

OVERSEAS FILIPINO BANK
Validation of 2022 Performance Scorecard

	Component				OFBANK Submission		GCG Validation		Supporting Documents	Remarks		
	Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual			Rating	
SOCIO- ECONOMIC IMPACT	SO 1	Support the Programs for the OFWs in partnership with Government Agencies										
	SM 1a	Number of New Products/ Services via MBA	Absolute Number	10%	(Actual / Target) x Weight	2 new lending products and 2 new facilities via MBA	1. Enabled eSalary Loan in MBA for loan renewals 2. Digital Card in MBA 3. Enabled access to RTB 27 investment 4. Enabled access to RTB 28 investment	n.d.	1. One (1) New Lending Product 2. Five (5) New Facilities	10%	<ul style="list-style-type: none"> • Notice of Launch of RTB 27 in the MBA • Notice of Launch of RTB 28 in the MBA • Certificate of Participation • Database of Availment of RTBs • 10 sample accounts for both RTB 27 and RTB 28 • Notice of Launch of Digital Card • Notice of Launch of eSalary Loan 	Acceptable.
	SM 1b	Number of Onboarded Alliances/Partnerships to Internet/Mobile Banking	Absolute Number	10%	(Actual / Target) x Weight	2 Alliances/Partnerships (Prepaid Airlod Facility and Prepaid Card with CVV)	1. MBA Digital CVV Facility 2. Optical Character Recognition (OCR) 3. Gender-related information in the account opening module	n.d.	No alliances/partnerships forged for 2022	0%	-	Request for revision of target is DENIED . Reported accomplishments were considered under SM1a as these cannot be classified as alliances/partnerships.

“Upholding a Transparent and Responsive GOCC Sector for the Filipino People”

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SM 1c	Increase in Total Number of DOBSAI Accounts	Actual Increase in Total Number of DOBSAI Accounts	5%	(Actual / Target) x Weight	Additional 87,769	48,450	n.d.	Unverifiable	0%	<ul style="list-style-type: none"> Database of DOBSAI accounts opened for 2022 	Inconsistencies found in the supporting documents vis-a-vis findings during the live walkthrough.
Sub-Total			25%				n.d.		10%		
SO 2 Maintain Compliance on the Capital Adequacy Requirement											
SM 2	Net Equity for a Digital Bank	Absolute Amount	5%	All or Nothing	₱1 Billion	₱1,299.92 Million	n.d.	₱1,245.23 Million	5%	<ul style="list-style-type: none"> Statement of Comprehensive Income as audited by COA BSP Published Balance Sheet as of 31 December 2022 	Acceptable. Accomplishment is validated using the COA AAR.
SO 3 Improve Liquidity Position											
SM 3	Increase Total Outstanding Deposit Amount (DOBSAI Accounts)	Actual Increase in Total Outstanding Deposit	10%	(Actual / Target) x Weight	Additional ₱438.85 Million from the previous year's Total Outstanding Deposits	₱393 Million	n.d.	₱359.44 Million	8.19%	<ul style="list-style-type: none"> Financial Statements audited by COA BSP Published Balance Sheet Breakdown of Deposit Liabilities 	Acceptable. Accomplishment is validated using the COA AAR.

FINANCIAL

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Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating			
SO 4 Improve Profitability											
SM 4	Generate Income	(Interest Income + Other Operating Income) – (Interest Expense + Provision for Losses + Other	10%	(Actual / Target) x Weight	₱38.29 Million	₱37.96 Million	<i>n.d.</i>	₱(13,858.66) Million	0%	<ul style="list-style-type: none"> Statement of Comprehensive Income as audited by COA. 	Request for revision of target is DENIED . Accomplishment is validated using the COA AAR.
SM 5	Efficient Utilization of Corporate Budget	Total Disbursement / Total DBM Approved Corporate Operating Budget (both net of PS)	5%	(Actual / Target) x Weight	90%	50%	<i>n.d.</i>	56.83%	3.16%	<ul style="list-style-type: none"> Statement of Appropriation Obligations, Disbursements and Balances (SAAODB) 	Validated using the COA-AAR and its submitted SAAODB as submitted to ICRS for 2022 as of 4 th Quarter of December 2022.
SO 5 Increase Loan Balance											
SM 6	Increase in the Total Outstanding Loan Balance	Actual Increase in Total Outstanding Loan Balance	10%	(Actual / Target) x Weight	Additional ₱2.501 Billion from the previous year's Total Outstanding Loans	₱1,884.50 Million	<i>n.d.</i>	₱1,834.78 Million	7.34%	<ul style="list-style-type: none"> Statement of Financial Position as audited by COA 	Request for revision of target is DENIED . Accomplishment is validated using the COA AAR.
Sub-Total			40%				<i>n.d.</i>		23.69%		

