



LBP INSURANCE BROKERAGE, INC. (LIBI)  
2025 Performance Scorecard

Component					Baseline Data			Target			
	Objective/Measure	Formula	Weight	Rating System	2021	2022	2023	2024		2025	
								Target	Reported Accomplishment <sup>1</sup>		
FINANCIAL	SO 1	Ensure Sustainable Financial Growth									
	SM 1	Net Income After Tax (NIAT)	Net Income Less Income Tax	15%	(Actual / Target) x Weight	₱188.15 Million	₱251.25 Million	₱186.03 Million <sup>2</sup>	₱192.25 Million <sup>3</sup>	₱201.40 Million <sup>4</sup>	₱145.00 Million
	SO 2	Optimize Resources for Higher Returns									
	SM 2	Improve Budget Utilization Rate	Total Disbursements / Board-approved Corporate Operating Budget (both net of PS)	5%	(Actual / Target) x Weight  <i>0%=if less than 70%</i>	N/A	72.10%	55.38%	90%	64.51%	90%
	SO 3	Provide wider market reach for financial viability									
	SM 3	Total Premium Volume									
	a)	Life Insurance	Absolute Amount	15%	(Actual / Target) x Weight	₱1,255.14 Million	₱1,622.45 Million	₱1,159.60 Million	₱895.46 Million	₱519.07 Million <sup>5</sup>	₱179.25 Million

<sup>1</sup> Based on the 2024 3<sup>rd</sup> Quarter Monitoring Report.  
<sup>2</sup> PFRS 15 applied.  
<sup>3</sup> PFRS 15 applied. The recalibrated/comparative figures of NIAT using the PFRS 15 from 2022 to 2024 are as follows: 2022- 102.37M; 2023- 186.03M; 2024-201.40M.  
<sup>4</sup> Based on the 2024 Reported accomplishment.  
<sup>5</sup> Based on the 2024 Reported accomplishment.

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	b)	Non-Life Insurance		15%	(Actual / Target) x Weight			₱1,159.60 Million	₱785.33 Million	₱628.21 Million <sup>6</sup>	₱583.85 Million
		Sub-Total		50%							
STAKEHOLDERS/ CUSTOMERS	SO 4	Improve Service Delivery									
	SM 4	Percentage of Satisfied Customers	Number of respondents who gave at least Satisfactorily rating / Total number of respondents	5%	(Actual / Target) x Weight  0%=if less than 80%	-	82.89%	Unverifiable <sup>7</sup>	90%	Posting of Bidding/Request for Quotation to PhilGeps	90%
	SO 5	Provide Wider Market Reach for Microinsurance Products									
	SM 5	Beneficiaries covered by Microinsurance	Absolute Number	15%	(Actual / Target) x Weight	292	542 beneficiaries covered by Micro-insurance	Unverifiable <sup>8</sup>	1,500 beneficiaries covered by Micro-insurance	2,499 beneficiaries covered by Microinsurance	4,500 beneficiaries covered by Microinsurance <sup>9</sup>
						Unverifiable					
		Sub-Total		20%							

<sup>6</sup> Based on the 2024 Reported accomplishment.  
<sup>7</sup> With Request for Reconsideration.  
<sup>8</sup> With Request for Reconsideration.  
<sup>9</sup> New beneficiaries pertain to the total number of assured clients (one count per insured individual, regardless of the number of policies obtained).





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	SO 6	Improve Efficiency and Quality of Insurance Process									
INTERNAL PROCESSES	SM 6	Percentage of Notification of Coverage/Insurance Policy Issued within the Applicable Processing Time	Number of Applications Processed within the Applicable Processing Time <sup>10</sup> / Total Applications for Issuance of Notification Coverage Received	10%	(Actual / Target) x Weight	89.50%	79.96%	19.66% <sup>11</sup>	100%	63%	100% Applicable Processing Time based on LIBI's compliance with ARTA
	SO 7	Enhance Existing Processes Comparable with the Industry									
	SM 7	Improve Processes to Quality Management System	Actual Accomplishment	5%	All or Nothing	Recertification of ISO 9001:2015 Certification	Recertificatio n of ISO 9001:2015 Certification	Passed the surveillance Audit for ISO 9001 :2015	Maintain ISO 9001:2015 Certification	Preparation for annual internal audit.	Pass the Surveillance Audit ISO 9001:2015 Certification
		Sub-Total			15%						

<sup>10</sup> Applicable processing time will be based on LIBI's Citizen's Charter in compliance with Republic Act No. 11032. [Start Time: Upon acknowledgement and receipt of complete documents; End Time: Issuance of notice of coverage].

<sup>11</sup> With Request for Reconsideration.



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Learning & Growth	SO 8	Develop Strategic Skills & Competence of Officers and Staff									
	SM 8	Competency of the Organization	Actual Accomplishment	5%	All or nothing	Improved the Competency Level of the Organization	Unverifiable	Improved the Competency Level of the Organization	Board-approved Competency Framework	Successfully completed the drafting of Terms of Reference (TOR) for the redevelopment of the Competency Framework setting the stage for a bidding process to identify a sustainable service provided.	Improvement on the Organizational Competency Level based on 2024 Baseline assessment <sup>12</sup>
									Establishment of the Baseline using the New Competency Framework	Assessment will commence upon approval of the Redevelopment Competency Framework	

<sup>12</sup> The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

$$\frac{\sum_{b=1}^B \left[ \frac{\sum_{a=1}^A \left( \frac{\text{Actual Competency Level}}{\text{Required Competency Level}} \right)_a}{A} \right]_b}{B}$$

where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled.





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	SO 9	Development and Implementation of Disaster Risk Reduction and Management (DRMM) Plan									
	SM 9	2025: Board – Approved DRRM Plan	Actual Accomplishment	5%	All or Nothing	-	-	-	-	-	Board–Approved Public Service Continuity Plan
	SO 10	Enhance IT Infrastructure									
	SM 10	Implementation of IT Projects	Number of 2024 deliverables completed / Total number of 2024 deliverables per ISSP submitted to DICT	5%	(Actual / Target) x Weight	100% Implementation of the following projects:  a. Website Enhancement for Public Disclosures; b. Virtualization and cloud computing software (VMWare); c. Conference Call Meeting Application; and Additional Workstation/PCs/ Laptops	Implemented the following systems:  a. Enhancement of Time-keeping and Payroll; and b. Enhancement of Email System	Implemented the following IT Projects based on ISSP:  a. IIBS Virtualization b. DMS Virtualization c. Automation of TAT Monitoring (as part of the enhancement of IIBS)	100% Implementation of the IT projects based on the DICT-approved ISSP.	1. Discussions with the third-party service provider regarding the enhancement of the existing Insurance Management System are currently underway. 2. For Supplies and Inventory Management System, product presentations from various providers have been completed, and the selection process for the winning bidder is in progress.	100% Accomplishment of 2025 deliverables based on the DICT-approved 2024-2026 ISSP.
		Subtotal		15%							
	Total		100%								




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	BONUS STRATEGIC MEASURE									
	GAD Budget Utilization		1%	All or Nothing	-	-	5% of Total COB			5% of Total COB
	ISO Certification on any of the following standards: a. Environmental Management System b. Business Continuity Management System (BCMS)		1%	All or Nothing	-	-				a. ISO 14001:2015 Certification b. ISO 22301:2019 Certification

For GCG:

  
**ATTY. BRIAN KEITH F. HOSAKA**  
Commissioner

For LIBI:

  
**HON. EUSEBIO A. CORTEZ**  
Acting President and Chief Executive Officer