

**PHILIPPINE CROP INSURANCE CORPORATION**  
**INTERIM PERFORMANCE SORECARD 2013**

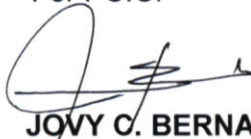
Performance Measures				Baseline Data			Targets		
Description	Formula	Weight		Data Provider	2010	2011	2012	2013	2014
		2013	2014						
<b>MFO 1 : Agricultural Insurance</b>									
<b>Quantity 1:</b> No. of subsistence farmers (palay and corn crops) enrolled	$\Sigma$ Palay and corn farmers enrolled	20%	20%	Regional Offices / Operations Group	97,438	121,551	156,366	231,981	361,575
<b>Quantity 2:</b> No. of farmers enrolled in other insurance programs	$\Sigma$ Farmers (other crops) enrolled	5%	5%	Regional Offices / Operations Group	-	-	-	178,000	195,800
<b>Quantity 3:</b> No. of Hectares /Heads /Policies	$\Sigma$ Hectares / Heads / Policies	20%	20%	Regional Offices / Operations Group	154,669	182,103	213,758	366,580	478,784s
<b>Quantity 4:</b> Amount of Cover (PhpM)	$\Sigma$ Amount of Cover	15%	15%	Regional Offices / Operations Group	3,253.339	3,826.370	4,365.237	16,016.00	18,750.130
<b>Quantity 5:</b> No. of established linkages with the lending institutions, rural banks, cooperatives, provincial governments, LGUs, farmer's/ fisherfolk's groups /organizations and government agencies	$\Sigma$ Linkages established	5%	5%	Regional Offices / Operations Group	1,293	1,515	2,057	2,100	3,154
<b>Quantity 6:</b> No. of conducted competence training and awareness /customer communication	$\Sigma$ competence training and awareness conducted	5%	5%	Regional Offices / Operations Group	1,398	1,529	1,791	2,309	2,932
<b>Quality 1:</b> Customer Satisfaction on Underwriting Processing:	$\frac{\text{No. of complaints}}{\text{Total no. of insurance applicants}} \leq 10\%$	5%	5%	Regional Offices / Operations Group	-	-	-	10%	10%
<b>Quality 2:</b> Customer Satisfaction on Claims Processing	$\frac{\text{No. of complaints}}{\text{Total no. of insurance claims}} \leq 10\%$	5%	5%	Regional Offices / Operations Group	-	-	-	10%	10%
<b>Timeliness:</b> Claims Response Time*	$\frac{\text{Total no. of days of claims processing}}{\text{Total no. of filed claims w/ complete document}} \leq 20 \text{ days}$	10%	10%	Regional Offices / Operations Group	17.49 days	17.85 days	16.74 days	20 days	20 days
<b>Financial:</b> Utilized Government Premium Subsidy for farmers (Php M)	$\Sigma$ Amount utilized	10%	10%	Regional Offices / Operations Group / Finance Dept.	188.672	219.448	282.349	850.00	1,183.771
<b>TOTAL OF WEIGHTS:</b>		<b>100%</b>	<b>100%</b>						

\* In view of the anticipated volume of claims from the increased funding

For GCG:

**RAINIER B. BUTALID**  
Commissioner, GCG

For PCIC:

