

**CLIENT CHARTER REPORT FOR NOVEMBER 2023**

CLIENT CHARTER	QUALITY OBJECTIVE	TOTAL APPLICATION	APPLICATIONS THAT ACHIEVE QUALITY OBJECTIVES		APPLICATIONS THAT DID NOT ACHIEVE THE QUALITY OBJECTIVES		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	12	4	33.3%	0	0.0%	3	25.0%
2) Documentation process for franchise Financing	9 working days with complete documents	6	0	0.0%	0	0.0%	3	50.0%
3) Disbursement process for franchise financing	5 working days with complete documents	4	0	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 2023**

CLIENT CHARTER	QUALITY OBJECTIVE	TOTAL APPLICATION	APPLICATIONS THAT ACHIEVE QUALITY OBJECTIVES		APPLICATIONS THAT DID NOT ACHIEVE THE QUALITY OBJECTIVES		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	15	14	93.3%	0	0.0%	1	6.7%
2) Documentation process for franchise Financing	9 working days with complete documents	9	5	55.6%	0	0.0%	3	33.3%
3) Disbursement process for franchise financing	5 working days with complete documents	3	3	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 SEPTEMBER 2023**

CLIENT CHARTER	QUALITY OBJECTIVE	TOTAL APPLICATION	APPLICATIONS THAT ACHIEVE QUALITY OBJECTIVES		APPLICATIONS THAT DID NOT ACHIEVE THE QUALITY OBJECTIVES		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	15	14	93.3%	0	0.0%	1	6.7%
2) Documentation process for franchise Financing	9 working days with complete documents	9	5	55.6%	0	0.0%	3	33.3%
3) Disbursement process for franchise financing	5 working days with complete documents	3	3	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 AUGUST 2023**

CLIENT CHARTER	QUALITY OBJECTIVE	TOTAL APPLICATION	APPLICATIONS THAT ACHIEVE QUALITY OBJECTIVES		APPLICATIONS THAT DID NOT ACHIEVE THE QUALITY OBJECTIVES		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	10	10	100.0%	0	0.0%	0	0.0%
2) Documentation process for franchise Financing	9 working days with complete documents	6	3	50.0%	0	0.0%	3	50.0%
3) Disbursement process for franchise financing	5 working days with complete documents	4	4	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 JULY 2023**

CLIENT CHARTER	QUALITY OBJECTIVE	TOTAL APPLICATION	APPLICATIONS THAT ACHIEVE QUALITY OBJECTIVES		APPLICATIONS THAT DID NOT ACHIEVE THE QUALITY OBJECTIVES		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	16	16	100.0%	0	0.0%	0	0.0%
2) Documentation process for franchise Financing	9 working days with complete documents	4	2	50.0%	0	0.0%	2	50.0%
3) Disbursement process for franchise financing	5 working days with complete documents	0	0	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 JUNE 2023**

CLIENT CHARTER	QUALITY OBJECTIVE	TOTAL APPLICATION	APPLICATIONS THAT ACHIEVE QUALITY OBJECTIVES		APPLICATIONS THAT DID NOT ACHIEVE THE QUALITY OBJECTIVES		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	16	0	0.0%	0	0.0%	16	100.0%
2) Documentation process for franchise Financing	9 working days with complete documents	1	1	100.0%	0	0.0%	0	0.0%
3) Disbursement process for franchise financing	5 working days with complete documents	1	1	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 MAY 2023**

CLIENT CHARTER	QUALITY OBJECTIVE	TOTAL APPLICATION	APPLICATIONS THAT ACHIEVE QUALITY OBJECTIVES		APPLICATIONS THAT DID NOT ACHIEVE THE QUALITY OBJECTIVES		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	16	0	0.0%	0	0.0%	16	100.0%
2) Documentation process for franchise Financing	9 working days with complete documents	1	1	100.0%	0	0.0%	0	0.0%
3) Disbursement process for franchise financing	5 working days with complete documents	1	1	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 APRIL 2023**

CLIENT CHARTER	QUALITY OBJECTIVE	TOTAL APPLICATION	APPLICATIONS THAT ACHIEVE QUALITY OBJECTIVES		APPLICATIONS THAT DID NOT ACHIEVE THE QUALITY OBJECTIVES		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	0	0	0.0%	0	0.0%	0	0.0%
2) Documentation process for franchise Financing	9 working days with complete documents	1	1	100.0%	0	0.0%	0	0.0%
3) Disbursement process for franchise financing	5 working days with complete documents	1	1	100.0%	0	0.0%	0	0.0%

*Note :*

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**CLIENT CHARTER REPORT FOR MARCH 2023**

CLIENT CHARTER	QUALITY OBJECTIVE	TOTAL APPLICATION	APPLICATIONS THAT ACHIEVE QUALITY OBJECTIVES		APPLICATIONS THAT DID NOT ACHIEVE THE QUALITY OBJECTIVES		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	0	0	0.0%	0	0.0%	0	0.0%
2) Documentation process for franchise Financing	9 working days with complete documents	1	0	0.0%	0	0.0%	1	100.0%
3) Disbursement process for franchise financing	5 working days with complete documents	0	0	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 FEBRUARY 2023**

CLIENT CHARTER	QUALITY OBJECTIVE	TOTAL APPLICATION	APPLICATIONS THAT ACHIEVE QUALITY OBJECTIVES		APPLICATIONS THAT DID NOT ACHIEVE THE QUALITY OBJECTIVES		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	4	4	100.0%	0	0.0%	0	0.0%
2) Documentation process for franchise Financing	9 working days with complete documents	0	0	0.0%	0	0.0%	0	0.0%
3) Disbursement process for franchise financing	5 working days with complete documents	0	0	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 JANUARY 2023**

CLIENT CHARTER	QUALITY OBJECTIVE	TOTAL APPLICATION	APPLICATIONS THAT ACHIEVE QUALITY OBJECTIVES		APPLICATIONS THAT DID NOT ACHIEVE THE QUALITY OBJECTIVES		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	2	0	0.0%	0	0.0%	2	100.0%
2) Documentation process for franchise Financing	9 working days with complete documents	0	0	0.0%	0	0.0%	0	0.0%
3) Disbursement process for franchise financing	5 working days with complete documents	0	0	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.*