

**CLIENT'S FEEDBACK
MEI 2017**

| BRANCH | CLIENT'S FEEDBACK | | | | | TOTAL |
|-----------------|-------------------|------------|------------|----------|----------|-------------|
| | EXCELLENT | VERY GOOD | GOOD | AVERAGE | POOR | |
| HEADQUARTERS | 35 | 6 | 3 | 0 | 0 | 44 |
| KUALA LUMPUR | 191 | 55 | 17 | 0 | 0 | 263 |
| SELANGOR | 105 | 55 | 8 | 0 | 0 | 168 |
| NEGERI SEMBILAN | 60 | 14 | 6 | 0 | 0 | 80 |
| MALACCA | 40 | 27 | 4 | 0 | 0 | 71 |
| JOHORE | 214 | 73 | 18 | 0 | 0 | 305 |
| MUAR | 71 | 35 | 10 | 0 | 0 | 116 |
| PAHANG | 45 | 8 | 3 | 0 | 0 | 56 |
| RAUB | 26 | 18 | 1 | 0 | 0 | 45 |
| TERENGGANU | 103 | 44 | 13 | 0 | 0 | 160 |
| KELANTAN | 63 | 35 | 16 | 0 | 0 | 114 |
| GUA MUSANG | 21 | 0 | 0 | 0 | 0 | 21 |
| PERAK | 43 | 62 | 1 | 0 | 0 | 106 |
| TAIPING | 47 | 6 | 0 | 0 | 0 | 53 |
| PENANG | 46 | 5 | 9 | 0 | 0 | 60 |
| KEDAH | 104 | 0 | 0 | 0 | 0 | 104 |
| LANGKAWI | 24 | 3 | 0 | 0 | 0 | 27 |
| PERLIS | 41 | 15 | 3 | 0 | 0 | 59 |
| SARAWAK | 22 | 18 | 7 | 0 | 0 | 47 |
| SIBU | 42 | 12 | 0 | 0 | 0 | 54 |
| MIRI | 37 | 10 | 3 | 0 | 0 | 50 |
| SABAH | 40 | 91 | 0 | 0 | 0 | 131 |
| LABUAN | 11 | 4 | 1 | 0 | 0 | 16 |
| JUMLAH | 1431 | 596 | 123 | 0 | 0 | 2150 |