  
**JOVY C. BERNABE**  
President, PCIC



# PHILIPPINE CROP INSURANCE CORPORATION (PCIC)

## Interim Performance Scorecard 2013-2014

Performance Measures				Baseline Data (if available)			Targets																						
Description	Formula	Weight	Data Provider (if applicable)	2010	2011	2012	2013	2014																					
<b>MFO: AGRICULTURAL INSURANCE</b>																													
Quantity <sub>1</sub> – Number of Subsistence Farmers ( palay and corn crops)	(Accomp/Target)*20	20%	Regional Offices / Operations Group	97,438	121,551	156,366	231,981	361,575																					
Quantity <sub>2</sub> – Number of farmers enrolled in other insurance programs	(Accomp/Target)*5	5%	Regional Offices / Operations Group	N/A	N/A	N/A	178,000	195,800																					
Quantity <sub>3</sub> – Number of Hectares/Heads/Policies	(Accomp/Target)*20	20%	Regional Offices / Operations Group	154,669	182,103	213,758	366,580	478,784s																					
Quantity <sub>4</sub> – Amount of Cover (PhpM)	(Accomp/Target)*15	15%	Regional Offices / Operations Group	3,253.339	3,826.370	4,365.237	16,016.00	18,750.130																					
Quantity <sub>5</sub> - Number of established linkages with the lending institutions, rural banks, cooperatives, provincial governments, LGUs, farmer's/fisherfolk's groups/organizations and government agencies	(Accomp/Target)*5	5%	Regional Offices / Operations Group	1,293	1,515	2,057	2,100	3,154																					
Quantity <sub>6</sub> – Number of conducted competence training and awareness/customer communication	(Accomp/Target)*5	5%	Regional Offices / Operations Group	1,398	1,529	1,791	2,309	2,932																					
Quality <sub>1</sub> – Customer Satisfaction on Underwriting Processing: Number of received/filed complaints shall be at 10% of the insurance applicants only	(No. of complaints/No. of insurance applicants) *100  <table border="0"> <tr> <td><u>PERCENT</u></td> <td>=</td> <td><u>SCORE</u></td> </tr> <tr> <td>0 - &lt;10</td> <td>=</td> <td>100</td> </tr> <tr> <td>10</td> <td>=</td> <td>90</td> </tr> <tr> <td>&gt; 10 &lt; 20</td> <td>=</td> <td>80</td> </tr> <tr> <td>20 &lt; 35</td> <td>=</td> <td>70</td> </tr> <tr> <td>35 &lt; 50</td> <td>=</td> <td>60</td> </tr> <tr> <td>50 and above</td> <td>=</td> <td>0</td> </tr> </table>	<u>PERCENT</u>	=	<u>SCORE</u>	0 - <10	=	100	10	=	90	> 10 < 20	=	80	20 < 35	=	70	35 < 50	=	60	50 and above	=	0	5%	Regional Offices / Operations Group	N/A	N/A	N/A	10%	10%
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Quality <sub>2</sub> – Customer Satisfaction on Claims Processing: Number of received/filed complaints shall be 10% of the filed insurance claims only	(No. of complaints/No. of filed insurance claims) *100  <table border="0"> <tr> <td><u>PERCENT</u></td> <td>=</td> <td><u>SCORE</u></td> </tr> <tr> <td>0 - &lt;10</td> <td>=</td> <td>100</td> </tr> <tr> <td>10</td> <td>=</td> <td>90</td> </tr> <tr> <td>&gt;10 &lt; 20</td> <td>=</td> <td>80</td> </tr> <tr> <td>20 &lt; 35</td> <td>=</td> <td>70</td> </tr> <tr> <td>35 &lt; 50</td> <td>=</td> <td>60</td> </tr> <tr> <td>50 and above</td> <td>=</td> <td>0</td> </tr> </table>	<u>PERCENT</u>	=	<u>SCORE</u>	0 - <10	=	100	10	=	90	>10 < 20	=	80	20 < 35	=	70	35 < 50	=	60	50 and above	=	0	5%	Regional Offices / Operations Group	N/A	N/A	N/A	10%	10%
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# PHILIPPINE CROP INSURANCE CORPORATION (PCIC)

Interim Performance Scorecard 2013-2014

Performance Measures			Baseline Data <i>(if available)</i>			Targets																							
Description	Formula	Weight	Data Provider <i>(if applicable)</i>	2010	2011	2012	2013	2014																					
Timeliness <sup>1</sup> – Claims Response Time: Average claims processing shall be at 20 days	(Total number of days of claims processing)/(Total number of filed claims with complete document)  <table border="0"> <tr> <td><u>AVERAGE</u></td> <td></td> <td><u>SCORE</u></td> </tr> <tr> <td>01-20 days</td> <td>=</td> <td>100</td> </tr> <tr> <td>21-30 days</td> <td>=</td> <td>90</td> </tr> <tr> <td>31-40 days</td> <td>=</td> <td>80</td> </tr> <tr> <td>41-50 days</td> <td>=</td> <td>70</td> </tr> <tr> <td>51-60 days</td> <td>=</td> <td>60</td> </tr> <tr> <td>61 days and</td> <td>=</td> <td>0</td> </tr> </table>	<u>AVERAGE</u>		<u>SCORE</u>	01-20 days	=	100	21-30 days	=	90	31-40 days	=	80	41-50 days	=	70	51-60 days	=	60	61 days and	=	0	10%	Regional Offices / Operations Group	17.49 days	17.85 days	16.74 days	20 days <sup>1</sup>	20 days
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Financial – Utilized Government Premium Subsidy for farmers (Php M)	(Accomp/Target)*100	10%	Regional Offices / Operations Group/Finance Dept.	188.672	219.448	282.349	850.00	1,183.771																					
<b>Subtotal of 1Weights:</b>		100%																											
<b>TOTAL OF WEIGHTS:</b>		100%																											

  
**RAINIER B. BUTALID**  
 Commissioner, GCG

  
**ATTY. JOVY C. BERNABE**  
 President, PCIC

<sup>1</sup> In view of the anticipated volume of claims from the increased funding