

CLIENT CHARTER REPORT FOR MAY 2024

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	7	4	57.1%	0	0.0%	3	42.9%
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 APRIL 2024

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	9	4	44.4%	0	0.0%	5	55.6%
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 MARCH 2024

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	9	90.0%	1	10.0%	0	0.0%
2) Documentation process for franchise Financing	9 working days with complete documents	7	1	14.3%	0	0.0%	6	85.7%
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 2024

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	13	8	61.5%	0	0.0%	5	38.5%
2) Documentation process for franchise Financing	9 working days with complete documents	2	0	0.0%	0	0.0%	2	100.0%
3) Disbursement process for franchise financing	5 working days with complete documents	7	7	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 JANUARY 2024

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	0	0	0.0%	0	0.0%	0	0.0%
3) Disbursement process for franchise financing	5 working days with complete documents	7	7	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.