

## CLIENT CHARTER PERFORMANCE REPORT OF SEPTEMBER 2025

### Clients Charter Performance Report Consumerism Movement Division September 2025

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 <b>one (1) working day.</b>	1 Day	3,464	3,464	100%	-	-	-	-	
Complaint feedback to be presented within <b>21 working days</b>	14 Days	3,464	2,396	69.17%	1	0.03%	1,067	30.80%	

**Clients Charter Performance Report  
Enforcement Division  
September 2025**

<b>Client's Charter</b>	<b>Quality Objective (Day)</b>	<b>Total Of Completed Application/ Complaint / Claim Received</b>	<b>Achieved Quality Objective (Number)</b>	<b>Achieved Quality Objective (%)</b>	<b>Not Achieved Quality Objective (Number)</b>	<b>Not Achieved Quality Objective (%)</b>	<b>Within Process Or Not Exceed The Time Frame Of Client's Charter (Number)</b>	<b>Within Process Or Not Exceed The Time Frame Of Client's Charter (%)</b>	<b>Stake Holder/ Keys customer</b>
Application for <b>notice</b> of sale to hold a Cheap Sale by the business owner.	1 day	3	3	100 %	0	0 %	0	0%	Public
Manage and Issue <b>Optical Disc Licenses</b> to owner of the content or any authorized person by a written approval from the owner of the contents	3 days	4	4	100 %	0	0 %	0	0%	Public
<b>Issue a reply</b> to the complainant on the progress of the complaint	3 days	<b>CONSUMERISM MOVEMENT DIVISION</b>							

**Clients Charter Performance Report  
Tribunal For Consumer Claims Malaysia  
September 2025**

<b>Client's Charter</b>	<b>Quality Objective (Day)</b>	<b>Total Of Completed Application /Claim Received</b>	<b>Achieved Quality Objective (Number)</b>	<b>Achieved Quality Objective (%)</b>	<b>Not Achieved Quality Objective (Number)</b>	<b>Not Achieved Quality Objective (%)</b>	<b>Within Process or Not Exceed the Time Frame Of Client's Charter (Number)</b>	<b>Within Process or Not Exceed the Time Frame Of Client's Charter (%)</b>	<b>Note</b>
Processing Statement Of Claim within <b>1 day</b> after complete information and payment has been received.	1 Day	909	909	100%	0	0%	-	-	
Claims are heard and resolved within <b>60 days</b> from the first hearing date (If possible)	60 Working Days	340	340	100%	0	0%	-	-	
Awards are <b>issued on the day</b> of hearing.		330	330	100%	0	0%	-	-	

**Clients Charter Performance Report  
Division of Direct Selling Development  
September 2025**

<b>Client's Charter</b>	<b>Quality Objective (Day)</b>	<b>Total Of Completed Application/ Complaint / Claim Received</b>	<b>Achieved Quality Objective (Number)</b>	<b>Achieved Quality Objective (%)</b>	<b>Not Achieved Quality Objective (Number)</b>	<b>Not Achieved Quality Objective (%)</b>	<b>Within Process Or Not Exceed The Time Frame Of Client's Charter (Number)</b>	<b>Within Process Or Not Exceed The Time Frame Of Client's Charter (%)</b>	<b>Note</b>
To notify/ inform the <b>result</b> of Direct Selling license application upon the date of approval by the <b>Controller</b> of Direct Selling	Within 7 working days	0	0	0%	0	0%	0	0%	