

## 2020 PERFORMANCE SCORECARD (ANNEX B)

## LBP INSURANCE BROKERAGE INC. (LIBI)

Component					Baseline Data		Target		
	Objective/Measure		Formula	Weight	Rating System	2017	2018	2019	2020
FINANCIAL	SO 1	Ensure Sustainable Financial Growth							
	SM 1	Increase Net Income After Tax (NIAT)	Net Income Les Income Tax	30%	0% if Lower than P94.0 Million; 10% if P94.0 to P96.99 Million; 20% if P97.0 to P99.99 Million; 25% if P100.0 to P103.78 Million; and 30% if P103.79 Million and above	77.02M	93.57M	82.79M	103.79M
		Sub-total		30%					
STAKEHOLDERS/CUSTOMER	SO 2	Improve Service Delivery							
	SM 2	Percentage of Satisfied Customers	Number of respondents which gave at least Satisfactory rating / Total number of respondents	5%	(Actual / Target) x Weight Below 80% = 0%	78.95%	83.59%	90%	90%
	SO 3	Provide Wider Market Reach for Microinsurance Products for Agricultural and Fisheries Development							
	SM 3	Number of Clients covered by Microinsurance	Absolute Figure	5%	(Actual / Target) x Weight	-	-	-	150 farmers under the ACEF Program covered by Microinsurance
			5%	1,500 farmers outside the ACEF Program covered by Microinsurance					

Component					Baseline Data		Target		
	Objective/Measure		Formula	Weight	Rating System	2017	2018	2019	2020
	SO 4	Provide Wider Market Reach for Financial Viability							
	SM 4	Increase Premium Volume	Absolute Amount	25%	(Actual / Target) x Weight Below Php 714.82M = 0%	Php 611.50M	Php 714.82M	Php 734.70M	Php 826.53M <sup>1</sup>
		Sub-total		40%					
INTERNAL PROCESS	SO 5	Improve Efficiency and Quality Insurance Process							
	SM 5	Percentage of Notification of Coverage Issued within the Applicable Processing Time	Total Processing Time of All Issuance of Notification of Coverage / Total Number Issuance of Notification of Coverage <sup>2</sup>	10%	(Actual / Target) x Weight Below 80% = 0%	-	-	90% of Insurance Policies Issued within Applicable Processing Time	100% of Notification of Coverage Issued within the Applicable Processing Time
	SO 6	Enhance Existing Processes Comparable with the Industry							
	SM 6	Improve Processes to Quality Management System	Actual Accomplishment	5%	All or Nothing	-	-	ISO Certification	Maintain ISO 9001:2015 Certification (Pass surveillance audit)
		Sub-total		15%					
LEARNING & GROWTH	SO 7	Develop Strategic Skills & Competence of Officers and Staff							
	SM 7	Improve Competency Level of the Organization	Competency Baseline <sup>3</sup> 2020 – Competency Baseline 2019	10%	All or Nothing	0%	100% of employees have met the required	Development of Competency Model	Improvement on the Competency Level of the Organization

<sup>1</sup> Based on LIBI's Corporate Operating Budget projections submitted to LandBank.

<sup>2</sup> Start time: Upon acknowledgment and receipt of complete documents; End time: Issuance of Notice of Coverage

<sup>3</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:

$$\sum_{b=1}^B \left[ \frac{\sum_{a=1}^A \left( \frac{\text{Actual Competency Level}}{\text{Required Competency Level}} \right)}{A} \right] \quad \text{where: } a = \text{Competency required, } A = \text{Total number of competencies required of position, } b = \text{Personnel profiled, } B = \text{Total number of personnel profiled}$$

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Component					Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020
						competency level for Core Competencies		based on the 2019 year-end assessment
SO 8	Enhance IT Infrastructure							
SM 8	Implementation of IT Infrastructure Roadmap.	Actual Accomplishment	5%	All or Nothing	0%	100% Implementation of Structure Re-cabling of Data Center, and Network Security	100% Implementation of 2019 infrastructure based on the Board approved IT Infrastructure Roadmap	100% implementation of 2020 infrastructure based on the Board-approved IT Infrastructure Roadmap, as follows: a. Operating System: Upgrade to latest version of operating system (OS); b. Application Delivery: Secure Application Delivery & Load Balancing.
	<b>Sub-total</b>		<b>15%</b>					
	<b>TOTAL</b>		<b>100%</b>					