

PHILIPPINE DEPOSIT INSURANCE CORPORATION. (PDIC)
Revalidation Result of the 2023 Performance Scorecard

Component						PDIC Submission		GCG Validation		Supporting Documents	Remarks
Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating			
SO 1	Raise public awareness on deposit insurance to contribute in building depositor confidence in the banking system and in promoting financial inclusion										
SM 1	Level of Public Awareness on Deposit Insurance	Actual Accomplishment	5%	(Actual / Target) x Weight	6 percentage point increase in level of public awareness from 2022 survey results	100%	5%	100%	5%	<ul style="list-style-type: none"> • PDIC Nationwide Public Awareness and Reputation Survey (NPARS) for 2023 dated 01 April 2024 • Internal Audit Group's Result of Validation • Notice of Award (28 December 2023) • Notice to Proceed (08 January 2024) • Justification for the Delay in the Awarding of Engagement and the Conduct of the Survey • Initial Work Program Approved (PES Form 4 – 1st to 4th Quarter 2023 Monitoring Report) • Actual Timeline for Consulting Service for NPARS. 	Acceptable.
	Sub-Total		5%				5%		5%		

SOCIO-ECONOMIC IMPACT

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SO 2 Maintain Deposit Insurance Fund (DIF) to adequately cover deposit insurance costs												
FINANCIAL	SM 2	Adequate Capital against Deposit Insurance Costs	12-month average DIF/12-month average EID	20%	All or Nothing	5.5%	8.84% (based on a 12-month average)	20%	8.81%	20%	<ul style="list-style-type: none"> Statement of Changes in Deposit Insurance Fund (Jan-Dec 2023) 2023 Quarterly and Monthly Estimated Insured Deposits Commission on Audit 2023 Notes to Financial Statements BSP Acknowledgement Receipt re Revised MOA on Information Exchange Letter to BSR re Sharing of Bank Reports (22 May 2023) Email Reply from BSP re PDIC Letter to BSP Requesting the Sharing of Specific Quarterly Bank Reports MS PowerPoint - Internal Guidelines re Deductions or Exclusions in EID MS PowerPoint Presentation during GCG onsite validation re EID Updated Quarterly and Monthly EID (December 2022 to December 2023) 	Target exceeded.

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SO 3 Ensure efficient budget utilization											
SM 3	Efficient Utilization Corporate Budget of	Total Budget Utilization / Total Board-approved Corporate Operating Budget (both net of PS)	5%	(Actual / Target) x Weight	90%	69.92%	3.88%	64.93%	3.61%	<ul style="list-style-type: none"> DBM Acknowledgment Receipt dated 26 May 2022 Secretary's Certificate (Resolution No. 2022-04-048) Transmittal to COA dated 20 February 2024 re COBUR for the year ended 31 December 2023 Corporate Operating Budget Utilization Based on Actual Disbursements and Accruals (COBUBADA) as of 31 December 2023 Report on Corporate Performance COBUR as of 31 December 2023 Certificate of Adoption of Resolution No. 2023-07-068. PDIC APP Supplemental Procurement Plan for CY 2023 Secretary's Certificate re COBUBADA Exclusions Summary of Exclusions 	<p><i>The request for reconsideration is GRANTED WITH MODIFICATION.</i></p> <p><i>While this measure is validated using the 2023 COA-AAR, the GCG granted the exclusions such as closure-related expenses and items dependent on third parties or affected by uncontrollable circumstances on account of the PDIC's mandate.</i></p>

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										<ul style="list-style-type: none"> Summary of Accruals Executive Summary of COA-AAR Memorandum Comptrollership Group re Additional Documents Requested by the GCG for the Validation of the PDIC 2023 Performance Scorecard. <u>Justifications on the proposed exclusions and Schedule of Exclusions</u> <u>Reconciliation of 2023 COA-AAR and PDIC's Reported Accomplishment</u> 		
	Sub-Total							23.88%		23.61%		
SO 4	Enhance client experience in PDIC services											
CUSTOMERS/ STAKEHOLDERS	SM 4a	Percentage of Satisfied Customers Borrowers	No. of respondents who gave rating of at least satisfactory / Total number of survey respondents	2.5%	(Actual / Target) x Weight	90%	87.59%	9.73%	87.59%	9.73%	<ul style="list-style-type: none"> ARTA Report on SQD0 Results of GOCCs and their CSM Compliance ARTA Report on the Breakdown of Responses and Transactions of GOCCs 	Validated using ARTA's Harmonized CSM Results (CSMR) of GOCCs covered by R.A. No. 10149.
	SM 4b	Percentage of Satisfied Customers Depositors		2.5%	0% = if less than 80%							
	SM 4c	Percentage of Satisfied Customers Member Banks		5%	0% = if lower or equal to previous year's accomplishment (if below 80%)							
					10%				9.73%		9.73%	

