

**CLIENT CHARTER REPORT FOR SEPTEMBER 2022**

CLIENT CHARTER	QUALITY OBJECTIVE	TOTAL APPLICATION	APPLICATION THAT ACHIEVE QUALITY OBJECTIVE		APPLICATION THAT DID NOT ACHIEVE THE QUALITY OBJECTIVE		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	17	17	100.0%	0	0.0%	0	0.0%
2) Documentation process for franchise Financing	9 working days with complete documents	4	4	100.0%	0	0.0%	1	25.0%
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 AUGUST 2022**

CLIENT CHARTER	QUALITY OBJECTIVE	TOTAL APPLICATION	APPLICATION THAT ACHIEVE QUALITY OBJECTIVE		APPLICATION THAT DID NOT ACHIEVE THE QUALITY OBJECTIVE		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	27	27	100.0%	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%	1	100.0%
3) Disbursement process for franchise financing	5 working days with complete documents	2	2	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 2022**

CLIENT CHARTER	QUALITY OBJECTIVE	TOTAL APPLICATION	APPLICATION THAT ACHIEVE QUALITY OBJECTIVE		APPLICATION THAT DID NOT ACHIEVE THE QUALITY OBJECTIVE		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	11	11	100.0%	0	0.0%	0	0.0%
2) Documentation process for franchise Financing	9 working days with complete documents	8	7	87.5%	0	0.0%	1	12.5%
3) Disbursement process for franchise financing	5 working days with complete documents	8	8	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 JUNE 2022**

CLIENT CHARTER	QUALITY OBJECTIVE	TOTAL APPLICATION	APPLICATION THAT ACHIEVE QUALITY OBJECTIVE		APPLICATION THAT DID NOT ACHIEVE THE QUALITY OBJECTIVE		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	8	8	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	5	5	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 MEI 2022**

CLIENT CHARTER	QUALITY OBJECTIVE	TOTAL APPLICATION	APPLICATION THAT ACHIEVE QUALITY OBJECTIVE		APPLICATION THAT DID NOT ACHIEVE THE QUALITY OBJECTIVE		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	9	3	33.3%	0	0.0%	6	66.7%
2) Documentation process for franchise Financing	9 working days with complete documents	2	2	100.0%	0	0.0%	0	0.0%
3) Disbursement process for franchise financing	5 working days with complete documents	2	2	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 2022**

CLIENT CHARTER	QUALITY OBJECTIVE	TOTAL APPLICATION	APPLICATION THAT ACHIEVE QUALITY OBJECTIVE		APPLICATION THAT DID NOT ACHIEVE THE QUALITY OBJECTIVE		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	6	5	83.3%	1	16.7%	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	8	0	0.0%	0	0.0%	8	0.0%

*Note :*

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**CLIENT CHARTER REPORT FOR MARCH 2022**

CLIENT CHARTER	QUALITY OBJECTIVE	TOTAL APPLICATION	APPLICATION THAT ACHIEVE QUALITY OBJECTIVE		APPLICATION THAT DID NOT ACHIEVE THE QUALITY OBJECTIVE		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	0	0	0.0%	0	0.0%	0	0.0%
3) Disbursement process for franchise financing	5 working days with complete documents	8	0	0.0%	0	0.0%	8	100.0%

*Note :*

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**CLIENT CHARTER REPORT FOR FEBRUARY 2022**

CLIENT CHARTER	QUALITY OBJECTIVE	TOTAL APPLICATION	APPLICATION THAT ACHIEVE QUALITY OBJECTIVE		APPLICATION THAT DID NOT ACHIEVE THE QUALITY OBJECTIVE		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	51	51	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 :*

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**CLIENT CHARTER REPORT FOR JANUARY 2022**

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	8	8	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.*