

OVERSEAS FILIPINO BANK (OFBANK)

	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2021	2022	2023	2024	
	<b>SO 1</b>	<b>Support the Government's Programs on Digital Transformation to Promote Greater Financial Inclusion</b>							
SOCIO-ECONOMIC IMPACT	SM 1a	No. of Conducted Financial Trainings / Webinars, PDOS, and Other Marketing Activities	Actual Accomplishment	5%	(Actual / Target) x Weight	N/A	975 Financial Trainings/ Webinars/ PDOS	800 webinars/ online PDOS	1,000 webinars/ PDOS/financial literacy/ inclusion sessions
	SM 1b	Increase in Total Number of DOBSAI Accounts	Actual Increase in Total Number of DOBSAI Accounts	5%	(Actual / Target) x Weight	N/A	Unverifiable	Additional 105,600	Additional 200,000
		<b>Sub-total</b>		<b>10%</b>					
FINANCIALS	<b>SO 2</b>	<b>Improve Budget Utilization</b>							
	SM 2	Efficient Utilization of Corporate Operating Budget	Total Disbursement / Total Board Approved Corporate Operating Budget	5%	(Actual / Target) x Weight	N/A	50%	90%	90%
	<b>SO 3</b>	<b>Improve Profitability</b>							
	SM 3	Net Income After Tax	(Interest Income + Other Operating Income) – (Interest Expense + Provision)	10%	(Actual / Target) x Weight	(P123.903) Million	(P13,858.66) Million	P100 Million	P14.43 Million

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<b>CUSTOMER / STAKEHOLDERS</b>	<b>SO 4</b>	<b>Grow Deposit Base</b>							
	SM 4	Total Outstanding Volume of Deposit	Actual End of Year Outstanding Deposit	10%	(Actual / Target) x Weight	N/A	₱1,834.78 Million	₱3.8 Billion	₱4.03 Billion
	<b>SO 5</b>	<b>Grow Loan Base</b>							
	SM 5	Total Outstanding Loan Balance - Net	Total Outstanding Loan Balance – Allowance for Probable Losses	10%	(Actual / Target) x Weight	N/A	₱1,834.78 Million	Additional ₱ 85 Million from December 2022 Loan Balance	₱2.036 Billion
		<b>Sub-total</b>		<b>35%</b>					
	<b>SO 6</b>	<b>Increase Customer Satisfaction</b>							
SM 6	Percentage of Satisfied Customers	Total Number of Respondents who gave a rating of at least Satisfactory / Very Satisfactory	5%	(Actual / Target) x Weight Below 80% = 0%	Nom-Compliant	No Submission	90%	At least 90% Satisfactory rating by at least 500 respondents	

INTERNAL PROCESS	Component				Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2021	2022	2023	2024
	SO 7	<b>Launch Innovative Products and Services</b>						
SM 7	Number of new products / services launched	Absolute Number	15%	(Actual / Target) x Weight	1. Retail Treasury Bonds Facility with BTr 2. Retail On-shore Dollar Bonds Investment Facility with BTR	1. One (1) New Lending Product 2. Five (5) New Facilities	4 enhancements/new facilities via MBA	3 New Facilities or Enhancements in the MBA
	<b>Subtotal</b>		<b>20%</b>					
SO 8	<b>Improve Service Availability</b>							
SM 8a	Percentage of Loan Application Processed within Applicable Turnaround Time (TAT) <sup>1</sup>	Number of loan transactions processed within the prescribed period / Total number of loan applications received	5%	(Actual / Target) x Weight	88.43%	99.3%	100%	100%
SM 8b	Percentage of Accounts Opened/Processed within	Number of accounts opened/ processed within the prescribed period / Total number of account opening applications received	5%	(Actual / Target) x Weight	88.43%	99.3%	100%	100%

<sup>1</sup> Applicable TAT shall be in accordance with OFB's Citizen's Charter in compliance with RA No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

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	Applicable Turnaround Time (TAT) <sup>2</sup>							
<b>SO 9</b>	<b>Implement Organizational Rationalization Framework (ORF)</b>							
SM 9	Development of the Organizational Rationalization Framework (ORF)	Actual Accomplishment	5%	All or Nothing	N/A	N/A	N/A	Board-Approved Organizational Rationalization Framework (ORF)
<b>SO 10</b>	<b>Implementation of Process Improvement</b>							
SM 10a	Adoption of Quality Management System	Actual Accomplishment	5%	(Actual / Target) x Weight	N/A	N/A	N/A	1. At least 4 Board Approved Guidelines, Policies and Manuals 2. Improved result of ISO or QMS readiness assessment

*MS*

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LEARNING AND GROWTH	SM 10b	Number of Internal Processes Automated	Actual Accomplishment	5%	(Actual/Target) x Weight	N/A	N/A	N/A	At least 2 internal processes automated
	SO 11	<b>Outsource to Third Party Service Providers (TPSP)</b>							
	SM 11	Number of outsourced services	Actual Accomplishment	5%	(Actual/Target) x Weight	N/A	N/A	N/A	Outsourced at least 2 services
		<b>Sub-total</b>		<b>30%</b>					
	SO 12	<b>Improve Competency Level of the Organization</b>							
	SM 12	Development of new Competency Framework based on the ORF	Actual accomplishment	5%	All or Nothing	N/A	N/A	N/A	New Competency Framework based on the ORF (Board Approved)
		<b>Sub-total</b>		<b>5%</b>					
		<b>TOTAL</b>		<b>100%</b>					

For GCG:



**ATTY. MARIUS P. CORPUS**  
Chairperson

For OFBANK:



**ATTY. REG S. ANDARINO**  
Officer-in-Charge