

**LBP INSURANCE BROKERAGE, INC.**  
**2015 Performance Scorecard**

Component			Agreed			LIBI Submission		GCG Validation		Supporting Documents	Remarks
	Objective/Measure		Rating Scale	Target	Weight	Actual	Rating	Actual	Rating		
Financial	SO 1	Ensure Sustainable Financial Growth									
	SM 1	EBITDA Margin	Actual/ Target x Weight	79%	35%	68%	30.12%	67.77%	30.02%	2015 COA Audited Financial Statement	Income before Tax – ₱ 91,166,571.00 Add: Depreciation – ₱ 2,450,646.00  EBITDA: ₱ 93,617,217 Total Revenue: ₱ 138,132,355  EBITDA Margin: 67.77%
		Sub-total				35%		30.12%		30.02%	
Customer/Stakeholders	SO 2	Improve Service Delivery									
	SM 2	Customer Satisfaction Survey	All or Nothing	Good	10%	93.18%	10%	93.18%	10%	Survey Result	Based on the in-house survey conducted, 93.18% of the respondents gave a good to excellent or 3 to 5 ratings. The survey is to evaluate the service level of LIBI and its office environment.  As agreed, the over-all satisfaction rating should

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										be 80% or above. There were 44 respondents, only 3 of which gave a rating of 2.
SO 3	Offer Competitive FX Rates									
SM 3	Accredited Counterparty for FX rate canvassing	Actual/Target x Weight	5	5%	5	5%	5	5%	-List of Accredited Counterparties for 2015 -Certification from LBP-Financial Institution Department (FID)	1. RCBC Forex Corporation 2. UCPB 3. BPI Forex Corporation 4. PETNET, Inc 5. World Reliance Trading Corporation
SO 4	Provide Wider Market Reach for Bancassurance Products for Agricultural Development									
SM 4	No. of Products with Improved Market Access	50% = products developed 50% = products developed	3	10%	3	10%	3	10%	-Board Reso 2015-012-039 for the approval of implementation of new products developed and offered to enhance market access and products	- Policy for the Risk Based Insurance Structuring - Policy for Automatic Coverage for Whirlwind (ipo-ipo) and Windstorm - Policy for Port Operator's Liability and High-Valued Per Equipment

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										that promote inclusive growth -Statement of Account	
	SO 5	Provide Wider Market Reach for Bancassurance Products for Financial Viability									
	SM 5	No. of New Products Offered	50% = products developed 50% = products developed	1	10%	1	10%	1	10%	-List of existing products and identified the new product -Statement of Account	Other Perils (Hailstorm)
	Sub-total				35%		35%		35%		
Item aProcess	SO 6	Improve Efficiency and Quality of Insurance Process									
	SM 6	Average Number of Days to Process Insurance Coverage	(1- ((Actual-Target)/Target)) x Weight	5 working days	5%	7 working days	3%	7 working days	3%	Turn Around Time Report	The total insurance request processed is 277. Out of 277 requests, 14 are processed in 3 days, 40 are processed in 5 days and 43 are processed in 7 days
	SO 7	Enhance Existing Processes Comparable with the Industry									
	SM 7	Manualization of Core Operations in Preparation for ISO/GQMSS	Actual/Target x Weight	4 Manuals: 1. Marketing	10%	4 Manuals: 1. Marketing	10%	4 Manuals: 1. Marketing	10%	LIBI Website	Marketing Manual-Processing of

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		Certification for Quality Service		2. Accounting 3. Admin 4. Forex		2. Accounting 3. Admin 4. Forex		2. Accounting 3. Admin 4. Forex			Bidding/Request for Insurance Quotation - Processing of Request for Insurance Coverage/Renewal/Endorsement - Monitoring/Renewal of Existing Policies - Processing of Claims  FOREX - Purchase of Foreign Currency - Sale of Foreign Currency - Replenishment of Revolving Fund - Brokering of Foreign Currency  Accounting - Cashiering - Billing and Collection - Remittance - Disbursement - Monitoring, Reconciliation and Reporting  Administrative - Files/Records Management and Other Administrative Functions

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		<i>Sub-total</i>		15%		13%		13%		
Learning and Growth	SO 8	Develop Strategic Skills & Competence of Officers and Staff								
	SM 8	Percentage of Personnel who have Undergone Technical Trainings/Seminars (Insurance/FOREX)	Actual/Target x Weight	100% of Personnel who have Undergone Technical Trainings/Seminars (Insurance & Forex)	10%	100% of Personnel who have Undergone Technical Trainings/Seminars (Insurance & Forex)	10%	100% of Personnel who have Undergone Technical Trainings/Seminars (Insurance & Forex)	10%	<p>List of employees who undergone training/seminars</p> <p>3 of the employees are contractual</p> <p>The training/seminars attended by employees are:</p> <ol style="list-style-type: none"> <li>1. Basic General Non-Life Insurance - 2 Attendees</li> <li>2. Basic Non-Life Insurance Course - 10 Attendees</li> <li>3. Orientation/Training on ISO - 37 Attendees</li> <li>4. Anti-Money Laundering Act - 38 Attendees</li> <li>5. Corporate Governance Scorecard Orientation - 2 Attendees</li> <li>6. Agency Procurement Compliance and Performance - 2 Attendees</li> <li>7. Philippine General Insurance Summit - 1 Attendee (PCEO)</li> <li>8. Corporate Governance Orientation Program for GOCCs - 1 Attendee (PCEO)</li> </ol>



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											9. Position Classification for GOCCs - 2 Attendees
	SO 9	Enhance IT Infrastructure									
	SM 9	Improvement of Existing Computer System	All or Nothing	Upgrade of Server System to Improve Capacity and Response Time	5%	Purchase of New Server and Migration of System	5%	Upgrade of Server System to Improve Capacity and Response Time	5%	-Summary of Resolutions/Agreements/Completed Tasks and/or Deliverables -Requisition and Issue Voucher -Purchase Order of the Server	System provider is Asian Business Solutions, Incorporated. Project name and the existing system is Integrated Insurance Brokerage System (IIBS) V33. LIBI purchased 1 unit of LENOVO SYSTEM x 3650 MS Rack Server amounting P424,500 from Accel Prime Technologies, Inc. The system is internal and used more on marketing and accounting.
		<b>Sub-total</b>			<b>15%</b>		<b>15%</b>		<b>15%</b>		
		<b>TOTAL</b>			<b>100.00%</b>		<b>93.12%</b>		<b>93.02%</b>		