OVERSEAS FILIPINO BANK Validation of 2021 Performance Scorecard

	Component					OFBANK Submis	ssion	GCG Validat	ion	Summerting		
	Objec	ctive/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating	Supporting Documents	Remarks
	SO 1	Support the F	rograms for the	OFWs in	partnership	with Governmer	nt Agencies					
SOCIO-ECONOMIC IMPACT	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%	 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%		
	SO 2	Maintain Com	pliance with the	Capital A	dequacy Re	quirement			L		L	L
FINANCIAL	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 (P 89.12) Million	Actual loss as of Dec.31, 2021, is Php115,295,414.98	n.d.	₽(123.903) million	0%	 Unaudited State of Comprehensive Income COA Annual Audit Report 	The request for revision of the target is <u>DENIED.</u> 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. The validated accomplishment is based on the COA AAR.

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Objective/MeasureFormulaWt.Rating SystemActualRatingActualRatingDocumentsMentsSO 3Increase DepositBase of OFWs/OFsSO 3Increase DepositActual IncreaseActual IncreaseActual IncreaseActual IncreaseActual IncreaseActual IncreaseActual IncreaseActual IncreaseActual IncreaseActual IncreaseAdditionalAdditionalDocumentsAdditionalAdditionalAdditionalAdditionalAdditionalCOVAAnnual AuditThe request for revional AuditSM 3Deposit Anount of OFWs and BeneficiariesActual Increase in Total20%Additional Accounts)Additional Accounts)Outstanding Deposit Anount of OVES of CFW20%Additional Accounts)20%Additional Additional Beneficiaries20%Additional Additional Beneficiaries20%Additional Additional Beneficiaries20%Additional Additional Beneficiaries20%Additional Accounts)20%Additional Accounts)20%Additional Accounts)20%Additional Accounts)20%Additional Beneficiaries20%Additional Accounts)20%Additional Beneficiaries20%Additional Beneficiaries20%Additional Accounts)20%Additional Beneficiaries20%Additional Beneficiaries20%Additional Beneficiaries20%Additional Beneficiaries20%Additional Beneficiaries20%Additional Beneficiaries20% <td< th=""><th colspan="2">Component</th><th>omponent</th><th></th><th></th><th></th><th>OFBANK Submis</th><th>ssion</th><th>GCG Validat</th><th>tion</th><th>Supporting</th><th></th></td<>	Component		omponent				OFBANK Submis	ssion	GCG Validat	tion	Supporting	
SM 3 Actual Increase the Total Outstanding Ustanding Ustanding Ustanding Ustanding Outstanding Ustanding Outstanding Ustanding Outstanding Outstanding Outstanding Deposit of OFWs and Beneficiaries are stored to PTWs and Beneficiaries 20% Additional Persone 201 amounted to EPG 16 f Million as against the pervious verificatives are of the Person 201 amounted to EPG 16 f Million as against the pervious verificatives are of 200 kerner 201 amounted to EPG 16 f Million as against the pervious verificatives are of 200 kerner 201 amounted to EPG 16 f Million as against the Pervice Statement of Financial Position 20% Additional Person 20% 20% EreakDown of the Target V amounted to EPG 16 f Million as against the Pervice Statement of 202 is Part 1.59 20% Additional Person 20% 20% EreakDown of the Person 20% Increase Loan Base of OFWs 20% Additional Person 20% 20% Additional Person 20% 20% Additional Position 20% Increase Loan Base of OFWs 20% Additional Position 20% Additional Position 20% Clarificatory Letr 10% The validate accompliable provide to ADD 20% 20% Additional Position 20% Measure excluded. The validate accompliable provide to ADD 20% 20% Additional Position 20% Clarificatory Letr 10% The target 20% 20% Clarificatory Letr 10% 20% Clarificatory Letr 10% 20% Measure excluded. The target 20% 20% Clarificato	Objec	tive/Measure	Formula	Wt.		Target	Actual	Rating	Actual	Rating		Remarks
SM 3Increase the Total Outstanding Deposit for OFWs and BeneficiariesActual Increase in Total 20%Additional H266.3120% Additional H266.31Additional Becenter 2021 anounted to P516.15 Million against the P104.556 Million Accounts)20%Additional H266.3120%Additional P20%20%Additional P20%20%Additional P20%20%Additional P20%20%Additional P20%20%Additional P20%20%Additional P20%20%Additional P20%20%Additional P20%20%Additional P20%20%Additional P20%20%Additional P20%20%P20%Additional P20%P20%P20%Additional P20%P20%P20%Additional P20% <th< th=""><th>SO 3</th><th>Increase Depo</th><th>osit Base of OFW</th><th>s/OFs</th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th></th<>	SO 3	Increase Depo	osit Base of OFW	s/OFs								
SM 4Increase the Total Outstanding Loan Amount of OFWsActual Increase in Total Outstanding Loan Amount of OFWs10%Additional P1.930.00 Million from the previous year's Total Outstanding Loan of OFWsAdditional P1.930.00 Million from the previous year's Total Outstanding Loan of OFWsAdditional P1.930.00 Million from the previous the previous the previous the previous the previous the of OFWsImage: Note that the previous proposed by OFBank based on OFWsMeasure e the previous the	SM 3	Total Outstanding Deposit Amount of OFWs and	in Total Outstanding Deposit Amount of OFWs and	20%	Target) x	<u>P266.31</u> Million from the previous year's Total Outstanding Deposit (OFW	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	20%		20%	Report • Breakdown of the Deposit Liabilities • Unaudited Statement of	APPROVED. The outstandir balance in 202 amounted to ₽109.64 Million, which gre significantly ₽522.775 Million 2021. The validate
SM 4Increase the Total Or WsActual Increase in Total Outstanding Loan Amount of OFWs10%(Actual / Hillion from the previous VeightAdditional PAI-STOIL OFWsn.d.Measure ExcludedThe target proposed by OFBank based on OFW Loan partners with Overseas Work Weifare Administra (OWWA). However, partnership project to archived due to reallocation of OFWSM 4Increase the Total Outstanding Loan Amount of OFWs10%(Actual / Target) x WeightAdditional PAI-STOIL OFWs-n.d.Measure ExcludedThe target or proposed by OFBank dated 19 January 2022The target or PAI-STOIL OFWs <td>SO 4</td> <td>Increase Loar</td> <td>Base of OFWs</td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td>	SO 4	Increase Loar	Base of OFWs									
Sub-Total 45% 20%	SM 4	Total Outstanding Loan Amount	in Total Outstanding Loan Amount of	10%	Target) x	₽1,930.00 Million from the previous year's Total Outstanding	-	n.d.		-	to BSP dated 24 October 2021 • Letter-reply of BSP to OFBank dated 19	The target wa proposed by th OFBank based on i OFW Loan partnersh with Overseas Worker Welfare Administratic (OWWA). However, th partnership project wa archived due to th reallocation of OWWA fund to prioritize th repatriation of OFW that were affected by the pandemic.

