

**PHILIPPINE DEPOSIT INSURANCE CORPORATION (PDIC)
Validation Result of 2022 Performance Scorecard**

	Objective/Measure	Component				PDIC Submission		GCG Validation		Supporting Documents	Remarks	
		Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating			
SOCIO-ECONOMIC IMPACT	SO 1	Contribute to confidence in the financial system through public awareness and financial literacy on deposit insurance to promote financial inclusion										
	SM 1	Level of Public Awareness on Deposit Insurance	Actual accomplishment	5%	<u>Milestone</u>	100% Implementation of programs on public awareness	80.6%	4.03%	4/6 programs completed	3%	<ul style="list-style-type: none"> Copies of the Notice to Proceed; Copy of the 2023 campaign message strategy materials; Social media materials and templates; News articles featuring PDIC Copies of purchase orders Photos of the PDIC Media Center Status Reports from Corporate Affairs Group regarding collaboration meetings with potential partners. 	<p>Target not met.</p> <p>The Governance Commission ACCEPTED PDIC's request for the modification of the rating scale from "All or nothing" to "Milestone"</p> <p>Refer to Appendix 1 for the modified rating scale</p>
		Sub-total		5%				4.03%		3%		

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FINANCIAL	SO 2	Maintain Deposit Insurance Fund (DIF) to adequately cover the deposit insurance cost										
	SM 2	Adequate Capital Against Deposit Insurance Cost	12-month average DIF/ 12-month average EID	15%	All or Nothing	5.5%	8.40% (based on 11-month average as of report date)	15%	8.22%	15%	<ul style="list-style-type: none"> Quarterly and Monthly Estimated Insurance Deposit Report Commission on Audit 2022 Notes to Financial Statements DIF-EID Ratio (January to November 2022) 	Target exceeded.
	SO 3	Budget Utilization										
	SM 3	Efficient Utilization of Corporate Budget	Total Disbursement / Total Board-approved Corporate Operating Budget (both net of PS)	5%	(Actual / Target) x Weight	90%	96.04%	5%	96.04%	5%	<ul style="list-style-type: none"> BUR Report as submitted to the Commission on Audit (COA) 2022 Revised COB 	Target exceeded. (P13,379,793,077.31 / 13,930,898,592.00) P4,065,906,923.06 excluded from the COB consisting of certain bank closure related expenses, financial expenses, interest expenses on loans payable with revisions in the agreement during the year, and other items affected by third-party dependencies and uncontrollable circumstances
		Sub-total		20%				20%		20%		

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SO 4 Enhance client experience in PDIC Services												
CUSTOMERS / STAKEHOLDERS	SM 4a	Percent of Satisfied Customers – Borrowers	No. of respondents who gave a rating of at least satisfactory / Total number of survey respondents	2.5%	(Actual / Target) x Weight 0% = if less than 80%	90%	86% (subject to additional borrower-respondents served from November 19 to December 29)	2.39%	85%	2.34%	<ul style="list-style-type: none"> Sample accomplished questionnaire per customer types 2022 CSS Final Report Quality Control: Backcheck and Spot-check Reports 	Target not met.
	SM 4b	Percent of Satisfied Customers - Depositors	No. of respondents who gave a rating of at least satisfactory / Total number of survey respondents	2.5%	(Actual / Target) x Weight 0% = if less than 80%	90%	80%	2.22%	81%	2.25%		Target not met.
	SM 4c	Percent of Satisfied Customers – Member Banks	No. of respondents who gave a rating of at least satisfactory / Total number of survey respondents	5%	(Actual / Target) x Weight 0% = if less than 80%	90%	98%	5%	99%	5%		Target exceeded.
	Sub-total			10%				9.61%		9.59%		

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INTERNAL PROCESS	SO 5	Settle valid deposits/claims of depositors in closed banks within the applicable processing time										
	SM 5	Settlement of valid deposits promptly within applicable turn-around-time (TAT in line with EDB) – For Accounts with less than or equal to P100,000 balances	Number of valid deposits paid within TAT / Total number of valid deposits for Accounts with Less than or Equal to P100,000 balances	10%	(Actual/Target) x Weight	100% of claims settled within TAT with new TAT under "New Normal"	100% claims settled within TAT	10%	PDIC Press Releases in website; 2022 Citizen's Charter	10%	<ul style="list-style-type: none"> Validation Report by Internal Audit Group Certification and Turnover documents Letters to PPC 	Target met.
CORE PROCESS	SM 6	Settlement of valid claims promptly within applicable turn-around-time (TAT in line with EODB) – For accounts with more than P100,000 balances	Number of valid claims settled within TAT / Total number of valid claims filed during field operations claims settlement (FOCS)	10%	(Actual/Target) x Weight	100% of claims settled within TAT with new TAT reckoning time and formula under "New Normal"	100% claims settled within TAT	10%	98.05%	9.81%	<ul style="list-style-type: none"> PDIC Press Releases Certification and Turnover documents of the Project Management Teams Letters to PPC Notices of bank closures and take-over documents for all banks closed Deposit Insurance Payment Reports Inventory of Full Offset Summary Report on Settlement of Valid Deposit Claims for Accounts 	Target not met.

