

RECALIBRATED 2020 PERFORMANCE SCORECARD (Annex A)

PHILIPPINE DEPOSIT INSURANCE CORPORATION (PDIC)

	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020	
FINANCIAL	<b>SO 1</b>	<b>To Maintain Adequate Deposit Insurance Fund (DIF)</b>							
	SM 1	Adequate Capital against Deposit Insurance Costs	12-month average DIF / 12-month average EID <sup>1</sup>	10%	(Actual / Target) x Weight  0% = if less than 5.5%	6.12%	6.22%	5.5% - 8%	<u>5.5%</u>
	<b>Sub-total</b>			<b>10%</b>					
CUSTOMERS / STAKEHOLDERS	<b>SO 2</b>	<b>To Enhance Client Experience</b>							
	SM 2	Percentage of Satisfied Customers	Number of respondents who gave rating of at least satisfactory / Total number of survey respondents	10%	(Actual/Target) x Weight  0% = If less than 80%	Very Satisfactory	97.67%	95%	<u>90%</u>
	<b>Sub-total</b>			<b>10%</b>					
INTERNAL PROCESS	<b>SO 3</b>	<b>To Institutionalize Collaborative Financial Literacy Program</b>							
	SM 3	Number of Targeted Provinces with Signed Memorandum of Agreement (MOA) on Partnership for Sustainable Program on Increasing Trust to the Banking System	Actual Accomplishment	-	-	-	-	-	Measure removed.  This measure involves collaboration with Local Government Units by way of MOA to ensure the implementation and sustainability of the program. While the PDIC

<sup>1</sup> Capturing the period from January to December 2020

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								initially entered talks with the provincial leadership of Iloilo, the onset of the pandemic prompted the latter to shift priorities to economic and poverty alleviation programs. Moreover, the PDIC explained that the challenge to pursue the measure lies in the coordination aspect due to travel restrictions and local health protocols in place.	
<b>INTERNAL PROCESS</b>	<b>SO 4</b>	<b>To Reduce Non-Cash Portfolio</b>							
	SM 4	Percentage of Reduction of Loans (Cumulative) Based on Baseline Accounts as of 2019 Year-end	Actual Accomplishment	10%	(Actual/Target) x Weight	-	-	-	<u>1.7%</u>
	SM 5	Percentage of Reduction of Real Properties (Cumulative) Based on Baseline Accounts as of 2019 Year-end	Actual Accomplishment	10%	(Actual/Target) x Weight	-	-	-	<u>1.7%</u>
	<b>SO 5</b>	<b>To Contribute to Financial Stability by Ensuring Financial Crisis Preparedness</b>							
	SM 6	Readiness Level for Participation in the Conduct of Financial Crisis Simulation	Actual Accomplishment	10%	All or Nothing	-	-	-	Board Approved Funding Plan with Integrated Communication Plan

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LE AR	<b>SO 6</b>	<b>To Settle<sup>2</sup> Valid<sup>3</sup> Deposits/Claims Within Applicable Processing Time</b>							
	SM 7	Settlement of Valid <u>Deposits</u> Promptly Within Applicable Turn-around Time (TAT in line with EODB) – For Accounts with Less than or Equal to ₱100,000 Balances	Number of valid <u>deposits</u> paid within TAT / Total number of valid deposits for Accounts with Less than or Equal to ₱100,000 Balances	10%	(Actual/Target) x Weight	100% of valid deposits paid within the prescribed TAT	100%	100% of claims processed within the applicable processing time	100% of claims settled within TAT <sup>4</sup>
	SM 8	Settlement of Claims Promptly Within Applicable Turn-around Time (TAT in line with EODB) – For Accounts with More than ₱100,000 Balances	Number of valid <u>claims settled</u> within TAT / Total Number of valid <u>claims filed during the duration of Project Management for subject closed bank</u>	10%	(Actual/Target) x Weight	100% of valid claims settled within the prescribed TAT	100%	100% of claims processed within the applicable processing time	100% of claims settled within TAT <sup>5</sup>
	<b>Sub-total</b>			<b>50%</b>					
	<b>SO 7</b>	<b>To Recruit the Best and the Brightest, and Retain Highly Motivated and Competent Workforce</b>							

<sup>2</sup> A valid claim is considered settled when it is paid or dispatched to Philippine Posta Corporation (PPC), or offset with an obligation, or in excess of the maximum deposit insurance coverage.

<sup>3</sup> Valid claims refer to claims for deposit accounts examined to be legitimate and eligible for deposit insurance. For depositors with valid deposit balance of P100,000 and below, filing of claims is waived for those with updated and complete mailing address, who have no obligations with the closed bank, and have not maintained the account under the name of business entity. All other depositors have to file deposit insurance claims with complete supporting evidences/documents acceptable to PDIC.

<sup>4</sup> Applicable processing time based on compliance with Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 and ARTA Memorandum Circular Nos. 2020-03 dated 20 March 2020 and 2020-03-A dated 11 June 2020.

<sup>5</sup> Applicable processing time based on compliance with Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 and ARTA Memorandum Circular Nos. 2020-03 dated 20 March 2020 and 2020-03-A dated 11 June 2020.

Component					Baseline Data		Target	
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SM 9	Percentage of Employees Meeting Required Competencies	Competency Baseline <sup>6</sup> 2020 – Competency Baseline 2019	10%	All or Nothing	2 HR interventions for commitment to depositor protection competency	50.71% of employees with complete competency baseline assessment	Implementation of Competency-Based Succession Planning Program <sup>7</sup>  Improvement in the competency baseline of the organization	Improvement on the Competency of the Organization based on the 2019 year-end assessment
<b>SO 8 To Build a Responsive Organization Equipped with the Appropriate Technology and Other Infrastructure</b>								
SM 10	Implementation of Information System Strategic Plans (ISSP)	Actual Accomplishment	10%	All or Nothing	-	-	-	Board Approved ISSP as submitted to DICT
SM 11	ISO Certification	Actual Accomplishment	5%	All or Nothing	Maintained ISO 9001:2008 certifications for Claims Settlement Operations and Assessment of Member Banks processes  ISO certification 9001:2008 for Loans	Claims Settlement Operations, Assessment of Member Banks, and Loans Management transition to ISO 9001:2015 standards	Maintain ISO Certification for Assessment of Member Bank, Claims Settlement and Loans Management System  Attain Certification for Real Property Disposal Process 9001:2015 standards	Maintain ISO Certification for Assessment of Member Bank, Claims Settlement, Loans Management System and Real Property Disposal Process  Attain certification for Additional Frontline Process

<sup>6</sup> The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

$$\frac{\sum_{a=1}^B \left[ \frac{y_a^A (Actual\ Competency\ Level)}{a (Required\ Competency\ Level)} \right]}{B}$$

where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled

<sup>7</sup> Based from the submitted Board-approved CBHRS plan (attached as Annex C). Includes Learning and Development and Career Planning including Organizational Climate Survey.

		Component		Baseline Data			Target	
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				Management System				
		<b>Sub-total</b>						
		<b>TOTAL</b>						