

**CREDIT INFORMATION CORPORATION (CIC)  
Validation Result of 2018 Performance Scorecard**

Component						CIC Submission		GCG Validation		Supporting Documents	Remarks	
Objective/ Measure	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating				
<b>SO 1 Increase Opportunities for the Public to Access Credit</b>												
<b>SOCIO-ECONOMIC IMPACT</b>	SM 1	Volume of Access of the Accessing Entities and Special Accessing Entities	No. of recorded access by the Accessing Entities & Special Accessing Entities (SAEs)	5%	(Actual / Target) x Weight	297,000 Access	3,102,256	5%	3,102,256	5%	System generated report	Acceptable.
	SM 2	Increase the Number of Submitting Entities	No. of Submitting Entities complying to CISA Law	5%	All or Nothing	Additional 100 Submitting Entities	<b>Additional 141 submitting Entities Processed:</b> Thrift Banks – 5 Rural Banks – 59 Micro-finance – 7 Coop – 38 Credit Card – 1	5%	Additional 141 Submitting Entities	5%	Screenshot of CIC Dashboard Overview	Acceptable.

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						Financing Co. – 6						
						Govt Lending Institution – 1						
						Insurance / MBA – 9						
						Leasing and Financial Leasing – 2						
						Lending Co. – 11						
						Others – 2						
		<b>Sub-Total</b>	<b>10%</b>				<b>10%</b>		<b>10%</b>			
<b>SO 2 Exercise Fiscal Prudence Through Proper Revenue and Expenses Matching</b>												
FINANCE	SM 3	Improve Budget Utilization	Actual Disbursement over DBM approved COB	5%	All or Nothing	90% of the DBM approved COB	₱105,264,480 / ₱176,661,000 (60% out of 90% target)	0%	59%	0%	COA 2018 Audit Report.	Validated accomplishment based on the COA Audit Report.

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<b>SO 3</b>		<b>Promote Stakeholders' Interest and Enhance Shareholder Value</b>									
SM 4	Increase Operating Revenue	Absolute Amount	5%	(Actual / Target) x Weight	₱14,585,670	₱5,398,344.64	2%	₱5,357,143	1.84%	COA 2018 Audit Report.	Validated accomplishment based on the COA Audit Report.
		<b>Sub-Total</b>	<b>10%</b>				<b>2%</b>		<b>1.84%</b>		
<b>SO 4</b>		<b>Institutionalize Compliance Among Submitting Entities and Accreditation of Private Credit Bureaus</b>									
<b>CUSTOMER</b>	SM 5	No. of Unique Data Subjects in the Credit Information System (CIS) Database	Number of unique data subject records	20% 20%: 1 million and above; 15%: 900k to 999k; 10%: 800k to 899k; 0%: Below 800k	Additional of 1 million records	6,065,111 Additional records	25%	6,065,111 Additional records	25%	System generated report	Acceptable. As of end 2018, there are a total of 23,751,941 records in the system.

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SM 6	Reduce the Percentage of Anomalous Records	Anomalous records transferred and cleared / Beginning number of anomalous records	5%	5%: 30 % and above 0%: Below 30%	30%	Average 74.25%	5%	71.36%	5%	System generated report	Reported accomplishment is average of four quarters. However, per GCG's validation of the system generated report, a total of 9,837,468 out of the 13,785,964 overall anomalous subject records or 71.36% was reduced in 2018.

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<b>SO 5</b>	<b>Enable Constant Communication to Educate and Satisfy Customers</b>										
SM 7	No. of Stakeholders benefitting from Customer Education <i>Seminars / events / activities and other financial literacy campaign</i>										
SM 7a	Educational Activities / Seminars / Events	No. of individuals attended	5%	(Actual / Target) x Weight	10,000 individuals reached	4,916 individuals	2%	1,665	0.68%	Attendance Sheet for In-House Training conducted by CIC Invitation and communication letters from and to organizers for seminar/event/ attended by CIC	Validated accomplishment only includes the attendees with supporting documents. CIC Officers who were counted as individuals reached as well as the attendees for various meetings held were excluded as these were not in accordance with the objective of the measure.
SM 7b	Others (Financial Literacy Campaign)	No. of expos conducted	5%	(Actual / Target) x Weight	5 Expos	3-Day Expo	1%	0	0%	Attendance Sheet	CIC did not conduct the Real-Estate Expo but was only invited as a guest speaker.

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SM 8	Percentage of Satisfied Customers	Number of respondents who rated at least Satisfactory / Total number of respondents	5%	(Actual / Target) x Weight 0% = If less than 80%	85%	3 <sup>rd</sup> Party Survey Not Available	0%	-	0%	Customer Education Campaign Summary	Customer Survey implemented was not in accordance with the GCG Standard Methodology and Prescribed Questionnaire.	
		<b>Sub-Total</b>	<b>45%</b>				<b>33%</b>		<b>30.68%</b>			
<b>SO 6</b>	<b>Build, Install and Maintain a Secure Capable of Receiving, Collating, Hosting and Updating Data</b>											
<b>INTERNAL PROCESS</b>	SM 9	System Availability (Function of Uptime and Downtime)	System generated third-party network monitoring report	15 %	15%: 99% and above 5%: 95% to 98% 0%: Below 95%	99%	99.51%	15%	99.51%	15%	System generated report	Acceptable.

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SM 10	Establish Quality Management System	Actual accomplishment	5%	5% = ISO 9001:2015 Certificate 2.5% = Certificate of Readiness	ISO 9001:2015 Certificate	Not Started	0%	-	0%	No supporting document	No accomplishment.
SM 11	Improve Security Maturity Level	Actual accomplishment	5%	All or Nothing	Achieve at least 1.5 on the security maturity level through third party validation	1.8	5%	1.8	5%	Report prepared by Third-Party (SGV).	Acceptable.
		<b>Sub-Total</b>	<b>25%</b>				<b>20%</b>		<b>20%</b>		

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<b>SO 7 Recruit, Equip and Retain Talented and Technologically Competent Employees</b>												
<b>LEARNING AND GROWTH</b>	SM 12	Percentage of Employees Meeting Required Competencies	Actual accomplishment	10 %	All or Nothing	Board-approved Competency Model with the following: 1. Competency Catalogue; 2. Competency framework; 3. Competency Tables; 4. Competency Matrix; 5. Position Profiles; 6. Competency-Based Job Description	In progress Competency Framework (Validation of Key Organizational Artifacts)	0%	-	0%	Status update of development of Competency Framework	No accomplishment
			<b>Sub-Total</b>	<b>10%</b>				<b>0%</b>		<b>0%</b>		
			<b>TOTAL</b>	<b>100%</b>				<b>65%</b>		<b>62.52%</b>		