

CLIENT CHARTER PERFORMANCE REPORT OF SEPTEMBER 2022

Clients Charter Performance Report Consumerism Movement Division September 2022

| Client's Charter | Quality Objective (Day) | Total Of Completed Application/ Complaint / Claim Received | Achieved Quality Objective (Number) | Achieved Quality Objective (%) | Not Achieved Quality Objective (Number) | Not Achieved Quality Objective (%) | Within Process Or Not Exceed The Time Frame Of Client's Charter (Number) | Within Process Or Not Exceed The Time Frame Of Client's Charter (%) | Note |
|--|-------------------------|--|-------------------------------------|--------------------------------|---|------------------------------------|--|---|------|
| Acknowledgement of receipt of complaint to be presented within one (1) working day | 1 Hari | 2,280 | 2,280 | 100% | - | - | - | - | |
| Complaint feedback to be presented within 21 working days | 21 Hari | 2,280 | 1,549 | 67.94% | 0 | 0.00% | 731 | 32.06% | |

**Clients Charter Performance Report
Franchise Development Division
September 2022**

| Client's Charter | Quality Objective (Day) | Total Of Completed Application/ Complaint / Claim Received | Achieved Quality Objective (Number) | Achieved Quality Objective (%) | Not Achieved Quality Objective (Number) | Not Achieved Quality Objective (%) | Within Process Or Not Exceed The Time Frame Of Client's Charter (Number) | Within Process Or Not Exceed The Time Frame Of Client's Charter (%) | Note |
|--|--------------------------------|---|--|---------------------------------------|--|---|---|--|-------------|
| To inform the decision of franchisor and master franchisee registration application upon completion of all required documents and approval of Registrar of Franchise. | 14 days | 5 | 5 | 100% | 0 | 0% | 0 | 0% | - |
| To inform the decision of franchisee to foreign franchisor and franchisee broker registration application upon completion of all required documents and approval of Registrar of Franchise. | 14 days | 2 | 2 | 100% | 0 | 0% | 0 | 0% | - |
| To inform the decision of Direct Sales License new application upon completion of all required documents and approval of Controller of Direct Sales. | 14 days | 0 | 0 | 0% | 0 | 0% | 0 | 0% | - |
| To inform the decision of Direct Sales License renewal application upon completion of all required documents and approval of Controller of Direct Sales. | 14 days | 17 | 17 | 100% | 0 | 0% | 0 | 0% | - |

**Clients Charter Performance Report
Enforcement Division
September 2022**

| Client's Charter | Quality Objective (Day) | Total Of Completed Application/ Complaint / Claim Received | Achieved Quality Objective (Number) | Achieved Quality Objective (%) | Not Achieved Quality Objective (Number) | Not Achieved Quality Objective (%) | Within Process Or Not Exceed The Time Frame Of Client's Charter (Number) | Within Process Or Not Exceed The Time Frame Of Client's Charter (%) | Stake Holder/ Keys customer |
|--|--------------------------------|---|--|---------------------------------------|--|---|---|--|------------------------------------|
| Application for notice of sale to hold a Cheap Sale by the business owner | 1 day | 3 | 3 | 100 % | 0 | 0 % | 0 | 0% | Public |
| Manage and Issue Optical Disc Licenses to owner of the content or any authorized person by a written approval from the owner of the contents | 3 days | 9 | 9 | 100 % | 0 | 0 % | 0 | 0% | Public |
| Issue a reply to the complainant on the progress of the complaint | 3 days | CONSUMERISM MOVEMENT DIVISION | | | | | | | |

**Clients Charter Performance Report
Tribunal For Consumer Claims Malaysia
September 2022**

| Client's Charter | Quality Objective (Day) | Total Of Completed Application /Claim Received | Achieved Quality Objective (Number) | Achieved Quality Objective (%) | Not Achieved Quality Objective (Number) | Not Achieved Quality Objective (%) | Within Process Or Not Exceed The Time Frame Of Client's Charter (Number) | Within Process Or Not Exceed The Time Frame Of Client's Charter (%) | Note |
|--|--------------------------------|---|--|---------------------------------------|--|---|---|--|--|
| Processing Statement Of Claim (Form 1) | 1 day | 567 | 567 | 100% | 0 | 0% | 0 | 0% | - |
| Processing Statement Of Defence And Counter-Claim (Form 2) | 1 day | 172 | 172 | 100% | 0 | 0% | 0 | 0% | - |
| Settlement of claims | 60 days | 41 | 41 | 7.23% | 526 | 92.77% | 0 | 0% | Achievement are based on the case and country's current situation of COVID-19 pandemic |
| Issuance of award after hearing | 1 day | 41 | 41 | 7.23% | 526 | 92.77% | 0 | 0% | The amount of the award is based on the level of settlement of the claim. |