

CLIENT CHARTER REPORT FOR DECEMBER 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	7	3	42.9%	2	0.0%	2	28.6%
2) Documentation process for franchise Financing	9 working days with complete documents	14	8	57.1%	0	0.0%	6	42.9%
3) Disbursement process for franchise financing	5 working days with complete documents	4	4	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.

Date: 1.4.2024

Date: 1.4.2024

Date: 1.4.2024

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	7	4	57.1%	0	0.0%	3	42.9%
2) Documentation process for franchise Financing	9 working days with complete documents	3	0	0.0%	0	0.0%	3	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 A 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	12	11	91.7%	0	0.0%	1	8.3%
2) Documentation process for franchise Financing	9 working days with complete documents	6	1	16.7%	0	0.0%	5	83.3%
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 A 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 :

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

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.