

AL-AMANAH ISLAMIC INVESTMENT BANK OF THE PHILIPPINES, INC.
Interim Performance Scorecard

Description	Weight	Target	Accomplishment		CGO-A Validation		Supporting Data	Remarks
	2013	2013	Actual	Rating	Score	Rating		
MFO 1 : Deposit Products and Services								
Financial: Increase in Deposit Level	20.00%	₱260.00 Million	₱244.47 Million	18.81%	₱244.47 Million	18.81%	<ul style="list-style-type: none"> Certified copy of financial statements as submitted to COA. 	<ul style="list-style-type: none"> While 2013 total deposits is below target, AAIIBP exceeded the 2012 level by 9.18%. Ranks 36th of the 36 universal and commercial banks in terms of amount of deposits. <p>ACCEPTABLE</p>
Quantity: Availability of Islamic and Financing Products	5.00%	4	4	5.00%	4	5.00%	<ul style="list-style-type: none"> Notarized Board Resolutions showing approval by the AAIIBP board of directors of the Islamic and financing products 	<ul style="list-style-type: none"> Products are available after approval by the Board of Directors. Board approved products are: <ol style="list-style-type: none"> Bills payment facility in partnership with EC Pay merchant Pilgrimage Savings Plan (a variation of Savings Deposit Product) Al-Murabaha Al-IjarahMuntahiaBittamleek Restate targets in 2014 to "2 new products". <p>ACCEPTABLE</p>

Description	Weight	Target	Accomplishment		CGO-A Validation		Supporting Data	Remarks
	2013	2013	Actual	Rating	Score	Rating		
<p>Timeliness:</p> <p>Percentage of deposit transactions completed within TAT</p>	3.00%	Not less than 90%	98,068 / 98,722 = 99.34%	2.98%	97,290 / 98,730 = 98.54%	2.96%	<ul style="list-style-type: none"> • Monthly tally of transactions per branch. • Table showing summary of the results of the timeliness measure for deposit transactions. 	<ul style="list-style-type: none"> • Source of data is the core banking system used by AAIBP which can measure the transaction processing time. • Bills payments were among the transactions included. • Inconsistencies were found between the summary report submitted by Head Office (HO) and the supporting documents submitted by branches. • The major inconsistency is the 503 deposit transactions and 290 withdrawal transactions processed beyond the 15-minute TAT in Marawi Branch which does not appear in the summary report submitted by the HO. Hence score was revised accordingly. <p>ACCEPTABLE but with proposed modification in score.</p>

Description	Weight	Target	Accomplishment		CGO-A Validation		Supporting Data	Remarks
	2013	2013	Actual	Rating	Score	Rating		
Quality: Customer Satisfaction Rating	2.00%	Not less than 90% Satisfactory	743 / 753 = 98.67%	1.97%	0	0.00%	<ul style="list-style-type: none"> Copies of all accomplished survey forms. Table showing summary/tally of the results of the customer survey completed. 	<ul style="list-style-type: none"> Survey was conducted in all branches through a questionnaire. The numbers in the summary table submitted by the HO do not tally with the manual count of the survey results. For example, 42 respondents gave answers of "Not Satisfied". By contrast, the summary report submitted by HO shows that no respondents gave an answer of "Not Satisfied"/ NOT ACCEPTABLE
Subtotal of Weights:	30.00%			28.76%		26.77%		
MFO 2 : Investment and Financial Services								
Financial 1: Increase in Investment/Financing (Loan) Portfolio	20.00%	₱231.0 Million	₱215.69 Million	18.67%	₱215.69 Million	18.67%	<ul style="list-style-type: none"> Certified copy of financial statements 	<ul style="list-style-type: none"> While AAIBP failed to reach target for 2013, the Bank exceeded the 2012 loan portfolio of ₱127.22 million by 69.54%. ACCEPTABLE
Financial 2: Gross Income	20.00%	₱26.80 Million	₱26.75 Million	19.96%	₱26.75 Million	19.96%	<ul style="list-style-type: none"> Certified copy of financial statements 	<ul style="list-style-type: none"> Actual gross income is lower than the target by a small 0.19%. Actual gross income is lower than 2012 gross income by 40%. Net loss grew by 62% while net worth decreased by 11%. ACCEPTABLE

Description	Weight	Target	Accomplishment		CGO-A Validation		Supporting Data	Remarks
	2013	2013	Actual	Rating	Score	Rating		
Timeliness: Percentage of investment and financing transactions completed within TAT	5.00%	Not less than 90% of transactions processed within 120 banking days.	13 accounts of 14 total accounts processed within 120 days	4.64%	92.86%	4.64%	<ul style="list-style-type: none"> Table showing summary/tally of the results of the timeliness measure for investment/financing transactions. 	<ul style="list-style-type: none"> No. of accounts processed – 13 Longest TAT among those transactions within the 120-day TAT is 115 days. ACCEPTABLE
Quality: Improved quality of loans	5.00%	Not more than 5% of total portfolio	₱1.156 Million / ₱244.47 Million or less than 1%	5.00%	0.53%	5.00%	<ul style="list-style-type: none"> Financial statement submitted to BSP. 	<ul style="list-style-type: none"> Initial submission showed discrepancy with the financial statements submitted to BSP. The revised figure shows NPL of less than 1%, i.e. 0.53%. ACCEPTABLE
Subtotal of Weights:	50.00%			48.27%		48.27%		

Organizational Effectiveness and Financial Viability (i.e. General Administrative Services)

Quality: Budget Utilization Rate	10.00%	Not more than 100%	69.13%	10.00%	69.13%	10.00%	<ul style="list-style-type: none"> Financial report showing budget vs. actual amounts of PS and MOOE. 	<ul style="list-style-type: none"> Budget for IT was only 1.74% utilized as the Bank is hesitant to utilize the budget due to impending privatization. Training & GAD was 1.59% utilized due to policy of minimizing expenses. Budget for Acquired Assets Expenses intended for maintenance expenses, tax payments, selling expenses of ROPAs was not utilized. Reduce budget to more realistic amounts for IT project and Training
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Description	Weight	Target	Accomplishment		CGO-A Validation		Supporting Data	Remarks
	2013	2013	Actual	Rating	Score	Rating		
								& GAD. ACCEPTABLE but with proposed change in the Rating System.
Quality: Substantial compliance with the reportorial requirements of COA and BSP	5.00%	0 Major Exception	0 Major Exception	5.00%	0	2.5%	<ul style="list-style-type: none"> Letter of BSP to AAIBP transmitting the 2012 Report of Examination (ROE) but the ROE itself was not attached. Summary of Significant Audit Observations and Recommendation for 2013. 	<ul style="list-style-type: none"> BSP ROE submitted is for 2012 instead of 2013. 2013 ROE is not yet available. Revised score of 2.50% is due to lack of supporting document. Recommended for exclusion in 2014 scorecard. ACCEPTABLE but with proposed modification in score.
Quality: Percentage of internal and external communications/requests responded within 15 days	5.00%	Not less than 90%	95.86% 1,251 of internal/external communications/requests out of 1,305 responded within 15 days	4.79%	0	0.00%	<ul style="list-style-type: none"> Table showing summary/tally of the results of the internal and external communication replied to. 	<ul style="list-style-type: none"> Submitted supporting documents show inconsistencies in the counting of days. In some cases, calendar days is used while in others banking days is used. Likewise, the rule "exclude the first day, include the last day" is inconsistently applied. UNACCEPTABLE due to inconsistencies/inaccuracies in the accomplishment report.
Subtotal of Weights:	20.00%			19.79%		12.50%		
TOTAL	100.00%			96.82%		87.54%		