

Headline	Time to improve		
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> Time to improve

Reference to "Tale of two services" (Text Us", *The Star*, May 6), my experience with customer service at banks leaves much to be desired. It's time they do more and fast. I went to withdraw money last Thursday. It took about an hour before the female cashier handed the cash over even though there were only a few customers waiting. In contrast, TNB is efficient and cordial when handing customer complaints. It also continued to provide good customer service during the MCO period. – Jaslin AB, Kajang

VALUATOR

Company(Brand)	Mention	Tone	ROI
Tenaga Nasional Berhad (TNB) (Tenaga Nasional)	1	0	RM 0