

LANDBANK INSURANCE BROKERAGE INC.

|              |      | Component                                                                     |                                                                                             |        | Baseline Data                                                                                                                                                                                  |                 |                |                                                                      |                                                             |                                                           | Target                                                                                                |  |
|--------------|------|-------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|----------------|----------------------------------------------------------------------|-------------------------------------------------------------|-----------------------------------------------------------|-------------------------------------------------------------------------------------------------------|--|
|              |      | Objective/Measure                                                             | Formula                                                                                     | Weight | Rating System <sup>a/</sup>                                                                                                                                                                    | 2013            | 2014           | 2015                                                                 | 2016                                                        | 2017                                                      | 2018                                                                                                  |  |
| FINANCIAL    | SO 1 | Ensure Sustainable Financial Growth                                           |                                                                                             |        |                                                                                                                                                                                                |                 |                |                                                                      |                                                             |                                                           |                                                                                                       |  |
|              | SM 1 | Increase Net Income After Tax (NIAT)                                          | Net Income Less Income Tax                                                                  | 30%    | Lower than ₱72.21 Million = 0%<br>₱72.21 Million to ₱75.00 Million = 10%<br>₱75.01 Million to ₱77.80 Million = 20%<br>₱77.81 Million to ₱80.66 Million = 25%<br>₱80.67 Million and Above = 30% | ₱67.5 Million   | ₱75.76 Million | ₱72.21 Million                                                       | ₱71.80 Million                                              | ₱74.34 Million                                            | ₱80.67 Million                                                                                        |  |
|              |      | Sub-total                                                                     |                                                                                             | 30%    |                                                                                                                                                                                                |                 |                |                                                                      |                                                             |                                                           |                                                                                                       |  |
| STAKEHOLDERS | SO 2 | Improve Service Delivery                                                      |                                                                                             |        |                                                                                                                                                                                                |                 |                |                                                                      |                                                             |                                                           |                                                                                                       |  |
|              | SM 2 | Percentage of Satisfied Customers                                             | Number of respondents which gave at least Satisfactory rating / Total number of respondents | 10%    | (Actual / Target) x Weight<br><br>0% = if less than 80%                                                                                                                                        | No Data         | No Data        | 93.18% of respondents rated LIBI "Good", "Very Good" and "Excellent" | 90.4% of respondents rated LIBI "Very Good" and "Excellent" | 90% of respondents rated LIBI "Very Good" and "Excellent" | 90% of respondents gave LIBI at least Satisfactory rating (upper two boxes of a 5-point rating scale) |  |
|              | SO 3 | Provide Wider Market Reach for Bancassurance Products for Financial Viability |                                                                                             |        |                                                                                                                                                                                                |                 |                |                                                                      |                                                             |                                                           |                                                                                                       |  |
|              | SM 3 | Increase Premium Volume                                                       | Absolute Amount                                                                             | 20%    | (Actual / Target) x Weight                                                                                                                                                                     | ₱530.26 Million | ₱567.9 Million | ₱506.26 Million                                                      | ₱577.15 Million                                             | ₱634.86 Million                                           | ₱699.15 Million                                                                                       |  |
|              |      | Sub-total                                                                     |                                                                                             | 30%    |                                                                                                                                                                                                |                 |                |                                                                      |                                                             |                                                           |                                                                                                       |  |

