

OVERSEAS FILIPINO BANK

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2018	2019	2020	2021	
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	N/A	N/A	2 (1 - Deposit Based; 1 - Loan Based)	2 (1 - eBanking Loan Facility; 1 - Remittance Facility)
	Sub-total			20%					
FINANCIAL	SO 2	Maintain Compliance on 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	₱792.60 Million	₱609.27 Million	₱145.52 Million	Not more than (₱89.12 Million)
	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	N/A	₱5 Million	₱35 Million	Additional ₱525.62 Million from the previous year's Total Outstanding Deposit (OFW Accounts)

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2018	2019	2020	2021	
	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	N/A	N/A	N/A	Additional ₱1,930.00 Million from the previous year's Total Outstanding Loans of OFWs
	Sub-total			45%					
CUSTOMERS/ STAKEHOLDERS	SO 5	Timely, Reliable Products and Service 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 \geq Target, 5% If Actual is $<$ Target, (Actual / Target) x Weight	N/A	N/A	N/A	100% of Customers with at least Satisfactory Rating (10% of existing accounts)
	Sub-total			5%					
INTERNAL PROCESSES	SO 6	Synergize Marketing Efforts							
	SM 6	No. of Onboarded Alliance/Partnership to Internet/Mobile Banking	Actual Accomplishment	10%	(Actual /Target) x Weight	N/A	N/A	1 (1 Payment Solution Partner)	2 (1 ePayment Solution Partner & 1 Blockchain-Capable Remittance Agency Partner)

9

Component					Baseline Data			Target	
Objective/Measure	Formula	Weight	Rating System	2018	2019	2020	2021		
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	N/A	N/A	1 (Digital On-Boarding System with Artificial Intelligence)	1 (Mobile Banking Application Enhancement)	
SM 8	Percentage of Applications Processed Withing Prescribed Period	Actual Accomplishment	5%	(Actual / Target) x Weight	N/A	N/A	100% of Transactions Processed Within the Prescribed Period	100% of Transactions Processed Within the Prescribed Period ¹	
	Sub-total		25%						
SO 8	Establish a Competitive Employment Structure								
SM 9	Improvement on the Competency Level of the Organization	Actual Accomplishment	5%	(Actual / Target) x Weight	N/A	N/A	N/A	Board Approved Competency Framework with 1. Competency Catalogue 2. Competency Tables 3. Competency Matrix 4. Position Profiles 5. Competency-Based Job Description	
	Sub-total		5%						
	Total		100%						

¹ Applicable Turnaround Time shall be in accordance with OFBank's compliance with Republic Act No. 11032 otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.