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		G	Component				OFBANK Submis	ssion	GCG Validat	tion	Supporting	
	Objec	ctive/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating	Documents	Remarks
	SO 5	Timely, Reliat	ole Products and	Services	a second s	Vs and their Ben	eficiaries					
CUSTOMERS/STAKEHOLDERS	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%	 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%		
	SO 6	Synergize Ma	rketing Efforts			tra millionetto di		e and phaneses				
INTERNAL PROCESS	SM 6	No. of Onboarded Alliance/ Partnership to Internet/ Mobile Banking	Actual Accomplishment	10%	(Actual / Target) x Weight	2 (1 ePayment Solution Partner and <u>1 Remittance</u> <u>Agency</u> <u>Partner)</u>	40 Forged agreements with international and local remittance companies/agents	n.d.	Forged agreements with 40 international and local remittance companies/agents	5%	 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 <u>APPROVED.</u> OFBank was only able to onboard Remittance Agency Partners.

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	Component					OFBANK Submi	ssion	GCG Validat	tion	Supporting	
Obje	ctive/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating	Documents	Remarks
SO 7	Streamline Ba	anking Operation	s Throug	h Digital So	lutions						
SM 7	Total No. of Digital Channels and Services Implemented	Actual Accomplishment	10%	(Actual / Target) x Weight	1 (Mobile Banking Application Enhancement)	 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) Cardless withdrawal (completed: June 2021) Cardless withdrawal (completed: June 2021) Merchant Payments via QR codes (completed: October 2021) 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%	 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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Validation Result of 2021 Performance Scorecard (Annex A)

	C	Component		- 44		OFBANK Submi	ssion	GCG Valid	lation	Supporting	
Objec	tive/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating	Documents	Remarks
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	n.d.	88.43%	4.42%	 Production report of DOBSAI on deposit account application/ enrollment Screenshot of DOBSAI statistics on the processed transactions on selected sample accounts 	Acceptable. The transaction processed by the OFBank was only for account opening for deposits via the MBA. TOTAL Applications received: 9,769 Applications returned to applicants within 24 hours: 7,269 Applications processed within 0 to 1 day: 1,370 Applications processed Beyond 1 day: 1,130
	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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		с	omponent				OFBANK Submi	ssion	GCG Valida	tion	Supporting	
	Objec	tive/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating	Documents	Remarks
	SO 8	Establish a Co	ompetitive Emplo	yment S	tructure							
LEARNING AND GROWTH	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%	 Competency Framework with competency catalogue Position Profiles Competency-based job description Memorandum of Agreement between LANDBANK and OFBank 	Target not met. Documents submitted in compliance with the target were found to be lacking approval from the Board of OFBank. 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.
		Sub-Total		10%					and a second of the second	0%		
		TOTAL		100%							12% out of 90% or 02% out of 100%	