

CLIENT CHARTER PERFORMANCE REPORT OF FEBRUARY 2025

Clients Charter Performance Report Consumerism Movement Division January 2026

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 Day	4,396	4,396	100%	-	-	-	-	
Complaint feedback to be presented within 21 working days	14 Days	4,396	3,289	74.81%	153	3.49%	954	21.70%	

**Clients Charter Performance Report
Enforcement Division
January 2026**

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	1	1	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	3	3	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
January 2026**

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 within 1 day after complete information and payment has been received.	1 Day	1237	754	100%	0	0%	-	-	
Claims are heard and resolved within 60 days from the first hearing date (If possible)	60 Working Days	24	269	100%	0	0%	-	-	
Awards are issued on the day of hearing.		4	92	100%	0	0%	-	-	

Clients Charter Performance Report
Division Business Development Companies and Direct Selling
January 2026

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 notify/ inform the result of Direct Selling license application upon the date of approval by the Controller of Direct Selling	Within 7 working days	7	7	100%	0	0%	0	0%	