

HOME DEVELOPMENT MUTUAL FUND

		Component				Data Provider	Baseline Data (if applicable)		Target
		Objective/Measure	Formula	Weight	Rating System		2013	2014	2015
CUSTOMER	SO 1	<b>Sustain Membership Generation</b>							
	SM 1	Increase in Membership Level <sup>1</sup>	Covered Local and OFW Employees	10%	Simple Average, but shall not exceed 100%		13,486,269	14,760,890	16,428,873
	SO 2	<b>Deliver Customer-Focused Products</b>							
	SM 2	Increase Short-Term Loans Disbursed							
	SM 2a	Short-Term Loans Availment (PHP Billion) <sup>2</sup>	Total Loan Amount Approved	4.5%	Simple Average, but shall not exceed 100%		43.543	41.731	42.173 (Exclusive of P6 Billion Allocation for CL)
SM 2b	Short-Term Loans Availment (Borrowers)	Total Number of Borrowers with Approved Loan	4.5%	Simple Average, but shall not exceed 100%		2,326,605	2,134,264	2,114,265	

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SM 2c Calamity Loan	Actual Number of Calamity Loan Borrowers with Approved Loans divided by: Qualified Calamity Loan Applicants	5%	All or nothing		100%	100%	100%
SM 3 Provident Benefit Claims	Actual Number of Claimants with Approved Provident Benefit Claim Applications divided by: Qualified Benefit Claim Applicants	5%	All or nothing		100%	100%	100%
SM 4 Increase Number of Housing Loans Disbursed							

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		Component				Data Provider	Baseline Data (if applicable)		Target
		Objective/Measure	Formula	Weight	Rating System		2013	2014	2015
	SM 4a	End-User Financing Availment (PHP Billion)	Total Amount of Loans Taken-Out + Amount of Loans Pending for Take-Out	5%	Simple Average, but shall not exceed 100%		46.581	51.401	51.844
	SM 4b	End-User Financing Availment (No. of Units)	Total Housing Units Taken-Out + Number of Housing Units Pending for Take-Out	5%	Simple Average, but shall not exceed 100%		63,148	66,198	71,918
<b>SO 3</b>		<b>Enhance Customer Satisfaction Through Improved Delivery of Service</b>							
	SM 5	CSC Rating <sup>3</sup> ARTA	Survey Rating	2%	Simple Average, but shall not exceed 100%		85.2%	88.5%	85%
	SM 6	Satisfaction Rating Through Third Party Survey	Survey Rating	2%	Simple Average, but shall not exceed 100%		N/A	N/A	85%
			<b>Sub-total</b>	43%					

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		Component				Baseline Data (if applicable)		Target	
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FINANCIAL	<b>SO 4</b>	<b>Increase in Asset Size</b>							
	SM 7	Increase in Financial Assets (PHP Billion)	Total Target Financial Assets	5%	Simple Average, but shall not exceed 100%		369.782	401.445	420.031
	SM 8	Increase Members' Savings (PHP Billion)	Actual Year-End MS + MS Upgrade + MS from New Members, to list: a.) Local Members b.) OFW-New Hires Deployment	5%	Simple Average, but shall not exceed 100%		26.134 (8.4% growth)	28.072 (7.4% growth)	31.590 (12.5% growth)
	<b>SO 5</b>	<b>Improve Asset Quality</b>							
	SM 9	Improve Collection Efficiency							

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SM 9a	Collection Efficiency for Short-Term Loans	Actual Collection for Current Loans (PHP) / Collectibles for Current Loans (PHP)	3%	Simple Average, but shall not exceed 100%		92%	90%	95%
SM 9b	Collection Efficiency for Housing Loan <sup>4</sup>	Actual Collection for Current Loans (PHP) / Collectibles for Current Loans (PHP)	5%	Simple Average between 75-90, but shall not exceed 100%		N/A	N/A	Target is 90%. Below 75 is 0 weight
SM 10	Improve Performing Loans Ratio							
SM 10a	Performing Loans Ratio for Accounts Taken Out 2011 Onwards	Accounts Current to 3 Months / Total Outstanding Balance (exclusive of Referred to Foreclosure and Petition for Extra-Judicial Foreclosure)	3%	Simple Average, but shall not exceed 100%		86.74%	85.16%	95%

