

OVERSEAS FILIPINO BANK (OFBANK)

	Component				Baseline Data		Target			
	Objective/Measure	Formula	Weight	Rating System	2022	2023	2024		2025	
							Target	Reported Actual Accomplishment ¹		
SOCIO-ECONOMIC IMPACT	SO 1	Support the Governments Programs on Digital Transformation to Promote Greater Financial Inclusion								
	SM 1a	No. of Conducted Financial Trainings / Webinars / PDOS / Other Marketing Activities	Actual Accomplishment	5%	(Actual / Target) x Weight	975 Financial Trainings/Webinars/PDOS	1,230 webinars/financial literacy training/PDOS	1,000 webinars/PDOS/financial literacy/inclusion sessions	803 webinars/PDOS/Financial literacy/inclusion sessions	1,000 webinars/financial literacy trainings/PDOS
	SM 1b	Increase in Total Number of DOBSAI Accounts	Actual Increase in Total Number of DOBSAI Accounts	10%	(Actual / Target) x Weight	<i>n.d.</i>	<i>n.d.</i>	Additional 200,000	33,555	Additional 70,000
		Sub-total		15%						
FINANCIALS	SO 2	Efficient Resource Management								
	SM 2	Efficient Utilization of Corporate Operating Budget	Total Disbursement / Total Board Approved Corporate Operating Budget	5%	(Actual / Target) x Weight	56.83%	63.12%	90%	<i>n.d.</i>	90%
	SO 3	Increase Revenue and Net Income								
	SM 3	Net Income After Tax	Interest Income + Other Operating Income) – (Interest Expense + Provision)	10%	(Actual / Target) x Weight	(P13,858.66) Million	P50.38 Million	P14.43 Million	P46.79 Million	P95.00 Million
	SO 4	Grow Deposit Base								

¹ Based on the 2024 3rd Quarter Monitoring Report of OFBANK.

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CUSTOMERS/STAKEHOLDERS	SM 4	Total Outstanding Volume of Deposit	Actual End of the Year Outstanding Deposit	10%	(Actual / Target) x Weight	₱359.44 Million (DOBSAI Accounts)	₱3.253 Billion	₱4.03 Billion	₱3.322 Billion	₱3.60 Billion
	SO 5	Grow Loan Base								
	SM 5	Total Outstanding Loan Balance – Net	Total Outstanding Loan Balance – Allowance for Probable Losses	10%	(Actual / Target) x Weight	₱1,834.78 Billion	₱1.78 Billion	₱2.036 Billion	₱1.701 Billion	₱1.756 Billion
		Sub-total		35%						
	SO 6	Increase Customer Satisfaction								
SM 6	Percentage of Satisfied Customers	Total Number of Respondent who gave a rating of at least Satisfactory / Very Satisfactory	5%	(Actual / Target) x Weight Below 80% = 0%	No Submission	Non-compliant per ARTA CSM Results Report	At least 90% Satisfactory rating by at least 500 respondents	N/A	90%	
SO 7	Launch Innovative Product and Services									
SM 7a	Number of New Products / services Launched	Absolute Numbers	10%	(Actual / Target) x Weight	1. One (1) Lending Product 2. Five (5) New Facilities	1. USD Account Opening Facility 2. Enabled Investment to Retail	3 New Facilities or enhancements in the MBA	1. Integration of the Facebook messaging to the OFBank Zendesk System (Customer Service Solution with Chatbot) 15 March 2024	5 New Facilities or enhancements	

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						Target	Reported Actual Accomplishment ¹		
					Treasury Bond 29 of the BOT 3. Enabled Investment to Retail Dollar Bonds 2 4. Instapay and Pesonet waived service fee for transactions below ₱1,000		2. Incorporated the OFBank email system into the OFBank Zendesk System 3. Posting of the Help Center Link of the Customer Service Solution in the OFBank Website 4. Mobile Banking App (MBA) Enhancements 5. Deactivation of OTP email during Account Opening 6. Use-Prompt of activation of OTP Generator 7. Auto ID Selection 8. Updating of MBA Terms and Conditions 9. iAccess Website redirection link 10. New QR Code Design		
SM 7b	Remittance Agent Partners	Absolute Numbers	7.5%	(Actual / Target) x Weight	N/A	N/A	N/A	N/A	Additional 5 Remittance Agent Partners

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									(RAPs) onboarded in the LBP Remittance Partner Network with OFBank as conduit	
	Sub-total			22.5%						
INTERNAL PROCESS	SO 8	Improve service availability								
	SM 8a	Percentage of Loan Application Processed within applicable Turnaround Time (TAT)	Number of Loan transactions processed within the prescribed period / Total number of loan applications received	5%	(Actual / Target) x Weight	99.30%	100%	100%	100%	100%
	SM 8b	Percentage of Accounts opened / Processed within the applicable Turnaround Time (TAT)	Number of accounts opened/processed within the prescribed period / Total Number of accounts opening application received	5%	(Actual / Target) x Weight	N/A	65.39%	100%	100%	100%
	SO 9	Develop and Implement an Organizational Rationalization Framework								
SM 9	Development of the Organizational Rationalization Framework (ORF)	Actual Accomplishment	2.5%	(Actual / Target) x Weight	N/A	N/A	Board-Approved Organizational Rationalization Framework (ORF)	No reported accomplishment	Board Approved ORF	

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SO 10	Regulatory Compliance								
SM 10a	Quality Management Standards /Internal IMS Assessment	Actual Accomplishment	5%	(Actual / Target) x Weight	N/A	N/A	1. At least 4 Board Approved Guidelines, Policies and Manuals 2. Improved results of ISO and QMS readiness assessment	Improved result of ISO or QMS readiness assessment (for 1st Semester)	1. At least 5 Board Approved Guidelines, Policies and Manuals 2. Attain ISO Certification
SM 10b	Board-Approved Public Service Continuity Plan	Actual Accomplishment	5%	All or Nothing	N/A	N/A	N/A	N/A	Board approved Public Service Continuity Plan (PSCP)
	Sub-total		22.5%						
SO 11	Implement a Learning and Development Plan								
SM 11	Development of New Competency Framework	Actual Accomplishment	5%	All or Nothing	N/A	Assessment was not completed within the prescribed period	New Competency Framework based on the ORF (Board Approved)	On-going	New Competency Framework (Board Approved)
	Sub-total		5%						
	Total		100%						
BONUS STRATEGIC MEASURE:									

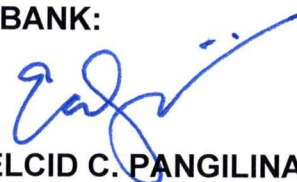
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GAD Budget Utilization		1%	All or Nothing	<i>n.d.</i>	<i>n.d.</i>	<i>n.d.</i>	<i>n.d.</i>	5% of Total COB	
ISO Certification on any of the following standards: a. Environment Management System Certification b. Business Continuity Management System		1%	All or Nothing	<i>n.d.</i>	<i>n.d.</i>	<i>n.d.</i>	<i>n.d.</i>	ISO 14001:2015 Certification ISO 22301:2019 Certification	

For GCG:



ATTY. MARIUS P. CORPUS
Chairperson

For OFBANK:



HON. ELCID C. PANGILINAN
OIC and Chief Executive Officer (CEO)