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INTERNAL PROCESS											
SO 5	Settle valid deposits/claims of depositors in closed banks within applicable processing time										
SM 5	Settlement of Valid Insured Deposits Promptly within Applicable Turn-Around-Time -For Accounts with Less than or Equal to ₱100,000 Balances	No. of valid insured deposits paid within TAT/ Total number of valid insured deposits for Accounts with Less than or Equal to ₱100,000 Balances	10%	(Actual / Target) x Weight	100% of claims settled within TAT	100% of claims settled within TAT	10%	100% of claims settled within TAT	10%	<ul style="list-style-type: none"> IAG Validation Report Claims Settlement Operations Matrix as of 31 December 2023 Dispatch Letters to PHLPPost Summary of RCID Notice of Closure Board-approved internal policy of the TAT for Accounts with Less than ₱100,000 balances 	Acceptable.
CORE PROCESS											
SM 6	Settlement of Deposit Insurance Claims Promptly within Applicable Turn Around Time -For Accounts with More than ₱100,000 Balances	No. of valid deposit insurance claims settled within TAT/ Total number of valid deposit insurance claims filed during field operations claims settlement (FOCS)	10%	(Actual / Target) x Weight	100% of claims settled within TAT	100% of claims settled within TAT	10%	<u>100% of claims settled within TAT</u>	10%	<ul style="list-style-type: none"> IAG Validation Report Notices of Closure Dispatch Letters to PHLPPost Board-approved internal policy of the TAT for Accounts with More than ₱100,000 balances <u>Schedule of Claims Settled, Deposit Insurance Payment Report, Inventory of Full Excess, and Inventory of Full Offset</u> 	Acceptable. <u>All claims were settled within the applicable turnaround time.</u>

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SO 6 Distribute assets to creditors and terminate liquidation of closed banks											
SM 7	Asset Distribution Plans (ADP) of closed banks filed with the Liquidation Court	Actual Accomplishment	20%	(Actual / Target) x Weight	43	43 ADPs (100%)	20%	43 ADPs (100%)	20%	<ul style="list-style-type: none"> Copies of the Affidavits of Proof of Service on the filing of Motions for Approval of the Final/Partial ADP with Registry Receipt ADP Matrix re Actual Bank Closures (2023 – 2028) 	Acceptable.
SO 7 Contribute to financial stability by ensuring financial crisis preparedness											
SM 8	Readiness Level for Participation in the Conduct of Financial Crisis Simulation	Actual Accomplishment	5%	All or nothing per crisis management plan	Revised plans based on the gaps identified in the internal simulation	100% Revised Financial Crisis Management Plan comprised of Takeover, Claims Settlement, Funding, and Communication Plans approved by the PDIC Board on 29 November 2023.	5%	The Revised Financial Crisis Management Plan sufficiently addressed the gaps identified in the 2022 internal simulation	5%	<ul style="list-style-type: none"> Reyes Tacandong & Co. Independent Assessment Report Board-approved Revised Financial Crisis Management Plan (FCMP) and its Annexes. Certificate of Adoption of Resolution No. 2023-11-119 approving the Revised (FCMP). 	Acceptable.
Sub-Total			45%				45%		45.0%		

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LEARNING AND DEVELOPMENT	SO 8	Recruit, build up, and retain motivated and competent workforce									
	SM 9	Improvement on the Competency Level of the Organization	Competency Baseline ¹ Current Year - Competency Baseline Previous Year	5%	All or Nothing	Improvement on the Competency Level of the Organization based on the 2022 year-end assessment	100% Competency Level (CL) of the Organization based on 375 qualified reassessed employees is at 1.35009 or 7.02% improvement over the CL-2022 at 1.26149	5%	100% Competency Level (CL) of the Organization based on 375 qualified reassessed employees is at 1.35009 or 4.35% improvement over the CL-2022 at 1.29387	5%	<ul style="list-style-type: none"> Competency Assessment Report 2023 Reports on Corporate Performance Raw data base of the competency assessment 10 Samples of competency profile.

¹ 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:

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

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	Build a responsive organization equipped with the necessary ICT and other systems to support operations												
SM 10	Implementation of Information System Strategic Plan (ISSP)	Actual Accomplishment	5%	All or nothing per target ICT and information system	100% implementation of information and communication technology (ICT) and information systems projects based on the ISSP	83.33%	-5 out of 6 ICT and IS projects implemented based on the ISSP -1 information system (Phase 1) partially completed.	4.17%	83.33%	5 out of 6 ICT and IS projects implemented based on the ISSP	4.17%	<ul style="list-style-type: none"> Revised 2023-2028 ISSP as Submitted to DICT (received 13 September 2023) Acknowledgment receipt by the DICT of the Revised ISSP Certificate of Completion and Acceptance User's Activity Report ISSP Project Description Bids and Awards Committee (BAC) Contracts of the 5 completed systems in 2023 Proof of payment of completed systems Signed justifications on the non-completion of systems initially included in the 2023 target 	Human Resource Information System (HRIS) was not completed in 2023 but become fully operational only in April 2024.
SM 11	ISO Certification	Actual Accomplishment	5%	All or nothing per target ISO-certified process	Maintain ISO Certification for Assessment of Member Banks (AMB), Claims Settlement Operations (CSO),	100%	For CSO and AMB -Passed the 1st Surveillance Audit conducted on 12 May 2023	5%	100%	For CSO and AMB -Passed the 1st Surveillance Audit conducted on 12 May 2023	5%	<ul style="list-style-type: none"> SOCOTEC Audit Report TUV Rheinland Audit Report ISO 9001:2015 Certificate (SCP000850QM) 	Acceptable.

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Objective/Measure	Formula	Wt.	Rating System	Actual		Rating	Actual	Rating			
					Loans Management (LM), Real Property Disposal (RPD), Bank Examination (BE)	For RPD -Passed the 1st Surveillance Audit conducted on 06 November 2023		For RPD -Passed the 1st Surveillance Audit conducted on 06 November 2023			
						For LM and BE -Passed the Re-certification Audit conducted on 13 November 2023		For LM and BE -Passed the Re-certification			
		Sub-total					14.17%		14.17%		
		Grand Total					97.78%		97.51%		

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