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	Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual			Rating	
CUSTOMERS/STAKEHOLDERS	SO 7	Timely, Reliable Products and Service										
	SM 7	Percentage of Satisfied Customers	Number of Respondents who gave a Rating of at least Satisfactory / Total Number of Respondents	5%	(Actual / Target) x Weight Below 80% = 0%	90%	87.5%	n.d.	No submission	0%	<ul style="list-style-type: none"> Customer Satisfaction Survey report from OFBANK Back checking report by OFBANK 	Detailed CSS Report not submitted.
	SO 8	Synergized Marketing										
	SM 8	Total Number of Conducted Financial Trainings/Webinars, PDOS, and Other Marketing Activities	Actual Accomplishment	10%	(Actual / Target) x Weight	315 webinars/online PDOS	975 Financial Trainings/Webinars/PDOS	n.d.	975 Financial Trainings/Webinars/PDOS	10%	<ul style="list-style-type: none"> Monthly Training Report Attendance Logs 	Acceptable.
	Sub-Total		15%				n.d.		10%			
INTERNAL PROCESS	SO 9	Implementation of Process Improvement										
	SM 9a	Percentage of Loan Application Processed within Applicable Turnaround Time (TAT)	No. of loan transactions processed within the prescribed period / Total number of loan applications received	10%	(Actual / Target) x Weight	100% of Transactions Processed Within the Prescribed Period ¹	100% of the loan application are processed within 3 banking days	n.d.	99.30%	9.93%	<ul style="list-style-type: none"> Database of Loans Processed 10 random sample accounts 	Total applications processed: 97,044 Processed within TAT: 96,362 Processed beyond TAT: 682

¹ Applicable time should be in compliance with RA 11032 otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 (EODB).

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Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating			
SM 9b	Develop Quality Management	Actual Accomplishment	5%	(Actual / Target) x Weight	Board-approved: a. Quality Policy b. Quality Management System Manual c. Quality Management System Procedure	1. Quality Policy Statement 2. Approved Guidelines/Manuals in 2022 form part of the Bank's Quality Management System Manual and Procedure	n.d.	1. Quality Policy Statement 2. Approved Guidelines/Manuals in 2022 form part of the Bank's Quality Management System Manual and Procedure	5%	<ul style="list-style-type: none"> Board-approved Quality Policy Statement Guidelines and manuals 	Acceptable.
Sub-Total			15%				n.d.		14.93%		
SO 10 Establish a Competitive Structure											
SM 10	Improvement on the Competency Level of the Organization	Actual Accomplishment	5%	(Actual / Target) x Weight	Board-approved Competency Framework with the following documents: 1. Competency Catalogue 2. Competency Framework 3. Competency Tables 4. Competency Matrix 5. Position Profiles 6. Competency-Based Job Description	Board-approved OFB Competency Framework and its Annexes: <ul style="list-style-type: none"> Competency Catalog Position Competency Profile (with Competency Matrix) Competency Tables 	n.d.	Board-approved OFB Competency Framework and its Annexes: <ul style="list-style-type: none"> Competency Catalog Position Competency Profile (with Competency Matrix) Competency Tables 	5%	<ul style="list-style-type: none"> Board-approved Competency Framework Competency Catalog Position Competency Profile (with Competency Matrix) Competency Tables 	Acceptable.
Sub-Total			5%				n.d.		5%		
TOTAL			100%						63.62%		

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