

PHILIPPINE GUARANTEE CORPORATION (PHILGUARANTEE)
Validation Result of 2021 Performance Scorecard

Component					PHILGUARANTEE Submission		GCG Validation		Supporting Documents	Remarks		
Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating				
SOCIO-ECONOMIC IMPACT	SO 1 Contribute to Inclusive Growth and Spur Regional Development											
	Increase Total Value of Loans Guaranteed to the following Sectors:											
	SM 1	a. Housing	Value of Outstanding Guaranty for the year	15%	(Actual / Target) x Weight	₱146.29 Billion	₱178.90 Billion	-	₱178.90 Billion	15%	<ul style="list-style-type: none"> COA Notes to FS of PHILGUARANTEE and AGFP 	Validated actual based on COA audited FS. Amount pertains to the value of the outstanding guarantee for the year.
		b. Priority Sector/ MSME		10%		₱4 Billion	₱2.48 Billion	-	₱3.80 Billion	9.49%		
		c. Agriculture		5%		₱3.12 Billion	₱4.73 Billion	-	₱1.22 Billion	1.95%		
Sub-Total			30%					26.44%				
STAKEHOLDERS	SO 2 Implement Programs as a Relief Key Partner											
	SM 2a	Percentage Implementation of the MSME Credit Guarantee Program	Actual Accomplishment	5%	(Actual / Target) x Weight	Implement to 8,000 additional MSMEs	17,059	-	16,217	5%	<ul style="list-style-type: none"> Portfolio Report; Report on Volume of Loans and No. of Beneficiaries; Breakdown/ Database of Beneficiaries; and Guarantee Certificates/ Records. 	Validated actual pertains to the unique count of MSMEs beneficiaries.

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SM 2b	Increase No. of Beneficiaries in the Key Sectors	Actual Accomplishment	0%	(Actual / Target) x Weight	Housing Sector: 10,302 New Housing Loan Borrowers Priority Sector/MSMEs: 8,000 additional MSMEs Agri: 40,950 additional Agri-based Workers	Housing Sector: 35,928 New Housing Loan Borrowers Priority Sector/MSMEs: 17,059 additional MSMEs Agri: 45,051 additional Agri-based Workers	-	Housing Sector: 35,797 New Housing Loan Borrowers Priority Sector/MSMEs: 16,217 additional MSMEs Agri: Accomplishment not verifiable.	n/a	<ul style="list-style-type: none"> Portfolio Report; Report on Volume of Loans and No. of Beneficiaries; Breakdown/ Database of Beneficiaries; and Guarantee Certificates/ Records 	Validated actual as gathered from the supporting documents. Report for the Agriculture sector was unverifiable. The supporting documents provided seemed to suggest that not all transactions recorded in the database are in 2021.
SO 3 Enhance Public Image/Reputation as a Reliable Partner of Progress											
SM 3	Percentage of Satisfied Customers	Number of respondents who gave a rating of at least Satisfactory over Total Number of respondents	5%	(Actual / Target) x Weight If less than 80%= 0%	90%	Conducted the 2021 CSS with an Overall Satisfaction Rating of 84%	-	84%	4.67%	<ul style="list-style-type: none"> CSS Report; Data Quality Control Report; Database of Responses; Database of Back-checking and Spot-checking Responses; and Sample Accomplished Survey Questionnaires. 	Acceptable.

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SO 4	Implement Regulatory and Supervisory Functions over Building and Loans Association (BLAs)										
SM 4	Conduct Operations Audit in Building and Loan Associations	Number of operations audits conducted	5%	(Actual / Target) x Weight	Conducted Operations Audit to all BLAs under the supervision and regulation of PHILGUARANTEE	Conducted Operations Audit to all BLAs under the supervision and regulation of PHILGUARANTEE	-	Completed the conduct of Operations Audit to all BLAs under the supervision and regulation of PHILGUARANTEE	5%	Audit Report on 3 BLAs	Acceptable.
Sub-total			15%				-		14.67%		
SO 5	Achieve Sound Financial Results										
SM 5	Increase Total Comprehensive Income	Total Revenue less total expenses	10%	(Actual / Target) x Weight	₱449.18 Million	₱1.029 Billion	-	₱1.45 Billion	10%	COA Annual Audit Report	Validated actual based on COA Audited Financial Statements
SM 6	Sales Value of Acquired Asset	Actual Sales Values of Acquired Asset/Target Sales Value	5%	(Actual / Target) x Weight	₱159.60 Million	₱52.35 Million	-	Measure excluded	n/a	<ul style="list-style-type: none"> Asset Disposition Report; Sample Contract to Sell; and Sample Deed of Absolute Sale. 	Based on the sample transaction, it was verified that the Asset Disposition Report accurately reflected sales values in supporting contracts. However, given the travel restrictions and recession during 2021,

