

LBP INSURANCE BROKERAGE, INC. (LIBI)
Validation Result of 2019 Performance Scorecard

| Component | | | | | | LIBI Submission | | GCG Validation | | Supporting Documents | GCG 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% | (Actual /Target) x Weight Below ₱72.21 Million = 0% | ₱82.79 Million | ₱121.800 Million | 30% | ₱122.409 Million | 30% | Commission on Audit (COA) 2019 Annual Audit Report (AAR) | Target exceeded. Validation was based on COA AAR. LIBI's NIAT is higher by 30.81% than the previous year. |
| | | Sub-total | | 30% | | | | 30% | | 30% | | |
| | | | | | | | | | | | | |
| STAKEHOLDER/ CUSTOMERS | 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 Below 80%= 0% | 90% | 89% | 9.89% | 89% | 9.89% | Results of the Survey conducted by Third-party; Sample Survey Questionnaires; Back-checking and Spot-Checking Report; | Reported Accomplishment acceptable. Target not met. |
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| Objective/Measure | Formula | Wt. | Rating Scale | Target | Actual | Rating | Actual | Rating | | | |
| 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 | 100 farmers under Accessible and Sustainable Lending (ASL) program covered by microinsurance | 129 | 5% | 129 | 5% | List of farmers under ASL Program and Copies of Confirmation of Coverage | Acceptable. LIBI exceeded its target. |
| | | | 5% | (Actual / Target) x Weight | 500 farmers outside the ASL program covered by microinsurance | 2208 | 5% | 2208 | 5% | List of farmers outside the ASL Program and Copies of Confirmation of Coverage | |
| SO 4 | Provide Wide Market Reach for Financial Viability | | | | | | | | | | |
| SM 4 | Increase Premium Volume | Absolute Amount | 20% | (Actual/Target) x Weight, Lower than ₱506.26 Million= 0% | ₱734.70 Million | ₱835.044 | 20% | ₱834.957 | 20% | Product-ion Report for the period ended 31 December 2019; COA 2019 Annual Audit Report | Target exceeded. Validation was based on the COA AAR. The net premium volume produced during the year reached ₱834.957 Million, an increase of ₱120.135 Million or 16.81% compared to last year. |

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| | Objective/Measure | | Formula | Wt. | Rating Scale | Target | Actual | Rating | Actual | | | Rating |
| | | Sub-total | | 40% | | | | 39.89% | | 39.89% | | |
| INTERNAL PROCESS | SO 5 | Improve Efficiency and Quality of Insurance Process | | | | | | | | | | |
| | SM 5 | Percentage of Insurance Policies Issued Within Applicable Time | Number of Policies issued within TAT/ Total Number Policy Issuance | 10% | (Actual /Target) x Weight | 90% | 49.55% | 5.51% | 47.15% | 5.23% | List of transactions with dates of insurance company interventions; Process workflow; Randomly selected transaction based on the submitted dataset; | Target not met. Validated accomplishment based on submitted supporting documents. LIBI processed a total of 2,507 applications for 2019. Of which, 1,182 applications were processed within the applicable time resulting to a 47.15% compliance rate. |
| | SO 6 | | | | | | | | | | | |
| | SM 6 | Improve Processes to Quality Management System | Actual Accomplishment | 5% | All or Nothing | Maintain ISO 9001:2015 Certification | Maintained ISO 9001:2015 Certification | 5% | Maintained ISO 9001: 2015 Certification | 5% | Surveillance Audit Report; ISO Certification. | Target met as confirmed by the certifying body, LIBI has been audited for the scope of Provision of Insurance Brokering and Claims Processing. |

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|-------------------|-------------------|---|-----------------------|-----|----------------|--|--|----------------|--|----------------------|---|---|
| | Objective/Measure | | Formula | Wt. | Rating Scale | Target | Actual | Rating | Actual | | | Rating |
| | | Sub-total | | 15% | | - | | 10.51% | | 10.23% | | |
| LEARNING & GROWTH | SO 7 | Develop Strategic Skills & Competence of Officers and Staff | | | | | | | | | | |
| | SM 7 | Percentage of Employees Meeting Required Competencies | Actual Accomplishment | 10% | All or Nothing | Development of Competency Model with the submission of the following documents: 1. Competency Catalogue 2. Competency Framework 3. Competency Tables 4. Competency Matrix 5. Position Profiles 6. Competency-Based Job Description 7. Competency Assessment Tools | Redeveloped Competency Model | 10% | Development of Competency Model with the submission of the following documents: 1. Competency Catalogue 2. Competency Framework 3. Competency Tables 4. Competency Matrix 5. Position Profiles 6. Competency-Based Job Description 7. Competency Assessment Tools | 10% | Competency Model related documents; Board Resolution No. 2019-012-038, dated 20 December 2019, approving the Competency Model. | Acceptable. Target met. |
| | SO 8 | Enhance IT Infrastructure | | | | | | | | | | |
| | SM 8 | Implementation of IT Infrastructure Roadmap | Actual Accomplishment | 5% | All or Nothing | 100% implementation of 2019 infrastructure based on the Board-approved | Full Implementation of the 2019 Infrastructure Roadmap as follows: | 5% | Full Implementation of the 2019 Infra-structure Roadmap as follows: | 5% | Purchase Order, Delivery Receipts and other Procure- | Reported Accomplishment acceptable. Target met. |

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| Objective/Measure | | Formula | Wt. | Rating Scale | Target | Actual | Rating | Actual | Rating | | |
| | | | | | IT Infrastructure Roadmap, as follows: 1. Network Service: Upgrade from Conventional Internet Data Cable to Fiber Optic Internet; 2. Data Center Foundation: Uninterruptible Power Supply (UPS), for server and Client PCs; Surveillance: Closed-Circuit Television (CCTV); Data Switches, routers and access points; 3. Business Resiliency Services: Disaster Recovery as a Service and Business Continuity; Data Backup and Protection Services; | 1. Network Services: Upgrade from Conventional Internet Data to Fiber Optic Internet; 2. Data Center Foundation: Uninterruptible Power Supply (UPS) for Server and Client's PCs, Surveillance Closed-Circuit Television; Data Switches, Routers and Access Points; 3. Business Resiliency Services: Disaster Recovery as a Service and Business Continuity, Data Backup and Protection Services; and | | 1. Network Services: Upgrade from Conventional Internet Data to Fiber Optic Internet; 2. Data Center Foundation: Uninterruptible Power Supply (UPS) for Server and Client's PCs, Surveillance Closed-Circuit Television; Data Switches, Routers and Access Points; 3. Business Resiliency Services: Disaster Recovery as a Service and Business Continuity, Data Backup and Protection Services; and 4. End User Devices and Platform: Replacement of | | ment Documents; Certificate of Project Deliverable Accepted. | |

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| Objective/Measure | Formula | Wt. | Rating Scale | Target | | Actual | Rating | Actual | Rating | | |
| | | | | 4. End User Devices and Platform: Replacement of Unserviceable or Outdated Desktops and Workstations (based on three-year plan from 2018-2020) | | 4. End User Devices and Platform: Replacement of Unserviceable or outdated desktops and workstations (based on a three-year plan from 2018-2020) | | Unserviceable or outdated desktops and workstations (based on a three-year plan from 2018-2020) | | | |
| | Sub-total | 15% | | | | | 15% | | 15% | | |
| | TOTAL | 100% | | | | | 95.40% | | 95.12% | | |