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 :*

*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 FEBRUARY 2021**

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	26	22	84.6%	0	0.0%	4	15.4%
2) Documentation process for franchisee financing.	9 working days with complete documents received.	6	1	16.7%	0	0.0%	5	83.3%
3) Disbursement process for Franchisee Financing.	5 working days with complete documents received.	2	2	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)*

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**CLIENT CHARTER REPORT FOR JANUARY 2021**

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	28	12	42.9%	0	0.0%	16	57.1%
2) Documentation process for franchisee financing.	9 working days with complete documents received.	2	2	100.0%	0	0.0%	0	0.0%
3) Disbursement process for Franchisee Financing.	5 working days with complete documents received.	2	1	50.0%	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.*