## LBP INSURANCE BROKERAGE, INC. (LIBI) 2<sup>nd</sup> Revalidation Result of 2021 Performance Scorecard

			Component				LIBI Submis	sion	GCG Validation		Supporting		
	Objective/Measure Formula			Weight	Rating System	Target	Actual	Rating	Actual	Rating		Remarks	
	SO 1	Ensure Sustaina	able Financial Gr	owth									
FINANCIAL	SM 1	Increase Net Income After Tax (NIAT)	Net Income Less Income Tax	20%	0% if Lower than ₱95 Million; 5% if ₱95 to ₱100 Million; 10% if ₱101 to ₱105 Million; 15% if ₱106 to ₱110.32 Million; and 20% if More than ₱110.32 Million	₱110.32 Million	₱188.15 Million	20%	₱188.15 Million	20%	COA Annual Audit Report	Acceptable.	
	SM 2	Improve Return on Equity	Net Income / Shareholder's Equity	10%	(Actual / Target) x Weight	8.37%	14.99%	10%	14.34%	10%	COA Annual Audit Report	Validated actual based on COA Audit Report.	
		Sub-	total	30%		) is it				30%			
	SO 2	Improve Service	Delivery										
STAKEHOLDERS / CUSTOMER	SM 3	Percentage of Satisfied Customers	Number of Respondents which gave at least Satisfactory rating/ Total number of respondents	5%	(Actual / Target) x Weight Below 80%= 0%	90%	<u>77.7%</u>	0%	<u>77.7%</u>	<u>0%</u>	Procurement related documents Final CSS Report	Target not met.	

	Component					LIBI Submission		GCG Valid	lation	Supporting		
Obje	ctive/Measure	Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating	Documents	Remarks	
SO 3	Provide Wider N	Market Reach for	Microinsu	rance Products f	or Agricultural	and Fisheries Dev	elopment					
SM 4	Number of Clients covered	Absolute Figure	5%	(Actual /	200 Farmers and Fisherfolks under the ACEF Program covered by Microinsuran ce	292 covered by ACEF Program	5%	<u>292</u>	<u>5%</u>	List of Booking (ACEF Program) UNLAD Landbank List of Coverage outside ACEF	Acceptable.  Accomplishment for this measure was counted per unique COC/COI, not per unique individual.	
SIVI 4	by Microinsurance	Absolute Figure	5%	Target) x Weight	500 Farmers and Fisherfolks outside the ACEF Program covered by Microinsuran ce	758 covered by <u>Micro-insurance</u> <u>outside the</u> <u>ACEF Program</u>	5%	<u>Unverifiable</u>	<u>0%</u>	Program  Certificates of Insurance Coverage (COC) / Confirmation of Cover (COI)	The request for reconsideration is DENIED. The GCG cannot objectively validate the reported accomplishment due to inconsistencies found that affect the integrity of the data.	
SO 4	Provide Wider M	larket Reach for E	Bancassu	rance Products fo	or Financial Via	bility						
SM 5	Increase Premium Volume	Absolute Amount	30%	(Actual / Target) x Weight	₱900 M	₱1,255.14 M	30%	₱1,255.14 M	30%	Production Report COA Annual Audit Report for 2021	Target exceeded.	
	Sub-	total	45%						35.00%		*	

			Component				LIBI Submis	sion	GCG Valida	ation	C	
	Obje	ective/Measure	Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating	Supporting Documents	Remarks
	SO 5	Improve Efficie	ncy and Quality In	surance	Process			松类是这				
INTERNAL PROCESS	SM 6	Percentage of Notification Coverage Issued within the Applications Processing Time	Number of Notification of Coverage issued within applicable TAT/ Number of received applications for the Issuance of Notification of Coverage	5%	(Actual / Target) x Weight	100% of Notification of Coverage Issued within the Applicable Processing Time <sup>1</sup>	89.50% (15,614 out of 17,445 transactions within TAT)	<u>4.48%</u>	<u>89.50%</u>	<u>4.48%</u>	2021 Marketing Monitoring Report TAT 2021 Data	Acceptable.  However, LIBI is sterning reminded, as raised in multiple meetings with the GCG, to amend it Citizen's Charter to inform the public of the end-to-end processing time of its services.
	SO 6	60 6 Enhance Existing Processes Comparable with the Industry										
	SM 7	Improve Processes to Quality Management System	Actual Accomplishme nt	10%	All or Nothing	Recertificatio n of ISO 9001:2015 Certification	Recertification of ISO 9001:2015 Certification	10%	Recertification of ISO 9001:2015 Certification	10%	ISO 9001:2015 Certification Surveillance Audit Report	Acceptable.
		Sub	-total	15%						14.48%		
	SO 7											
GROWTH	SM 8	Improve Competency Level of the Organization	Competency Baseline <sup>2</sup> 2021- Competency Baseline 2020	5%	All or Nothing	Improvement on the Competency Level of the Organization based on the 2020 year-end assessment	Conduct the competency assessment and performance evaluation	-	Improved Competency Level of the Organization	5%	Competency Survey results for 2020 and 2021	Acceptable.

<sup>&</sup>lt;sup>1</sup> Three (3) working days in accordance with the limit for simple transactions provided in Republic Act No. 11032.

<sup>2</sup> Improvement in the competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:  $\sum_{a=1}^{A} \left( \frac{Actual\ Competency\ Level}{Required\ Competency\ Level} \right)_{a}$ 

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

	Component					LIBI Submis	sion	GCG Valid	ation	Supporting	
Obje	ective/Measure	Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating	Documents	Remarks
SO 8	Enhance IT Infra	structure	1711年						可多数的		
SM 9	Implementation of IT Projects	Actual Accomplish- ment	5%	(Actual / Target) x Weight	100% implementation of the ISSP as submitted to DICT	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 d. Additional Workstation/ PCs/ Laptops.	5%	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 d. Additional Workstation/ PCs/ Laptops.	5%	Internal Memorandum dated 30 September 2021     Board Resolution No. 2021-015-068 Launching of LIBI's New Website     Techvolution Corporation - Certification dated 01 and 27 December 2021     Procurement Documents and Disbursement Voucher No. 0003716, No. 0002590, 0001733 and DV No. 000400     Gigatech Gadgets and Accessories Shop - Certification (Date completed: 18 February 2022)	Acceptable.
	Sub-	total	15%			0		11	10%	7	
	TOT	TAL	100%						89.48%	7	