



MII CUSTOMER SERVICE CHARTER

We at MII are committed to serving our customers with the highest level of products and services towards achieving our Vision and Mission. Thus all our policies and procedures are based on the following principles:

1. **Safeguard Confidentiality of Customer Information**
 - To ensure that all information related to our customers is kept confidential and only to be used by the institute in relation to its activities.

2. **Deliver Quality Services and Products**
 - To provide quality products and services for knowledge enhancement towards career development of the customers.

3. **Ensure Accuracy of Information**
 - To provide accurate information to the customers on our products and services.

4. **Provide Prompt Attention to Customer Complaints**
 - Any complaints received will be dealt with promptly and fairly.

The above are also in line with MII Core Values