

**CUSTOMER SATISFACTION RATING FEEDBACK**

May-16

BRANCH	CUSTOMER SATISFACTION RATING FEEDBACK					TOTAL
	EXCELLENT	VERY GOOD	GOOD	AVERAGE	LESS SATISFACTORY	
HEADQUARTERS	19	6	0	0	0	25
KUALA LUMPUR	193	14	4	0	0	211
SELANGOR	12	23	1	0	0	36
NEGERI SEMBILAN	50	9	20	0	0	79
MALACCA	30	6	2	0	0	38
JOHORE	229	93	41	1	0	364
MUAR	59	0	0	0	0	59
PAHANG	10	4	2	0	1	17
RAUB	17	2	1	0	0	20
TERENGGANU	34	24	6	0	0	64
KELANTAN	33	5	9	0	0	47
GUA MUSANG	9	2	1	0	0	12
PERAK	13	19	6	0	0	38
TAIPING	23	21	2	0	0	46
PENANG	9	6	3	0	0	18
KEDAH	64	0	30	0	0	94
LANGKAWI	16	1	0	0	0	17
PERLIS	21	40	3	0	0	64
SARAWAK	111	63	34	1	0	209
SIBU	37	1	2	0	0	40
MIRI	50	12	4	0	0	66
SABAH	74	45	6	4	1	130
LABUAN	6	0	0	0	0	6
<b>TOTAL</b>	<b>1119</b>	<b>396</b>	<b>177</b>	<b>6</b>	<b>2</b>	<b>1700</b>