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		Component				Baseline Data (if applicable)		Target	
	Objective/Measure	Formula	Weight	Rating System	Data Provider	2013	2014	2015	
	SM 10b	Performing Loans Ratio for Accounts Taken Out Prior to 2011	Accounts Current to 3 Months / Total Outstanding Balance (exclusive of Referred to Foreclosure and Petition for Extra-Judicial Foreclosure)	2%	Simple Average, but shall not exceed 100%		72.15%	75.79%	79%
	<b>SO 6</b>	<b>Increase Net Income</b>							
	SM 11	Grow Net Income	Actual Net Income (PHP) / Target Net Income (PHP)	5%	Simple Average, but shall not exceed 100%		14.437	16.222	19.996
			<b>Sub-total</b>	28%					
INTERNAL PROCESS	<b>SO 7</b>	<b>Provide Better Access and Convenience to Members</b>							
	SM 12	Number of Branches	Cumulative number of branches	2%	Simple Average, but shall not exceed 100%		62	76	117

		Component				Baseline Data		Target		
		Objective/Measure	Formula	Weight	Rating System	Data Provider	(if applicable)	2013	2014	2015
	SM 13	Checkless Disbursements of MPL and Calamity Loan Proceeds	Number of Checkless Disbursements / Total Number of Transactions	3%	Simple Average, but shall not exceed 100%			N/A	60.53%	60%
	<b>SO 8</b>	<b>Simplify Processes and Integrate Systems</b>								
	SM 14	Multi-Purpose and Housing Loan Processed <sup>5</sup>	Number of loans processed within TAT / Total number of loan applications processes	14%	Simple Average, but shall not exceed 100%			N/A	N/A	80%
			<b>Sub-total</b>	19%						
<b>LEARNING AND GROWTH</b>	<b>SO 9</b>	<b>Develop Competencies and Potentials of Fund Officers and Employees</b>								
	SM 15	ISO Certification for All Branches and All Processes	Percentage of completion of the project based on WBS	5%	Simple Average, but shall not exceed 100%			N/A	N/A	Timeline

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Component					Data Provider	Baseline Data (if applicable)		Target
Objective/Measure	Formula	Weight	Rating System	2013		2014	2015	
SM 16	Competence Framework	Percentage of completion of the project based on WBS	5%	Simple Average, but shall not exceed 100%		N/A	N/A	Timeline
		<b>Sub-total</b>	10%					
		<b>TOTAL</b>	100%					

1 Based on estimated coverable from LFS and CFO Statistics

2 2014-2019 target consists of MPL and HELPs, accomplishments should be measured inclusive of CL Availment. Pag-IBIG Fund allocates Calamity Loans of P6 Billion yearly from 2015 to 2019

3 Implementation period starts from 2015 onwards per GCG memo dated 25 June 2014

4 Current Loans are loans aged 0 to 3 months in arrears as of Yearend 2014. This excludes collection from accounts aged more than 3 months in arrears at the beginning of the year and Take-Out of the year. Collection and Collectibles is comprised of Principal, Interest, Insurance, Penalties, Advance Payment and Fullpayment.

5 Turn-Around-Time (TAT) for loans are as follows:

a. MPL – 3 WDs for New Loans and Loan Renewal with all records available within the receiving / processing branch

b. Housing – 9 WDs for Take-out of Prime Accounts; 14 WDs for Approval and 3 WDs for Take-Out of Regular Accounts; 17 WDs for Approval and 3 WDs for Take-Out of Walk-In Accounts. This excludes the following: (a) Documentation Compliance of borrowers; (b) Awaiting Developers' request for unit inspection for accounts under Preliminary Evaluation; (c) With Findings; (d) For return or returned to borrowers due to withdrawal / cancellation / disapproval