

**CUSTOMER SATISFACTION RATING FEEDBACK
NOVEMBER 2015**

BRANCH	CUSTOMER SATISFACTION RATING FEEDBACK				TOTAL
	EXCELLENT	GOOD	AVERAGE	WEAK	
HEADQUARTER	18	7	2	0	27
KUALA LUMPUR	47	32	0	0	79
SELANGOR	22	0	0	0	22
NEGERI SEMBILAN	19	5	0	0	24
MALACCA	14	22	0	0	36
JOHORE	8	8	0	0	16
MUAR	5	5	0	0	10
PAHANG	3	1	0	0	4
RAUB	14	0	0	0	14
TERENGGANU	23	28	0	0	51
KELANTAN	27	25	0	0	52
GUA MUSANG	20	2	0	0	22
PERAK	31	7	0	0	38
TAIPING	14	7	0	0	21
PENANG	11	20	0	0	31
KEDAH	45	15	0	0	60
LANGKAWI	19	30	0	0	49
PERLIS	39	33	0	0	72
SARAWAK	53	19	0	0	72
SIBU	21	6	0	0	27
MIRI	26	25	0	0	51
SABAH	5	1	0	0	6
LABUAN	0	0	0	0	0
TOTAL	484	298	2	0	784