

CLIENT'S FEEDBACK

Nov-16

| BRANCH | CLIENT'S FEEDBACK | | | | | TOTAL |
|-----------------|-------------------|------------|------------|----------|----------|-------------|
| | EXCELLENT | VERY GOOD | GOOD | AVERAGE | POOR | |
| HEADQUARTERS | 6 | 1 | 2 | 0 | 0 | 9 |
| KUALA LUMPUR | 161 | 42 | 8 | 0 | 0 | 211 |
| SELANGOR | 29 | 33 | 3 | 0 | 0 | 65 |
| NEGERI SEMBILAN | 58 | 17 | 6 | 0 | 0 | 81 |
| MALACCA | 50 | 14 | 2 | 0 | 0 | 66 |
| JOHORE | 182 | 70 | 21 | 0 | 0 | 273 |
| MUAR | 86 | 0 | 0 | 0 | 0 | 86 |
| PAHANG | 82 | 14 | 2 | 0 | 0 | 98 |
| RAUB | 26 | 10 | 1 | 0 | 0 | 37 |
| TERENGGANU | 41 | 14 | 2 | 0 | 0 | 57 |
| KELANTAN | 34 | 16 | 12 | 0 | 0 | 62 |
| GUA MUSANG | 26 | 0 | 0 | 0 | 0 | 26 |
| PERAK | 41 | 75 | 24 | 0 | 0 | 140 |
| TAIPING | 49 | 6 | 1 | 0 | 0 | 56 |
| PENANG | 28 | 15 | 4 | 0 | 0 | 47 |
| KEDAH | 76 | 15 | 9 | 0 | 0 | 100 |
| LANGKAWI | 21 | 10 | 0 | 0 | 0 | 31 |
| PERLIS | 31 | 52 | 0 | 0 | 0 | 83 |
| SARAWAK | 94 | 73 | 33 | 0 | 0 | 200 |
| SIBU | 54 | 8 | 0 | 0 | 0 | 62 |
| MIRI | 31 | 8 | 2 | 0 | 0 | 41 |
| SABAH | 43 | 58 | 0 | 0 | 0 | 101 |
| LABUAN | 7 | 1 | 0 | 0 | 0 | 8 |
| TOTAL | 1256 | 552 | 132 | 0 | 0 | 1940 |