

**LANDBANK INSURANCE BROKERAGE, INC.**

	Component				Baseline		Target		
	Objective/Measure		Formula	Weight	Rating System	2013	2014	2015	2016
FINANCIAL	SO 1	Ensure Sustainable Financial Growth							
	SM 1	EBITDA Margin	Absolute Percentage	35%	Actual/Target x Weight	75%	72%	79%	75%
			Sub-total	35%					
CUSTOMERS / STAKEHOLDERS	SO 2	Improve Service Delivery							
	SM 2	Customer Satisfaction Survey	2015: 80% of respondent rated LIBI “Good”  2016: 85% of respondent rated LIBI “Very Good”	10%	All or Nothing	n/a	n/a	Good	Very Good
	SO 3	Offer Competitive FX Rates							
	SM 3	Accredited Counterparty for FX rate canvassing	Absolute Figure	5%	Actual/Target x Weight	2	4	5	6 (additional 1)
	SO 4	Provide Wider Market Reach for Bancassurance Products for Agricultural Development							
	SM 4	Number of Products with Improved Market Access	No. of products developed and sold	10%	50% = products developed 50% = products sold	n/a	n/a	3	2
	SO 5	Provide Wider Market Reach for Bancassurance Products for Financial Viability							

		Component				Baseline		Target	
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	SM 5	Number of New Products Offered	No. of products developed and sold	10%	50% = products developed 50% = products sold	n/a	n/a	1	2
			<b>Sub-total</b>	<b>35%</b>					
INTERNAL PROCESS	<b>SO 6</b>	<b>Improve Efficiency and Quality of Insurance Process</b>							
	SM 6	Average Number of Days to Process Insurance Coverage	Average TAT of every transaction	5%	$(1 - [(A-T)/T]) \times W$	n/a	n/a	5 working days	5 working days
	<b>SO 7</b>	<b>Enhance Existing Processes Comparable with the Industry</b>							
	SM 7	2015: Manualization of Core Operations in Preparation for ISO/GQMSS Certification for Quality Service  2016: Preparation for ISO/ GQMSS Certification for Quality Service	Actual Accomplishment vs. Work Program	10%	2015: Actual/Target x Weight  2016: All or Nothing	n/a	n/a	4 Manuals: 1. Marketing 2. Accounting 3. Admin 4. Forex	Conduct of Internal Quality Audit (IQA) based on Manuals
			<b>Sub-total</b>	<b>15%</b>					
LEARNING AND GROWTH	<b>SO 8</b>	<b>Develop Strategic Skills &amp; Competence of Officers and Staff</b>							
	SM 8	Percentage of Personnel who have Undergone Technical Trainings/Seminars (Insurance & FOREX)	Actual Number of Personnel Trained/ Total No. of Personnel	10%	2015: Actual/Target x Weight	82%	28% as of June 30, 2014	100% of Personnel who have Undergone Technical Trainings/Seminars (Insurance & FOREX)	Replaced



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	Competency Level of the Organization	Actual Accomplishment vs. Work Program		2016: All or Nothing	n/a	n/a	n/a	Board Approved Competency Framework
SO 9	Enhance IT Infrastructure							
SM 9	Improvement of Existing Computer System	Actual Accomplishment vs. Work Program	5%	All or Nothing	n/a	n/a	Upgrade of Server System to Improve Capacity and Response Time	Develop Transaction Tracking Systems
		Sub-total	15%					
		Total	100%					

Actual/Target x Weight but not to exceed the weight