

OVERSEAS FILIPINO BANK
Validation of 2021 Performance Scorecard

Component					OFBANK Submission		GCG Validation		Supporting Documents	Remarks		
Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating				
SOCIO-ECONOMIC IMPACT	SO 1 Support the Programs for the OFWs in partnership with Government Agencies											
	SM 1	Number of New Products/ Services via MBA	Actual Accomplishment	20%	(Actual / Target) x Weight	2 (1 – eBanking Loan Facility; 1 – Remittance Facility)	2 – 1. Retail Treasury Bonds Facility with BTr 2. Retail On-shore Dollar Bonds Investment Facility with BTr	n.d.	2: 1. Retail Treasury Bonds Facility with BTr 2. Retail On-shore Dollar Bonds Investment Facility with BTr	20%	<ul style="list-style-type: none"> Excerpts of Board Meetings Letter to Securities and Exchange Commission (SEC) System-generated transactions report of the list of clients who availed of the two new products 	Acceptable.
	Sub-Total			20%						20%		
FINANCIAL	SO 2 Maintain Compliance with the Capital Adequacy Requirement											
	SM 2	Minimize Net Loss	Total Revenues – Total Expenses	15%	If Actual is =< Target, 15% If Actual is >Target, [1-(Actual-Target)/Target] x Weight	Not more than (P89.12) Million	Actual loss as of Dec.31, 2021, is Php115,295,414.98	n.d.	P(123.903) million	0%	<ul style="list-style-type: none"> Unaudited State of Comprehensive Income COA Annual Audit Report 	<p>The request for revision of the target is DENIED. To target further losses of P127.88 Million runs counter to the objective of the measure. It is noted that the net loss in 2021 dipped further from (P50.64 Million in 2020.</p> <p>The validated accomplishment is based on the COA AAR.</p>

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SO 3 Increase Deposit Base of OFWs/OFs										
SM 3	Increase the Total Outstanding Deposit Amount of OFWs and Beneficiaries	Actual Increase in Total Outstanding Deposit Amount of OFWs and Beneficiaries	20%	(Actual / Target) x Weight	Additional <u>₱266.31</u> Million from the previous year's Total Outstanding Deposit (OFW Accounts)	Outstanding deposits of OFWs/OFs and beneficiaries as of 31 December 2021 amounted to ₱516.15 Million as against the ₱104.556 Million end of year figure of 2020 is ₱411.59 Million	20%	Additional ₱413.134 Million	20%	<ul style="list-style-type: none"> • COA Annual Audit Report • Breakdown of the Deposit Liabilities • Unaudited Statement of Financial Position <p>The request for revision of the target is APPROVED. The outstanding balance in 2020 amounted to ₱109.641 Million, which grew significantly to ₱522.775 Million in 2021. The validated accomplishment is based on the COA AAR.</p>
SO 4 Increase Loan Base of OFWs										
SM 4	Increase the Total Outstanding Loan Amount of OFWs	Actual Increase in Total Outstanding Loan Amount of OFWs	10%	(Actual / Target) x Weight	Additional ₱1,930.00 Million from the previous year's Total Outstanding Loan of OFWs	-	n.d.	<u>Measure Excluded</u>	-	<ul style="list-style-type: none"> • Clarificatory Letter to BSP dated 24 October 2021 • Letter-reply of BSP to OFBank dated 19 January 2022 <p>Measure excluded. The target was proposed by the OFBank based on its OFW Loan partnership with Overseas Workers Welfare Administration (OWWA). However, the partnership project was archived due to the reallocation of OWWA's fund to prioritize the repatriation of OFWs that were affected by the pandemic. The circumstances affecting the achievement of the target were found to be beyond the control of OFBank.</p>
Sub-Total			45%						20%	

