

KOLIN PHILIPPINES INTERNATIONAL INC.

PERFORMANCE REPORT FOR THE MONTH OF

Feb-26

Department: OFFICE OF THE PRESIDENT

Objective: Customer satisfaction towards conduct of service is not below rate of 3

1. Subject: *Telesurvey Measure Results based on customer feedback thru telephone and cellphone conversation*

Target: *Rating not below 3*

Actual: *3.37 - Satisfied*

Interpretation:

Attain:

✓

Unmet:

Critical:

Attained Target - no need to use CPAR
Unmet Target - use CPAR
Critical Achievement - Use CPAR
(Preventive)

2. Details of Performance: (Use separate sheet if needed)

Please see attached Customer Satisfaction Index for the month of February 2026

Metro Manila and Province

In house = 3.51

External Provider (Preferred/Direct Call/Relay) = 3.23

Easy Access on Service Hotline - 0

Promptness of Service - 2

Quality of Service - 2

Neatness of Work Area - 0

Courtesy and Grooming - 1

3. Corrective / Preventive Actions Request Number:

(Attach copy of CPAR)

N/A

Prepared by: *3/2/16*
Mr. Luisito C. Seva

Approved by: **Mr. Oliver M. Filoteo**

| | 2026 Monthly Number of Customers with Negative Feedback per Criteria (Manila and Province) | | | | | | | | | | | | Percentage Monitoring | | | | |
|--------------------------------|--|----------|-------|-------|-----|------|------|--------|-----------|---------|----------|----------|-----------------------|---------------------|--|-------|--------|
| | January | February | March | April | May | June | July | August | September | October | November | December | | January to December | | | |
| Easy Access on Service Hotline | 2 | 0 | | | | | | | | | | | | | | 0.16% | 0.00% |
| Promptness of Service | 2 | 2 | | | | | | | | | | | | | | 0.16% | 0.22% |
| Quality of Repair/Service | 3 | 2 | | | | | | | | | | | | | | 0.25% | 0.22% |
| Neatness of Work Area | 0 | 0 | | | | | | | | | | | | | | 0.00% | 0.00% |
| Courtesy and Grooming | 0 | 1 | | | | | | | | | | | | | | 0.00% | 0.11% |
| Total | 7 | 5 | | | | | | | | | | | | | | | |
| Equivalent No. of Customer | 7 | 4 | | | | | | | | | | | | | | | |
| Number of Respon | 1222 | 929 | | | | | | | | | | | | | | | 2,151 |
| Percentage | 0.57% | 0.43% | | | | | | | | | | | | | | | 0.51% |
| Satisfied Customer | 1215 | 925 | | | | | | | | | | | | | | | 2,140 |
| CSAT Score | 99.43% | 99.57% | | | | | | | | | | | | | | | 99.49% |
| NO Show | 2 | 1 | | | | | | | | | | | | | | | |

Prepared by:

[Signature]
 Ms. Nicole Anne S. Fernandez
 Senior Customer Complaint Specialist

Reviewed by:

[Signature]
 Ms. Rhemalyn Bardeago - Manzano
 OP - Supervisor - Head of Social Media Support & Survey Group

KOLIN PHILIPPINES INTERNATIONAL INC.

PERFORMANCE REPORT FOR THE MONTH OF

Jan-26

Department: OFFICE OF THE PRESIDENT

Objective: Customer satisfaction towards conduct of service is not below rate of 3

1. Subject: *Telesurvey Measure Results based on customer feedback thru telephone and cellphone conversation*

Target:

Rating not below 3

Actual:

3.38 - Satisfied

Interpretation:

Attain:

✓

Unmet:

Critical:

Attained Target - no need to use CPAR
Unmet Target - use CPAR
Critical Achievement - Use CPAR
(Preventive)

2. Details of Performance: (Use separate sheet if needed)

Please see attached Customer Satisfaction Index for the month of January 2026

Metro Manila and Province

In house = 3.51

External Provider (Preferred/Direct Call/Relay) = 3.24

Easy Access on Service Hotline - 2

Promptness of Service - 2

Quality of Service - 3

Neatness of Work Area - 0

Courtesy and Grooming - 0

3. Corrective / Preventive Actions Request Number:

(Attach copy of CPAR)

N/A

Prepared by:

Luisito C. Seva
Mr. Luisito C. Seva

Approved by:

Rhenalyn B. Manzano
Mrs. Rhenalyn B. Manzano

2026 Monthly Number of Customers with Negative Feedback per Criteria (Manila and Province)

| | January | February | March | April | May | June | July | August | September | October | November | December | January to December | Percentage Monitoring |
|--------------------------------|---------|----------|---------|---------|---------|---------|---------|---------|-----------|---------|----------|----------|---------------------|-----------------------|
| Easy Access on Service Hotline | 2 | | | | | | | | | | | | 2 | 0.16% |
| Promptness of Service | 2 | | | | | | | | | | | | 2 | 0.16% |
| Quality of Repair/Service | 3 | | | | | | | | | | | | 3 | 0.25% |
| Neatness of Work Area | 0 | | | | | | | | | | | | 0 | 0.00% |
| Courtesy and Grooming | 0 | | | | | | | | | | | | 0 | 0.00% |
| Total | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 | |
| Equivalent No. of Customer | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7 | |
| Number of Respon | 1222 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1,222 | |
| Percentage | 0.57% | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | 0.57% | |
| Satisfied Customer | 1215 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1,215 | |
| CSAT Score | 99.43% | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | #DIV/0! | 99.43% | |
| NO Show | 2 | | | | | | | | | | | | | |

Prepared by:

Stacy S. Fernandez
 Ms. Nicol Anne S. Fernandez
 Senior Customer Complaint Specialist

Reviewed by:

Manzano
 Ms. Rhenalyn Bardego Manzano
 OP - Supervisor