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										which hampered marketing, appraisal, and customer ocular inspections of PHILGUARANTEE properties, without which achievement of asset disposition would be significantly depressed as is the case, this measure is excluded from the computation of the final rating for this performance year.	
SM 7	Improve Collection Efficiency Rate	Value of actual collections during the year/ Total Projected Collections for the year	10%	(Actual / Target) x Weight	At least 75% Collection Efficiency	118%	-	112.90%	10%	<ul style="list-style-type: none"> • Collection Efficiency Report; • Collection Report; • Database of the Collection Report; and • Projected Collections from Remedial Accounts 	Based on updated documents provided by PHILGUARANTEE for actual collections post-COA audit, the numerator figure was revised from the original ₱361.26 Million to ₱346.52 Million. With collections projected last September 2020 set at ₱306.93 Million, the new CER was revised downward from 118% to 112.90%.
		Sub-total	25%				-		20%		

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INTERNAL PROCESS	SO 6 Enhance Operational Reliability									
	SM 8	Implement Quality Management	Actual Accomplishment	5%	All or Nothing	Maintain ISO 9001:2015 Certification	2 nd Surveillance Audit by TUV Rheinland was done last July 29, 2021, and recommended Maintenance of ISO 9001:2015 Certification Prepared Planning activities/ memo to BAC and Terms of Reference for the Procurement of ISO Consultant and Certifying Body for 2022	-	ISO Certificate already considered as 2020 accomplishment based on the request and manifestation of PHILGUARANT EE	0%

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SM 9	Implementation of Information Systems Strategic Plans	Actual Accomplishment	5%	All or Nothing	100% Implementation of the targets based on the ISSP as submitted to DICT	An updated ISSP 2022-2024 was approved by the Board on December 21, 2021 for submission to the DICT	-	ICT Modernization Study resulting in 2022-2024 ISSP Infrastructure Upgrade (Firewall with Transceiver Module)	5%	2020-2022 ISSP ICT Resource Acquisition Clearance approved by DICT in Oct. 2020 2022-2024 ISSP	Acceptable. Based on the comparison of 2021 deliverables in the old 2020-2022 ISSP and the new efforts of PHILGUARANTEE to modernize its IT systems, the 2022-2024 ISSP and the infrastructure upgrade (firewall with transceiver module) were considered outputs reasonably expected of PHILGUARANTEE for 2021. Both were accomplished in 2021.
SO 7 Digital Transformation											
SM 10	Automation of Key Processes	Actual Accomplishment	10%	All or Nothing	Full implementation of the digital payment platform as ongoing frontline service automation innovation	Ongoing Implementation of GCash and Bayad Center as digital payment platform	-	Implemented GCash as digital payment platform	10%	• MOA between PHILGUARANTEE and GCash; and Transaction Report.	Only GCash was considered implemented in 2021. Although PHILGUARANTEE was accredited as a Bayad Center partner, no proof of transaction in 2021 was submitted to substantiate the actual implementation of the Bayad Center payment platform.
Sub-total			10%				-		15%		

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LEARNING & GROWTH	SO 8 Improve Competencies											
	SM 11	Improve Competency Level	Actual Accomplishment	10%	All or Nothing	Board-Approved Competency Framework: 1. Competency Catalogue 2. Competency Tables 3. Competency Matrix 4. Position Profiles 5. Competency-Based Job Description	Secured Board Approval of PHILGUARANTEE's Competency Framework with: 1. Competency Catalogue 2. Competency Tables 3. Competency Matrix 4. Position Profiles 5. Competency-Based Job Description	-	Board-Approved Competency Framework: 1. Competency Catalogue 2. Competency Tables 3. Competency Matrix 4. Position Profiles 5. Competency-Based Job Description	10%	<ul style="list-style-type: none"> Secretary's Certificate attesting the Board approval of the Competency Framework, through Resolution No 228, s. 2021; Competency Framework; Competency Catalogue; Competency Tables; Competency Matrix; Position Profiles; and Competency-Based Job Description. 	Acceptable
	Sub-total			10%				-		10%		
Grand Total			100%				-	86.11% out of 95% 90.64% out of 100%				

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