

**AL-AMANAH ISLAMIC INVESTMENT BANK OF THE PHILIPPINES**  
**Interim Performance Scorecard**

MFO		Target	Accomplishment		CGO-A Validation		Supporting Documents	Remarks
Indicator	Weight	2014	2014	Rating	Score	Rating		
<b>MFO 1: Deposit Products and Services</b>								
<b>Financial:</b> Increase in Deposit Level	20.00%	₱300.00 Million	₱294.07 Million	20.00%	₱294.07 Million	19.60%	COA-received unaudited financial statements	<p>Despite being able to exceed its 2013 deposit level by 20.28%, AAIIBP was not able to meet its 2014 target.</p> <p>The score was modified due to the disparity in the target reflected in AAIIBP's submitted scorecard and in the Performance Agreement for 2013-2014. Such target was not renegotiated in the Performance Agreement Negotiations for 2015.</p>
<b>Quantity:</b> Availability of Islamic and Financing products	5.00%	1	1	5.00%	1	5.00%	Approved manual of Bai-Bithaman Ajil (BBA)	<p>AAIIBP accomplished the approval of Bai-Bithaman Ajil (BBA), a new financing product wherein the bank will purchase a property and sell such to consumers at a price that already accounts for the cost of the property and the bank's profit margin. The BBA can either be used for the acquisition of a residential house or for additional operating or working capital.</p>

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								The manual was presented to Dr. Mohammad S. Yacob, who confirmed that the new product conforms to the principle of Shari'ah. The Board of Director likewise approved the manual by referendum last 5 December 2014.
<b>Timeliness:</b> Percentage of deposit transactions completed within TAT	5.00%	Not less than 90%	98.68%	4.93%	98.68%	4.93%	Summary table showing TAT of deposit / withdrawal transactions  List of transactions per branch	Upon validation, 108,898 deposit / withdrawal transactions are within TAT.  There were discrepancies in the summary table (i.e., The data presented for Iligan branch lacked 27 transactions in the final tally but were present in the list per branch). Regardless, AAIBP's rating remains the same.
<b>Quality:</b> Customer Satisfaction Rating	5.00%	Not less than 90% Satisfactory	93.79%	4.69%	93.79%	4.69%	Summary table of the results of customer satisfaction survey  Original copies of the survey	Out of 2,390 survey forms, 93.79% provided at least a satisfactory rating.  The GCG recommends that AAIBP strengthen its system of conducting client surveys from receipt of response in the branch level to generating

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								summary reports. AAIIBP should establish stricter controls. It is best that the survey be conducted by a third party.
<b>Sub-total of Weights</b>	<b>35%</b>			<b>34.62%</b>		<b>34.22%</b>		
<b>MFO 2: Investment and Financial Services</b>								
<b>Financial 1:</b> Increase in Investment / Financing (Loan) Portfolio	20.00%	₱232.90 Million	₱188.53 Million	16.19%	₱188.53 Million	16.19%	Certified Schedule of Loan Portfolio	Loan portfolio decreased by 12.59% from its 2013 posting of ₱215.69 Million.
<b>Financial 2:</b> Gross Income	20.00%	₱31.35 Million	₱47.80 Million	20.00%	₱47.75 Million	20.00%	COA-received unaudited financial statements	AAIIBP increased its gross income target by 78.5% from its 2012 posting of ₱26.75 Million.  The bank's net loss and net worth also decreased by 49% and 5% respectively.
<b>Timeliness:</b> Percentage of Investment and Financing Transactions Completed within TAT	5.00%	Not less than 90% of transactions processed within 120 banking days	8 out of 8 approved within TAT	5.00%	100%	5.00%	Summary of the turnaround times for all eight accounts processed for loan approval	Eight accounts were processed – five of which were processed within eight banking days. The remaining three were processed within 50-65 banking days.
<b>Quality:</b> Improved Quality of Loans	5.00%	Not more than 5% of total portfolio	Less than 1%	5.00%	0.58%	5.00%	Certified Schedule of Loan Portfolio	₱1.092 Million out of the Total Loan Portfolio of ₱188.53 Million are considered non-performing. Actual NPL Ratio is 0.58%. Such amount

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								are long-outstanding loans to individuals. Appropriate legal actions are being undertaken by AAIBP. Further, the full amount of NPL has been fully provided.
<b>Sub-total of Weights</b>		<b>50%</b>		<b>46.19%</b>		<b>46.19%</b>		
<b>Organizational Effectiveness and Financial Sustainability (i.e. General Administrative Services)</b>								
<b>Quality: Budget Utilization Rate</b>	10.00%	Not more than 100%	68%	10.00%	67.59%	10.00%	DBP-COA received budget utilization report (Budget vs. Actual Expense)	<p>Only 65% of the MOOE and 71% of the PS budget were utilized in 2014.</p> <ul style="list-style-type: none"> <li>- The budget for IT and Training remain to be underutilized in 2014, with a utilization rate of 7% and 11% respectively.</li> <li>- No expenses were made for the acquisition of assets.</li> </ul> <p>Capital expenses only account for 2% of AAIBP's Budget for 2014.</p> <ul style="list-style-type: none"> <li>- Majority of the expenses were utilized for the core banking system and ATM infrastructures</li> <li>- Vehicles and clearing machines were not purchased in 2014</li> <li>- No leasehold improvements were done.</li> </ul>

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<b>Quality:</b> Percentage of internal and external communications or requests responded within 15 days	5.00%	Not less than 90%	98.31%	4.91%	98.31%	5%	<p>Summary table of results of internal and external requests and their TAT</p> <p>List of transactions with respective TATs</p>	<p>AAIBP responded to 1,418 requests for 2014. Majority of the requests were responded within the day itself.</p> <p>However, there remains to be inconsistencies in the submission namely:</p> <ol style="list-style-type: none"> <li>1. Discrepancy in the counting found in the summary report versus branch tally</li> <li>2. Makati EO's TATs were anomalous. Some transactions responded within the day were found to have TATs ranging from 3-6 days.</li> </ol>
<b>Sub-total of Weights</b>	<b>15%</b>			<b>14.91%</b>		<b>15%</b>		
<b>TOTAL</b>	<b>100%</b>			<b>95.72%</b>		<b>95.41%</b>		