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SO 6	Distribute assets to creditors and terminate liquidation of closed banks										
SM 7	Asset Distribution Plans (ADP) of closed banks filed with the liquidation courts	Actual Accomplishment	20%	(Actual/Target) x Weight	43	42 ADPs	19.53%	42/43	19.53%	<ul style="list-style-type: none"> Affidavits of Service Motion filed with the liquidation courts stamped received by the Court for personal service or with PPC receipt if filed via registered mail and e-mails 	Target not met.
SO 7	Contribute to financial stability by ensuring financial crisis preparedness										
SM 8	Readiness level for participation in the conduct of financial crisis simulation	Actual Accomplishment	5%	All or Nothing	Conduct/Report of internal simulation exercise of the integrated Crisis Management Plan	100% completed	5%	100% Reyes Tacandong & Co. (RT&Co.) facilitated and assessed the conduct of Internal Financial Simulation Exercise (IFCSE) specific to the closure of domestic systemically important bank (DSIB)	5%	<ul style="list-style-type: none"> RT & Co. Report 	Target met.
	Sub-total		45%				44.53%		44.34%		
SO 8	Recruit, build up and retain a motivated and competent workforce										

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LEARNING AND GROWTH	SM 9	Percentage of employees meeting required competencies	Competency baseline 2022 – Competency Baseline 2021	10%	All or nothing	Improvement on the Competency Baseline of the Organization based on the 2021 year-end assessment	Improvement on the Competency Level (CL) of the organization by 0.00987 from 1.19400 in 2021 to 1.29387 in 2022 or 8.36% increase in the CL	10%	Improved on the Competency Level of the Organization	10%	<ul style="list-style-type: none"> 2022 Midyear Competency Assessment Report dated September 2022 Results of the Midyear Competency Assessment Survey 2022 for 63 employees with annexes Competency Assessment Report dated 27 December 2022 Results of the Competency Assessment Survey for 462 qualified employees Emails pertaining to the training programs attended by PDIC personnel, list of programs conducted in December 2022 to address competency gaps, Memorandums and Terms of Reference 	Target not met.
	SO 9	Build a responsive organization equipped with the necessary ICT and other systems to support operations										

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SM 10	Implementation of Information Systems Strategic Plan (ISSP)	Actual accomplishment	5%	All or nothing per target ICT and information system	100% implementation of information and communication technology (ICT) and information systems projects based on the ISSP ¹¹	83.33%	5 out of 6 ICT and information systems projects completed	4.17%	4 out of 12 ICT projects	1.67%	<ul style="list-style-type: none"> • Slides for the accomplishments; • Board resolutions; • Proof of failed biddings • Proof of suspension of procurement due to Memorandum Circular No. 3, s. 2022. • Screenshots and walkthrough of systems • Procurement documents • Certificates of completion and acceptance • Sample logs and documents produced by systems 	<p>Target not met.</p> <p>Systems committed for 2022 accomplished during 2022:</p> <ol style="list-style-type: none"> 1. Network Segmentation 2. Microsoft Windows Remote Desktop Application 3. Loans Monitoring System 4. E-bidding System Phase 2 (FFE's & TE's > 50k) <p>Systems committed for 2022 but not sufficiently substantiated with proof of implementation</p> <ol style="list-style-type: none"> 1. Cloud Protection Security Solution 2. User Access Management System 3. Data Loss Prevention 4. Online Backup Recovery Site 5. PDIC ePortal (Phase 1) 6. Corporate Budget System 7. Insurance Claims System Upgrade 8. Human Resource Information System (Phase 1)

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											<p>The following systems were excluded from the universe/denominator due to failed biddings and MC No. 3, s. 2022.</p> <ol style="list-style-type: none"> 1. Patch Management System 2. Decision Support System using GIS – ROPA 3. Bank Monitoring System 	
SM 11	ISO Certification	Actual Accomplishment	5%	All or nothing	<p>Maintain ISO Certification for Assessment of Member Banks (AMB), Claims Settlement Operations (CSO), Loans Management (LM), Real Property Disposal (RPD), Bank Examination (BE) or Corporate Certification</p>	<p>100%</p> <p>5 out of 5 processes maintained ISO Certification</p> <p>Claims Settlement Operations (CSO) and Assessment of Member Banks (AMB) re-certified with ISO certification dated 25 May 2022</p> <p>Real Property Disposal (RPD)</p>	5%	<p>100%</p> <p>5 out of 5 processes maintained ISO Certification</p> <p>Claims Settlement Operations (CSO) and Assessment of Member Banks (AMB) re-certified with ISO certification dated 25 May 2022</p> <p>Real Property Disposal (RPD)</p>	5%	<ul style="list-style-type: none"> • ISO Certification No. SCP000481Q valid until 26 May 2025 and Audit Report; • ISO Certification No. 011001934887 valid until 26 December 2025; and • Certificate Register No. 011001734853 valid until 20 December 2023. 	Target met.	

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							recertified with ISO Certification dated 20 December 2022		recertified with ISO Certification dated.			
							Loans Management (LM) and Bank Examination (BE) passed the 2nd surveillance audit on 21 November 2022					
			Sub-total	20%				19.17%	16.67%			
			TOTAL	100%				97.34%	93.60%			

Rating Scale for Strategic Measure 1: Level of Public Awareness on Deposit Insurance

COMPONENT	PDIC RECOMMENDED	CGO-A RECOMMENDED	CGO-A VALIDATION AND RECOMMENDED SCORE
Enhancement of Advertisements and Media Engagement	1.50%	1.00%	Target not met.
Strengthening of Social Media Campaign	1.00%	1.00%	Target not met.
Observance of Depositor Protection and Awareness Week (DPAW) and Economic and Financial Literacy Week (EFLW)	0.75%	0.75%	Acceptable. The CGO-A recommends granting the 0.75% score.
Brand Alignment of Communication Activities and Information Materials	0.50%	0.75%	Acceptable. The CGO-A recommends granting the 0.75% score.
Adoption of Appropriate Communications Technology	0.75%	0.75%	Acceptable. The CGO-A recommends granting the 0.75% score.
Enhancement of Financial Literacy Campaign	0.50%	0.75%	Acceptable. The CGO-A recommends granting the 0.75% score.
Total	5.00%	5.00%	3.00%