

**CUSTOMER SATISFACTION RATING FEEDBACK  
DECEMBER 2015**

BRANCH	CUSTOMER SATISFACTION RATING FEEDBACK				TOTAL
	EXCELLENT	GOOD	AVERAGE	WEAK	
HEADQUARTERS	17	7	0	0	24
KUALA LUMPUR	31	26	0	0	57
SELANGOR	8	0	0	0	8
NEGERI SEMBILAN	4	11	0	0	15
MALACCA	11	15	1	0	27
JOHORE	6	7	0	0	13
MUAR	3	1	0	0	4
PAHANG	1	4	0	0	5
RAUB	16	2	0	0	18
TERENGGANU	18	30	0	0	48
KELANTAN	30	29	0	0	59
GUA MUSANG	28	3	0	0	31
PERAK	27	9	0	0	36
TAIPING	17	8	0	0	25
PENANG	14	18	0	0	32
KEDAH	53	14	0	0	67
LANGKAWI	10	23	0	0	33
PERLIS	43	31	0	0	74
SARAWAK	59	53	0	0	112
SIBU	26	6	0	0	32
MIRI	54	38	0	0	92
SABAH	4	1	0	0	5
LABUAN	0	0	0	0	0
<b>TOTAL</b>	<b>480</b>	<b>336</b>	<b>1</b>	<b>0</b>	<b>817</b>