

Validation Result of 2021 Performance Scorecard (Annex A)

Component					GSIS Submission		GCG Validation		Supporting Documents	Remarks	
Objective/Measure	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating			
SO 2 Provide excellent and responsive products and services to members, pensioners, government bodies, and other constituencies											
SM 2	Percentage of Claims and Benefits Processed Within the Applicable Time	Number of claims and benefits processed within applicable TAT / Number of received applications due for processing	12.5%	(Actual / Target) x Weight	100% ¹	97.67% (258,459/ 264,628) SI- 97.68% (255,898/ 261,989) MV- 97.04% (2,561/ 2,639)		93.80%	11.73%	<ul style="list-style-type: none"> Database of Social Insurance (SI) Claims Database of Motor Vehicle (MV) Insurance Claims Application Form Claims and Pension Administration System (CPAS) Report Screenshot for the SI Claims and Checklist of Claims Documents-Motor Samples of the Letter of Authority 	Validated actual includes all claims and benefits processed. Summary of validation is attached as Appendix 1
SM 3	Percentage of Satisfied Customers	Number of Respondents who rated GSIS at least satisfactory / Total number of respondents	5%	(Actual / Target) x Weight Below 80% = 0%	90%	88.73%		88.73%	4.93%	<ul style="list-style-type: none"> 2021 GSIS Customer Satisfaction Survey (CSS) Final Report Sample Accomplished Questionnaires 	Based on the result of the survey, 40.93% of the respondents gave a rating of Very Satisfied, while 47.80% gave a rating of Satisfied.

¹ Applicable processing time is subject to GSIS' compliance with R.A. No. 11032 or the Ease of Doing Business and Efficient Delivery of Government Service Act.

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										<ul style="list-style-type: none"> CSS Interim and CSS Inception Report Tools Development Report 	
		Sub-total	30%						29.16%		
SO 3 Deliver returns that will lengthen the life of the fund											
FINANCE	SM 4	Increase in total assets (5-year average)	Sum of percentage increases from 2017 to 2021 / 5 years where: Annual percentage increase in total assets = [(Total assets at the end of CURRENT year – Total assets at the end of PREVIOUS year) / Total assets at the end of the PREVIOUS year] x 100	10%	(Actual / Target) x Weight	8.00%	8.74%	8.93%	10%	<ul style="list-style-type: none"> 5-year Average total asset computation 2018 to 2021 COA Annual Audit Report Position Paper 	Target exceeded. Computation based on the latest available COA Annual Audit Reports.
	SM 5	Generate Return on Investment (ROI) on investible funds (5-year average)	Sum of ROI from 2017 to 2021 / 5 Where: Annual ROI = Net Investment Income/Average Investment Assets	10%	(Actual / Target) x Weight	6.51%	7.60%	6.86%	10%	<ul style="list-style-type: none"> 5-year Average ROI computation 2018 to 2021 COA Annual Audit Report Position Paper 	Target exceeded. Computation based on the latest available COA Annual Audit Reports.

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SO 4		Increase the Loan Portfolio									
SM 6	Increase in Percentage of Loans Granted ²	$\frac{(\text{Loans Granted 2021} - \text{Loans Granted 2020})}{\text{Loans Granted 2020}}$	3%	All or Nothing	Positive Increase from Previous Year's Amount of Loans Granted	10.55% Total Loans Granted in 2020 - ₱105,464,552.56 8.27 Total Loans Granted in 2021 - ₱116,595,454.79 4.88		10.55%	3%	<ul style="list-style-type: none"> • Summary of Loans Granted excluded CPL, GFAL, GEL and PRRD • Database of 2021 and 2020 Loans Granted • System screenshot of MPL granted in 2021 and 2020 	Acceptable.

