

LBP INSURANCE BROKERAGE, INC. (LIBI)
Revalidation of 2018 Performance Scorecard

Component						LIBI Submission		GCG Validation		Supporting Documents	Remarks	
	Objective/ Measure	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating			
FINANCIAL	SO 1	Ensure Sustainable Financial Growth										
	SM 1	Increase Net Income After Tax (NIAT)	Net Income Less Income Tax	30%	Lower than ₱72.21 Million = 0% ₱72.21 Million to ₱75.00 Million =10% ₱75.01 Million to ₱77.80 Million = 20% ₱77.81 Million to ₱80.66 Million = 25% ₱80.67 Million and Above = 30%	₱80.67 Million	₱93.57 Million	30%	₱93.57 Million	30%	<ul style="list-style-type: none">2018 Statement of Comprehensive IncomeEmail thread with LandBank on the Submission of LIBI’s Financial StatementsCOA 2018 Annual Audit Report	Acceptable.
			Sub-Total	30%				30%		30%		

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STAKEHOLDER	SO 2	Improve Service Delivery										
	SM 2	Percentage of Satisfied Customers	Number of respondents which gave at least Satisfactory rating / total number of respondents	10%	(Actual / Target) x Weight 0% = If less than 80%	90% respondents gave LIBI at least Satisfactory rating (upper two boxes of a 5-point rating scale)	83.59% respondents gave LIBI at least Satisfactory rating (upper two boxes of a 5-point rating scale)	9.29%	83.59%	9.29%	<ul style="list-style-type: none">2018 LIBI Customer Satisfaction Survey (LIBICSAT)Sample Accomplished Survey QuestionnairesReport on Quality Control Procedures Implemented	Acceptable.
	SO 3	Provide Wider Market Reach for Bancassurance Products for Financial Viability										
	SM 3	Increase Premium Volume	Absolute Amount	20%	(Actual / Target) x Weight	₱699.15 Million	₱714.82 Million	20%	₱714.82 Million	20%	<ul style="list-style-type: none">Production Report for the period ended December 31, 2018COA 2018 Annual Audit Report	Acceptable.
			Sub-Total	30%			29.29%		29.29%			

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INTERNAL PROCESS	SO 4	Improve Efficiency and Quality of Insurance Process										
	SM 4	Average Turnaround Time in Insurance Policy	Total Processing Time of All Policy Issuance / Total Number Policy Issuance	10%	1-((Actual-Target) / Target) x Weight	19 working days from request for quotation by Lending Unit	<u>35.73 working days</u>	<u>0.91%¹</u>	<u>33.94 working days</u>	<u>0.92%</u>	<ul style="list-style-type: none">• <u>Revised Summary on the Turnaround Time of the Policies issued in 2018</u>• <u>Sample Actual Documents</u>• <u>Operations Manual on Bidding Process</u>	<u>Request for reconsideration is APPROVED.</u> <u>Evaluation of the submitted copies of the 30 randomly selected transactions showed consistency with the revised database.</u>
	SO 5	Enhance Existing Processes Comparable with the Industry										
	SM 5	Improve Processes to Quality Management System	Actual Accomplishment	10%	All or Nothing	Attain ISO 9001:2015 Certification for the following processes: 1. Marketing 2. Accounting 3. Administration	LIBI is ISO Certified 9001: 2015	10%	ISO 9001:2015 Certification for Provisions of Insurance Brokering and Claims Processing	10%	<ul style="list-style-type: none">• ISO Certification 9001:2015	Acceptable.
			Sub-Total	20%				<u>10.91%</u>		<u>10.92%</u>		

¹ Based on LIBI's latest submitted Actual Accomplishment.

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	SO 6	Develop Strategic Skills & Competence of Officers and Staff										
	SM 6	Percentage of Employees Meeting Required Competencies	No. of employees meeting the required competency level for Core competency / Total no. of employees	10%	(Actual / Target) x Weight	100% of employees have met the required competency level for Core Competencies	100% of employees have met the required competency level for Core Competencies	10%	100% of employees have met the required competency level for Core Competencies	10%	<ul style="list-style-type: none">• Board Resolution No. 2018-013-036• Baseline Competency Assessment Forms• Competency Assessment Forms• Competency Gap Summary• Assessment Result Summary• List of Trainings / Seminar attended by employees• Sample Certificates of Trainings	Acceptable.
LEARNING AND	SO 7	Enhance IT Infrastructure										
	SM 7	Improvement of Existing Computer System	Actual Accomplishment vs Work Program	10%	All or Nothing	100% Implementation of Structured Re-cabling of Data Center, and Network Security	100% Implementation of Structured Re-cabling of Data Center, and Network Security	10%	100% Implementation of Structured Re-cabling of Data Center, and Network Security	10%	<ul style="list-style-type: none">• Certificate of Completion for the Supply and Installation of Structured Cabling and Endpoint Security	Acceptable.

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	Objective/ Measure	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating		
										<ul style="list-style-type: none"> • Schedule of Activities and Outputs • Project Proposal for the Supply, Delivery, and Installation of Structure Cabling • Roll Out / Implementation Memorandums • Sample Declaration of Understanding, Output, and Screenshot of Interface • Board Resolution No. 2017-011-036 • Purchase Order Nos. 219 and 271. • Notice of Award • Notice to Proceed 	
		Sub-Total	20%				20%		20%		
		TOTAL	100%				90.20%		90.21%		