

GOVERNMENT SERVICE INSURANCE SYSTEM

Performance Measures					Baseline Data (if available)			Actual	Targets	
Description	Formula	Weight		Rating System	Data Provider if applicable	2010	2011	2012	2013	2014
		2013	2014							
MFO 1: Delivery of products and services under Social Insurance Fund (SIF)										
1A. Member-focused policies reviewed and enacted										
Policies are Board Resolutions (BR) and Policy and Procedural Guidelines (PPG)										
Quantity 1: Member-focused policies, programs and/or procedural guidelines reviewed and enacted	Number of policies reviewed and enacted	6%	6%			5	10	8	13	8
1B. Social Insurance (SI)* claims and benefits										
SI claims are benefits defined by RA 8291 or the GSIS Charter. SI claims include retirement/separation benefit, disability benefit, life insurance, funeral and survivorship benefits excluding monthly pension payments.										
Quantity 2/ Timeliness SI claims and benefits processed within TAT	Number of processed claims within TAT/ Number of received applications	10%	10%					94.76%	above 90	above 95%
1C. Monthly pension payment										
Pensioners are old-age, survivorship, and disability under RA No. 8291, excluding pensioners residing abroad and in ARMM who undergo Annual Renewal of Active Status (ARAS).										
Quantity / Timeliness Pension paid every 8th of the month	Percentage of pensioners paid every 8th of the month	5%	5%			every 8th of the month	every 8th of the month	95%	at least 95%	at least 95%

RENEGOTIATED INTERIM PERFORMANCE SCORECARD 2014

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Description	Formula	Weight		Rating System	Data Provider if applicable	2010	2011	2012	2013	2014
		2013	2014							
1D. Members' and pensioners' records created or updated										
Quantity / Timeliness: Members' and pensioners record created or updated	Percentage of records created or updated within 5 working days from receipt of request / Number of requests	4%	4%					98%	at least 90%	at least 90%
1E. Additional benefits under the SI fund granted <i>Additional benefits are approved by the Board of Trustees annually. These are pensioners' cash gift, carer's allowance and members' dividends on both regular and optional policies.</i>										
Quantity 2: Additional benefits under the SI fund granted	Percentage of qualified members and pensioners paid within schedule	5%	5%					96% for members' dividend; 99.6% for pensioners' annual cash gift	at least 95%	at least 95%
1F. Client Satisfaction Rating of at least 80% for all services										
Quality: Client Satisfaction Rating of at least 80% for all services	Overall ARTA rating computed by CSC that captures all GSIS services	5%	5%					86% (Passed) ARTA Report Card on Overall Satisfaction No GSIS Customer Satisfaction Survey	at least 82%	at least 85%
	Sub-total	35%	35%							

RENEGOTIATED INTERIM PERFORMANCE SCORECARD 2014

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		2013	2014							
MFO 2: Grant of loans and delivery of products and services under other GSIS-administered funds										
2A. Loans granted										
<i>Loans are ConsoLoan, Regular Policy Loan, Optional Policy Loan, Pension Loan, Emergency Loan. Cash Advance Loan is only until 30 June 2013 while Educational Loan is until 30 December 2013.</i>										
Quantity: Loans granted	Number of loans granted / number of valid applications received	5%	5%					95%	at least 95%	at least 95%
Timeliness	Crediting of loan proceeds within 5 WDs upon AAO approval	5%	5%						at least 95%	at least 95%
2B. Claims and benefits under other GSIS-administered funds										
<i>Other GSIS-administered funds are claims under Optional Life Insurance, Pre-Need and Employees' Compensation.</i>										
Quantity / Timeliness: Claims and benefits under other GSIS administered funds	Number of claims processed within 60 WDs upon receipt of complete documents / number of valid applications received	5%	5%					98.6%	at least 90%	at least 90%
	Sub-total	15%	15%							
MFO 3: Management of Investment Funds										
Increase TOTAL assets to 7% consistent with the Philippine Development Plan (PDP) Commitment										
Financial 1: Increase in total assets	Base year x 7%	10%	10%			not meaningful	12% increase (Php 634.07 billion)	14% increase (Php 725.09 billion)	7% increase (Php 775.85 billion)	7% increase (Php 830.16 billion)

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		2013	2014							
Financial 2: Average rate of return from investments	Average rate of return from investments	15%	15%			6.5%	9.25%	8.49%	7%	7%
Sub-total		25%	25%							
MFO 4: Management of Non-Life Insurance Fund										
4A. Increase Net Underwriting Income (NUI) by at least 10%										
<i>Net underwriting income is premiums received net of reinsurance premium.</i>										
Financial: Increase Net Underwriting Income by at least 10%	Net Underwriting Income = Gross Underwriting Income - Total Underwriting Deductions	6%	6%				Php 1.053 billion	Php 1.159 billion	at least 10% (Php 1.500 billion)	at least 10% (Php 1.698 billion)
4B. Maintain loss ratio at 37% and limit loss ratio increase to not more than 3%										
<i>Loss ratio is claims and losses against premiums earned.</i>										
Quality: Maintain loss ratio at 37% and limit loss ratio increase to not more than 3%	Claims and losses/premiums earned	6%	6%			27.56%	35.25%	35.68% loss ratio	at most 37%	at most 37%
4C. Insurance claims										
Quantity: Insurance claims	Number of claims processed / number of claims received	3%	3%					80%	80%	80%
Sub-total		15%	15%							

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GENERAL ADMINISTRATION & SUPPORT (GAS)										
GAS 1: Administrative Expense Loading										
Quality: Administrative Expense Loading	Administrative Expense Loading = (Administrative and Operating Expenses - Impairment Loss - Depreciation) / (Gross Revenue + GSIS Fees - Investment Expenses) Rating Scale: Below 3% of the Previous Year: 100% of weight Above 3% to 5%: 80% of weight Above 5%: 60% of weight	10%	10%				0.0483	4.55% (with impairment) 3.52% (without impairment)	0.0375	6% AEL for the current year Rating Scale: Below 3% of the Previous Year: 100% of weight Above 3% to 5%: 80% of weight Above 5%: 60% of weight
	Sub-total	10%	10%							
	TOTAL	100%	100%							