² Loans to be considered: Conso Loan, Pension Loan, Policy Loan, Emergency Loan, Pensioner Emergency Loan, Pensioners Restructured Loan, and Multi-purpose Loan

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SO 5 Generate income from our idle properties											
SM 7	Lease Income from GSIS Acquired Assets - Retail Units	Actual Accomplishment	3%	(Actual / Target) x Weight	Implementation of Lease with Option to Buy (GSIS Acquired Assets - Retail Units)	Policy and Procedural Guidelines (PPG) on Lease with Option to Buy GSIS Retail Housing Units was approved by the Board under BR No.59 dated 27 April 2021 Total Applications received - 684 Approved Applications - 80 Ongoing evaluation - 193 Pending Submission of Complete Documents - 331 Cancelled/ Disapprove – 80		Implemented the Lease with the Option to Buy	3%	<ul style="list-style-type: none"> Board Resolution No. 59 on the Approval of the Policy and Procedural Guidelines on Lease with Option to Buy GSIS Retail Housing Units during BoT meeting dated 27 April 2021 PPG No. 372-21 on the PPG No. 372-21 on the Lease with the Option to Buy GSIS Retail Housing Units was signed on 19 May 2021. Database on the Lease with Option to Buy 	Acceptable
SO 6 Create and implement a dynamic asset and liability management framework											
SM 8	Minimize Consolidated Loan (CNL) Past Due Rate	Past Due Rate = (Total outstanding principal balance of due and demandable Consolidated Loan accounts – Allowance for Impairment) /	5%	1 – [(Actual – Target) / Target] x Weight Above 25% = 0%	9.00%		8.62%	8.62%	5%	<ul style="list-style-type: none"> Memorandum on the December 2021 Report on Past Due Rate of Consolidated Loan (CNL) Breakdown of the 	Acceptable

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			(Total outstanding principal balance of all Consolidated Loan accounts – Allowance for Impairment)						<ul style="list-style-type: none"> Consolidated Loans per Handling Office Dataset of the CNL Past Due System Screenshot of Principal Balance, In Default CNL and Impairment 	
SM 9	Improve Collection Efficiency		Loan Amount Collected for the Year 2021 / Open Loan Amounts Due for Collection during the Year 2021	5%	(Actual / Target) x Weight	98.17%	97.83%	4.98%	<ul style="list-style-type: none"> Collection Efficiency Report System Screenshot of Total Billing and Collection upon extraction 	Acceptable
SM 10	Maintain the Fund Ratio of the Social Insurance Fund		Assets / Reserves of the GSIS Social Insurance Fund	6%	(Actual / Target) x Weight	66%	66.72%	6%	<ul style="list-style-type: none"> Memorandum on the Estimated Fund Ratio as of December 2021, including the rationale of the exclusion of some financial amounts 2021 COA Annual Audit Report 	The variance in the validated actual is due to the difference in the recognition of amounts for Property and Equipment, Other Assets, and Other Liabilities. Adjustments were based on the guidelines for the computation of the Estimated Fund Ratio as provided by the GSIS.

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SO 7 Rationalize expenditures											
INTERNAL	SM 11	Efficient Utilization of Corporate Budget	Total disbursement (net of Personnel Services Cost) / Total DBM Approved Corporate Expenditures Budget (net of Personnel Services Cost)	3%	All or Nothing	Not lower than 90% but not exceeding 100%	91.56% Total Disbursement (net of PS) - Php142,065,716,177 DBM-approved Corporate Expenditure Budget (net of PS) - Php155,161,778,858	91.24%	3%	<ul style="list-style-type: none"> Letter of DBM re Approved FY 2021 COB of GSIS (002) Efficient Budget Utilization Report CY2021 Revised Approved Budget DBM CY2021 Statement of Appropriation Allocation Obligations Disbursement and Balances (SAAODB) - December 31, 2021 2021 COA Annual Audit Report - Executive Summary 	Disbursement of ₱141.578 Billion out of ₱155.162 DBM-approved COB (net of PS). Disbursement/ utilization based on the COA AAR.
			Sub-total	45%						44.98%	
SO 8 Implement a robust, enterprise-wide risk management system											
INTERNAL	SM 12	ERM Risk Maturity Rating - Risk Maturity Level	Actual Rating	7%	(Actual / Target) x Weight	2.9	3.81	3.81	7%	<ul style="list-style-type: none"> Memo on the Results of the 2021 Enterprise Risk Maturity Assessment Tool (ERMAT) Online Survey 	Acceptable