|                     |           | Component                                                   |                                                                                                     |                             | Baseline Data                       |                                                                        |                                      |                                                                                        |                                                                                                                | Target                                                                                               |                                                                                                                       |
|---------------------|-----------|-------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|-----------------------------|-------------------------------------|------------------------------------------------------------------------|--------------------------------------|----------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| Objective/Measure   |           | Formula                                                     | Weight                                                                                              | Rating System <sup>a/</sup> | 2013                                | 2014                                                                   | 2015                                 | 2016                                                                                   | 2017                                                                                                           | 2018                                                                                                 |                                                                                                                       |
| INTERNAL PROCESS    | SO 4      | Improve Efficiency and Quality of Insurance Process         |                                                                                                     |                             |                                     |                                                                        |                                      |                                                                                        |                                                                                                                |                                                                                                      |                                                                                                                       |
|                     | SM 4      | Average Turnaround Time in Issuance of Policy               | Total Processing Time of All Policy Issuance / Total Number Policy Issuance                         | 10%                         | 1-((Actual-Target)/Target) x Weight | No Data                                                                | No Data                              | No Data                                                                                | No Data                                                                                                        | No Data                                                                                              | 19 working days <sup>3</sup> from request for quotation by Lending Unit                                               |
|                     | SO 5      | Enhance Existing Processes Comparable with the Industry     |                                                                                                     |                             |                                     |                                                                        |                                      |                                                                                        |                                                                                                                |                                                                                                      |                                                                                                                       |
|                     | SM 5      | Improve Processes to Quality Management System              | Actual Accomplishment                                                                               | 10%                         | All or Nothing                      | 1. Business Continuity Plan (BCP)<br>2. Risk Management Manual (RCM)/8 | Not considered and operations manual | 4 Manuals:<br>1. Marketing<br>2. Accounting<br>3. Admin<br>4. Forex                    | Note: With renegotiated from Conduct of Internal Quality Manual Audit to preparation of Risk Management Manual | Certificate of Preparedness for ISO 9001:2015 Certification                                          | Attain ISO 9001:2015 Certification for the following processes:<br>1. Marketing<br>2. Accounting<br>3. Administration |
|                     | Sub-total |                                                             |                                                                                                     | 20%                         |                                     |                                                                        |                                      |                                                                                        |                                                                                                                |                                                                                                      |                                                                                                                       |
| LEARNING AND GROWTH | SO 6      | Develop Strategic Skills & Competence of Officers and Staff |                                                                                                     |                             |                                     |                                                                        |                                      |                                                                                        |                                                                                                                |                                                                                                      |                                                                                                                       |
|                     | SM 6      | Percentage of Employees Meeting Required Competencies       | No. of employees meeting the required competency level for Core competency / Total no. of employees | 10%                         | (Actual / Target) x Weight          | No Data                                                                | No Data                              | 100% of Personnel who have Undergone Technical Training / Seminars (Insurance & Forex) | Approved Competency Framework                                                                                  | Assessment of 100% of LIBI Personnel based on Board-approved Competency Model to establish baseline. | 100% of employees have met the required competency level for Core Competencies                                        |

<sup>3</sup> Includes the number of days of the insurance companies' processing.

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|                   |      | Component                               |                                       |                             |                | Baseline Data |         |                                                                |                                                                                                                        | Target                                                                    |                                                                                   |
|-------------------|------|-----------------------------------------|---------------------------------------|-----------------------------|----------------|---------------|---------|----------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| Objective/Measure |      | Formula                                 | Weight                                | Rating System <sup>a/</sup> | 2013           | 2014          | 2015    | 2016                                                           | 2017                                                                                                                   | 2018                                                                      |                                                                                   |
|                   | SO 7 | Enhance IT Infrastructure               |                                       |                             |                |               |         |                                                                |                                                                                                                        |                                                                           |                                                                                   |
|                   | SM 7 | Improvement of Existing Computer System | Actual Accomplishment vs Work Program | 10%                         | All or Nothing | No data       | No data | Upgrade of Server System to Improve Capacity and Response Time | Note: With Renegotiated from Develop Transaction Tracking Systems to Upgrading of IIBS from Version 3.3 to Version 4.0 | Implementation of Phase 3: Document Management System and Imaging Desktop | 100% Implementation of Structured Re-cabling of Data Center, and Network Security |
|                   |      | Sub-total                               |                                       | 20%                         |                |               |         |                                                                |                                                                                                                        |                                                                           |                                                                                   |
|                   |      | Total                                   |                                       | 100%                        |                |               |         |                                                                |                                                                                                                        |                                                                           |                                                                                   |

a/ But not to exceed the weight assigned per indicator