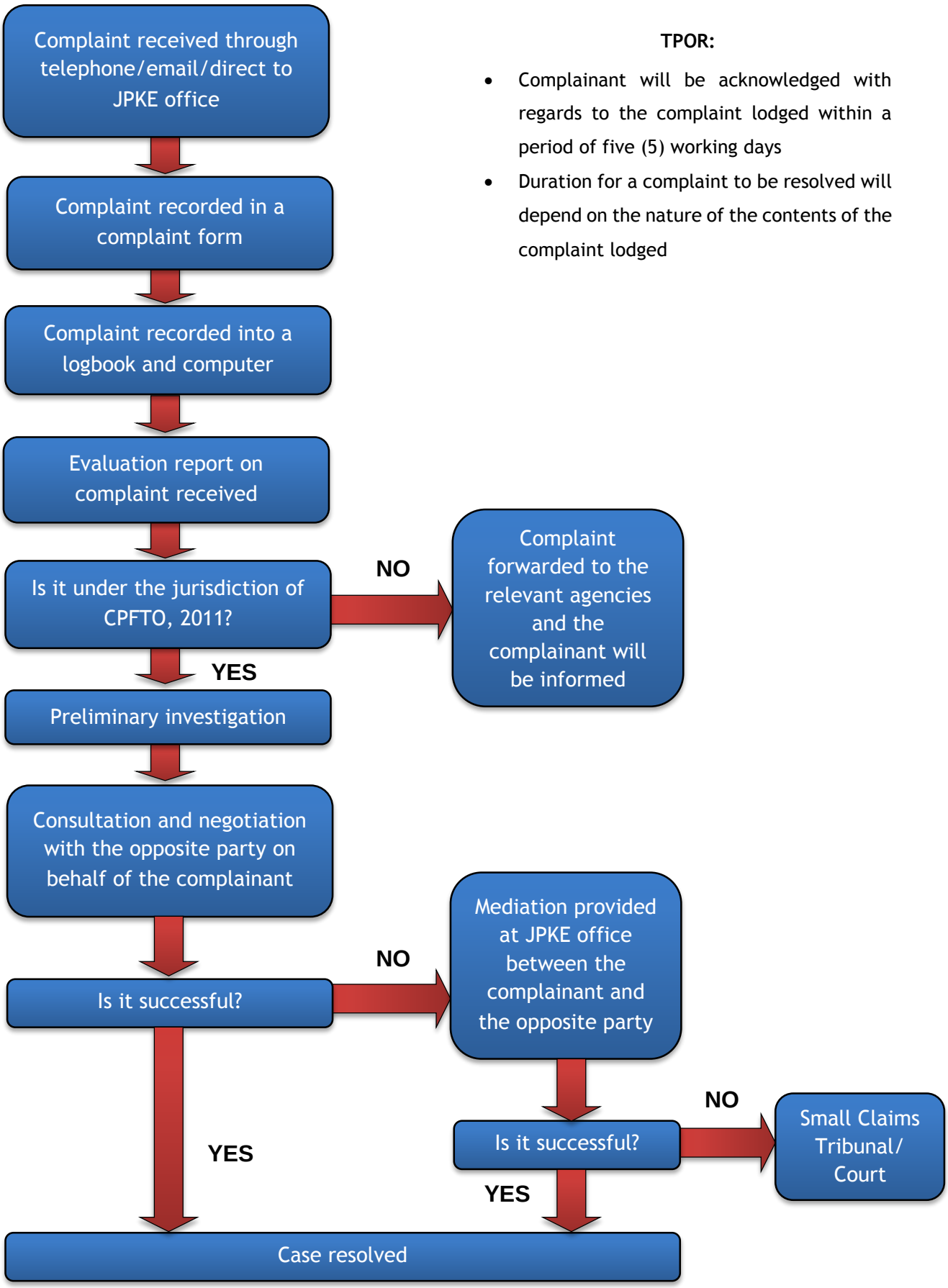
FLOW CHART OF COMPLAINTS



TPOR:

- Complainant will be acknowledged with regards to the complaint lodged within a period of five (5) working days
- Duration for a complaint to be resolved will depend on the nature of the contents of the complaint lodged