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									<ul style="list-style-type: none"> • Database on the ERMAT Response 2021 • Certification on the conduct of the ERM • Sample Responses 		
SO 9 Excel in knowledge and information management											
SM 13	Maintain/ Upgrade QMS Certification	Actual Accomplishment	7%	(Actual / Target) x Weight	Maintain QMS Certification for the following processes: 1) Loans Processing; 2) Membership Administration; 3) Life/Maturity Claims Processing; 4) Motor Vehicle Claims Processing; 5) Critical Support Processes; 6) Funeral Benefit Claim Processing; and 7) Marketing of Non-life Insurance Renewal of all bidding accounts	Passed the Certifying Body Audit conducted on 15 November 2021		Passed the Certifying Body Audit conducted on 15 November 2021	7%	<ul style="list-style-type: none"> • Final Audit Report • ISO Certificate • Excerpt of the 2018 and 2019 Audit Report 	ISO Certificate No. 01-100-1534764 with scope of certification, as follows: 1. Loans Processing 2. Membership Administration 3. Life/ Maturity Claims Processing 4. Motor Vehicle Claims Processing 5. Funeral Benefit Claims Processing 6. Marketing of Non-life Insurance Renewal of all bidding accounts 7. Data Center Facilities Management 8. Renewal of PCSO Surety Bonds 9. Releasing of Notice to Claim

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											Transfer Certificate of Title for Non-Problematic Fully Paid Housing Accounts
SO 10 Improve the (internal and external) business process through automated technology-driven services											
SM 14	Number of Technology-driven Business Processes Implemented that Support Remote Member Service and Remote Work Arrangements	Actual Accomplishment	6%	(Actual / Target) x Weight	Development of 1 new program (Enhanced GSIS Touch)	GSIS Touch - APIR Revalidation, Tentative Claim, Maturity Claim Application, Loan Status Inquiry, Tentative Loan, Loan Application, Monthly Push Notification and GFAL Rebranding Implemented on 15 October 2021 with Post Implementation Review (PIR) conducted on 31 December 2021	GSIS Touch Enhancement	6%	<ul style="list-style-type: none"> Board Resolution No. 124 on the Approval of the GSIS Touch as an additional loans and claims processing facility for various products and services of GSIS Enhanced GSIS Touch Utilization Report from Oct. 31 to Jan 4, 2022 Consolidated User Requirements Screenshots of the Enhancements made 	Acceptable	
		Sub-total	20%					20%			
LEARNING SO 11 Recruit, develop and retain a competent and inspired workforce											
SM 15	Enhanced GSIS	Actual Accomplishment	5%	All or Nothing	Board-Approved Enhanced GSIS Competency	Enhanced Competency Framework was approved by the	Board-Approved Enhanced GSIS Competency Framework with	5%	<ul style="list-style-type: none"> Board Resolution No. 177 on the 	Acceptable	

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		Competency Framework				Framework with the following: a. Competency Catalogue b. Competency Framework c. Competency Tables d. Competency Matrix e. Position Profiles f. Competency Based Job Description	Board of Trustees on 14 December 2021 under BR No, 177		the following: a. Competency Catalogue b. Competency Framework c. Competency Tables d. Competency Matrix e. Position Profiles f. Competency Based Job Description	Approval of the Enhanced GSIS Competency Framework and its attachments and required documents. • The GSIS Competency Model: A Guidebook on the GSIS Competency Framework • Job Descriptions Profiles	
			Sub-total	5%					5%		
			TOTAL	100%					99.14%		

**VALIDATION RESULT OF SM 2: PERCENTAGE OF CLAIMS AND BENEFITS
PROCESSED WITHIN THE APPLICABLE TIME**

CLAIMS AND BENEFITS	TOTAL CLAIMS	PROCESSED WITHIN TAT	
		GSIS REPORTED	GCG VALIDATION
1. Retirement	37,181	36,936	36,580
2. Separation	12,764	12,621	12,378
3. Life Insurance	91,328	90,575	89,371
4. Disability	874	848	812
5. Employees Compensation	54,578	50,472	43,094
6. Funeral	35,611	35,387	35,162
7. Optional Life	5,718	5,629	5,559
8. Pre-Need	2,494	2,455	2,443
9. Survivorship	21,441	20,975	20,366
10. Motor Vehicle	2,639	2,561	2,453
Total	264,628	258,459	248,218
% within TAT		97.67%	93.80%