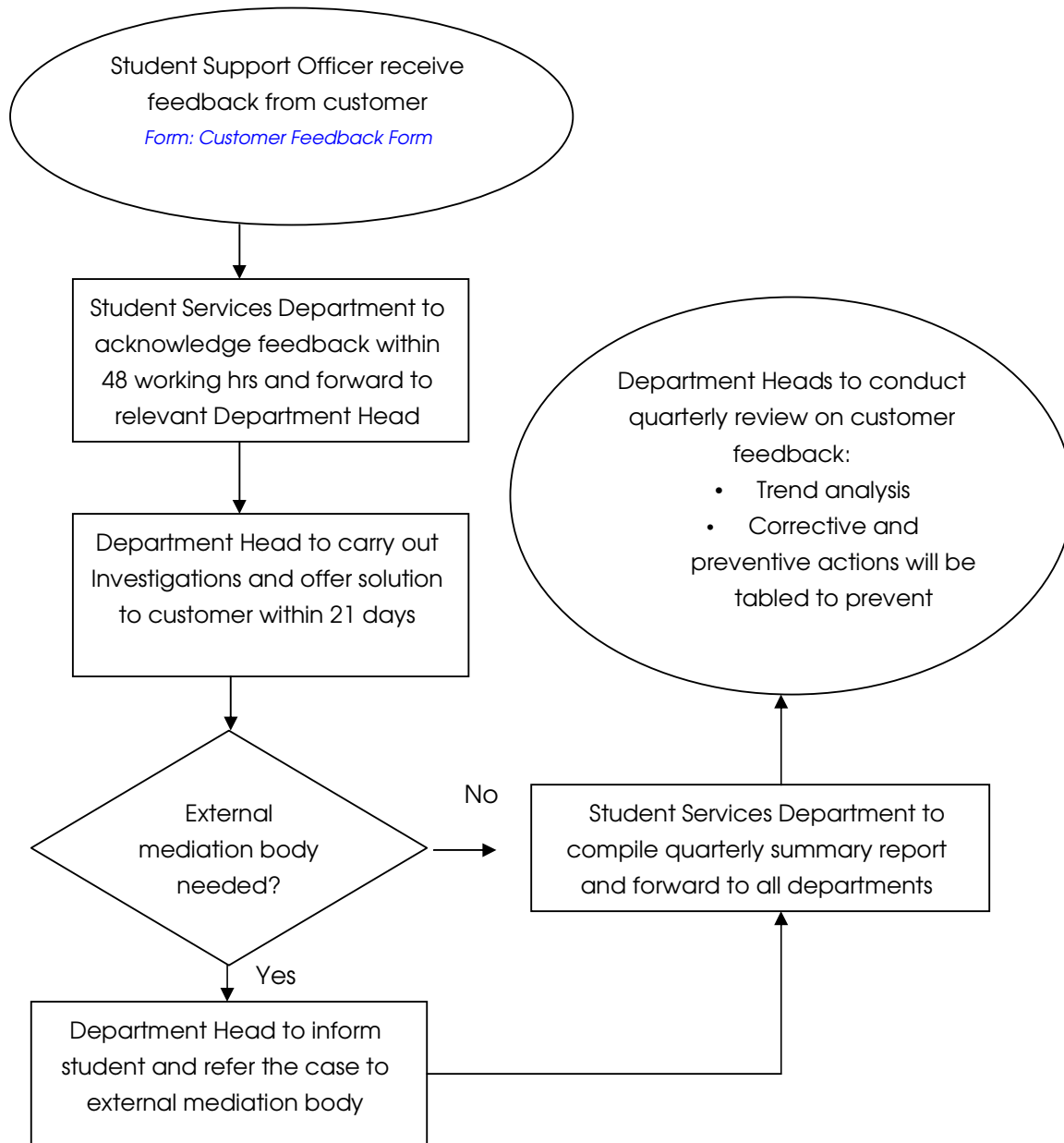


OP 5.0 Customer Feedback Process



SPECIAL CIRCUMSTANCES:

All disputes need to be solved within 21 days. In the case where the feedback cannot be resolved within the time frame due to work in progress, the person who handles the feedback should seek student's agreement on the cause of action to solve the dispute and keep the customer inform regularly.

Alternatively, student may seek redress from CASE. Please refer to www.case.org.sg for more information

Process Owner: Neow Sea Cheng

Date: 010609

LCI/OP/SQC/Ver1.6/0509