



**CLIENT CHARTER FOR CARELINE  
PERIOD: JANUARY – DECEMBER 2010**

<b>CLIENT CHARTER</b>
Log in problem within 5 minutes of receiving customers report*
First response to customer within 30 minutes of problem logged
Definition of problem to customer within 3 hours of the first response to customer
Update to customer every 3 hours from the definition of problem call until problem resolution

\*Report received via calls, emails and faxes

This client charter is valid 24/7 throughout the stipulated period.

DISCLAIMER: 1) The above charter is applicable during non-crisis environment.

During crisis period, the current Standard Operating Procedure (SOP) applies.

