

CLIENT'S FEEDBACK

Jan-18

| BRANCH | CLIENT'S FEEDBACK | | | | | TOTAL |
|-----------------|-------------------|------------|------------|----------|----------|-------------|
| | EXCELLENT | VERY GOOD | GOOD | AVERAGE | POOR | |
| HEADQUARTERS | 23 | 9 | 1 | 0 | 0 | 33 |
| KUALA LUMPUR | 206 | 29 | 22 | 0 | 0 | 257 |
| SELANGOR | 38 | 26 | 4 | 0 | 0 | 68 |
| NEGERI SEMBILAN | 30 | 22 | 1 | 0 | 0 | 53 |
| MALACCA | 59 | 42 | 3 | 0 | 0 | 104 |
| JOHORE | 153 | 89 | 43 | 0 | 0 | 285 |
| MUAR | 8 | 6 | 0 | 0 | 0 | 14 |
| PAHANG | 40 | 16 | 0 | 0 | 0 | 56 |
| RAUB | 17 | 4 | 2 | 0 | 0 | 23 |
| TERENGGANU | 37 | 11 | 5 | 0 | 0 | 53 |
| KELANTAN | 119 | 28 | 18 | 0 | 0 | 165 |
| GUA MUSANG | 21 | 0 | 0 | 0 | 0 | 21 |
| PERAK | 43 | 60 | 10 | 0 | 0 | 113 |
| TAIPING | 69 | 1 | 0 | 0 | 0 | 70 |
| PENANG | 52 | 12 | 3 | 0 | 0 | 67 |
| KEDAH | 30 | 0 | 0 | 0 | 0 | 30 |
| LANGKAWI | 18 | 0 | 0 | 0 | 0 | 18 |
| PERLIS | 11 | 23 | 15 | 0 | 0 | 49 |
| SARAWAK | 125 | 49 | 17 | 0 | 0 | 191 |
| SIBU | 58 | 12 | 3 | 0 | 0 | 73 |
| MIRI | 53 | 15 | 6 | 0 | 0 | 74 |
| SABAH | 55 | 23 | 18 | 0 | 0 | 96 |
| LABUAN | 24 | 2 | 0 | 1 | 0 | 27 |
| TOTAL | 1289 | 479 | 171 | 1 | 0 | 1940 |