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CUSTOMERS/STAKEHOLDERS	SO 5 Timely, Reliable Products and Services to OFs/OFWs and their Beneficiaries											
	SM 5	Customer Satisfaction Survey (Online Survey)	Number of Respondents who gave a Rating of at least Satisfactory / Total Number of Respondents	5%	If Actual is =>Target , 5% If Actual is >Target, (Actual-Target) x Weight	100% of Customers with at least Satisfactory Rating (10% of existing accounts)	A total of 46,586 clients were provided with email survey links since April 2021 and received 826 responses. Out of the responses, 60% rated excellent, 27% satisfactory, 5% Fair, and 8% rated Needs Improvement.	n.d.	Non-compliant	0%	<ul style="list-style-type: none"> Customer Satisfaction Survey report by the Technology Management Unit (TMU) Back checking report by Electronic Business Unit (EBU) Compliance Testing Report by LANDBANK 	The CSS implemented is not compliant with the Enhanced Standard Methodology for the Conduct of Customer Satisfaction Survey issued by the GCG.
	Sub-Total			5%						0%		
INTERNAL PROCESS	SO 6 Synergize Marketing Efforts											
	SM 6	No. of Onboarded Alliance/ Partnership to Internet/ Mobile Banking	Actual Accomplishment	10%	(Actual / Target) x Weight	2 (1 ePayment Solution Partner and 1 Remittance Agency Partner)	40 Forged agreements with international and local remittance companies/agents	n.d.	Forged agreements with 40 international and local remittance companies/agents	5%	<ul style="list-style-type: none"> SLA with LANDBANK's Electronic Products Department (EPD) SLA with LANDBANK's Overseas Remittance Group (ORG) Signed conforme letters of partner remittance agencies/ companies 	The request for revision of the target is APPROVED . OFBank was only able to onboard Remittance Agency Partners.

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Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating			
SO 7 Streamline Banking Operations Through Digital Solutions											
SM 7	Total No. of Digital Channels and Services Implemented	Actual Accomplishment	10%	(Actual / Target) x Weight	1 (Mobile Banking Application Enhancement)	1. OFBank customer care and Facebook page for client's queries, comments, or suggestions on emails generated during account opening and sending of OTP (completed: April 2021) 2. Cardless withdrawal (completed: June 2021) 3. Merchant Payments via QR codes (completed: October 2021) 4. Updated Bills Payment interface and OFB MBA initial screen to reflect OFBank change to Digital Bank (completed: December 2021)	n.d.	1. OFBank Customer Care and Facebook page for client's queries, comments, or suggestions on emails generated during account opening and sending of OTP (completed: April 2021) 2. Cardless withdrawal (completed: June 2021) 3. Merchant Payments via QR codes (completed: October 2021) 4. Updated Bills Payment interface and OFB MBA initial screen to reflect OFBank change to Digital Bank (completed: December 2021)	10%	<ul style="list-style-type: none"> • Application Change Request Form (ACRF) • Copy of LANDBANK's EO 95 s. 2017 • Copy of OFBank's EO 07 s.2020 • Interbank Fund Transfer, ST Run up report, and actual usage reports dated 2021 for each enhancement • Electronic Payment and Financial Services Semi-Annual Report as of 31 December 2021 	Acceptable.

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SM 8	Percentage of Applications Processed Within Prescribed Period	Actual Accomplishment	5%	(Actual / Target) x Weight	100% of Transactions Processed Within the Prescribed Period ¹	100% of Transactions Processed Within the Prescribed Period	<i>n.d.</i>	88.43%	4.42%	<ul style="list-style-type: none"> • Production report of DOBSAI on deposit account application/enrollment • Screenshot of DOBSAI statistics on the processed transactions on selected sample accounts 	<p>Acceptable.</p> <p>The transaction processed by the OFBank was only for account opening for deposits via the MBA.</p> <p>TOTAL Applications received: 9,769</p> <p>Applications returned to applicants within 24 hours: 7,269</p> <p>Applications processed within 0 to 1 day: 1,370</p> <p>Applications processed Beyond 1 day: 1,130</p>
Sub-Total			25%						19.42%		

¹ Applicable time should be in compliance with RA 11032 otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 (EODB).

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LEARNING AND GROWTH	SO 8	Establish a Competitive Employment Structure										
	SM 9	Improvement on the Competency Level of the Organization	Actual Accomplishment	5%	(Actual / Target) x Weight	Board-approved Competency Framework with 1. Competency Catalogue 2. Competency Tables 3. Competency Matrix 4. Position Profiles 5. Competency-Based Job Description	Competency Framework, Position Profiles, and Competency-Based Job Description of the five units of the bank	n.d.	Unacceptable	0%	<ul style="list-style-type: none"> Competency Framework with competency catalogue Position Profiles Competency-based job description Memorandum of Agreement between LANDBANK and OFBank 	<p>Target not met.</p> <p>Documents submitted in compliance with the target were found to be lacking approval from the Board of OFBank.</p> <p>During the onsite validation, OFBank representatives confirmed that its competency framework, including the requisite documents, are undergoing refinement with the assistance from the Land Bank of the Philippines and has yet to be approved by the Board of OFBank.</p>
		Sub-Total		10%						0%		
		TOTAL		100%						59.42% out of 90% or 66.02% out of 100%		

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