

## Attachment A

PHILIPPINE DEPOSIT INSURANCE CORPORATION  
 PERFORMANCE SCORECARD - QUARTERLY TARGETS  
 For the First Quarter 2019

Strategic Objectives/Measures		Rating System	Weight (%)	Target		Accomplishment as of 31 March 2019
Description	Formula			2019	Q1	
<b>SO 1. To sustain client satisfaction level</b>						
<b>SM 1.</b> Percentage of Satisfied Customers	No. of respondents who gave rating of at least satisfactory / Total number of survey respondents	(Actual/Target) x Weight 0% - If less than 80%	10%	95% (Year-end target)	--	N.A.
<b>Sub-total</b>			<b>10%</b>			
<b>SO 2. To maintain the Deposit Insurance Fund (DIF) to adequately cover deposit insurance</b>						
<b>SM 2.</b> Adequate capital against deposit insurance costs	12 month average DIF / 12-month average EID	All or nothing	10%	Minimum of 5.5%	Minimum of 5.5%	<b>6.31%</b> (based on a 3-month average)
<b>Sub-total</b>			<b>10%</b>			
<b>SO 3. To settle valid deposit insurance claims promptly</b>						
<b>SM 3.</b> Settlement of Valid Deposits Promptly within Turn-around Time (TAT) – For Accounts with Less than or Equal to P100,000 balances <sup>1</sup>	Number of valid deposits paid within TAT / Total number of valid deposits for Accounts with Less than or Equal to P100,000 balances	(Actual/Target)xWeight 0% = If less than 95%	15%	100% of claims processed within the applicable processing time <sup>2</sup>	100% of claims processed within the applicable processing time Bank closures from January - March 2019 with payout	<b>100%</b>  (19,491 valid deposits paid in 1 closed bank within applicable TAT)
<b>SM 4.</b> Settlement of Valid Claims Promptly within TAT – For accounts with More than P100,000 Balances, of Business Entities or Matched with Loans <sup>3</sup>	Number of valid claims settled within TAT / Total number of valid claims filed	(Actual/Target)xWeight 0% = If less than 95%	15%	100% of claims processed within the applicable processing time <sup>2</sup>	100% of claims processed within the applicable processing time Bank closures from January - March 2019 with payout	N.A. <sup>4</sup>
<b>Sub-total</b>			<b>30%</b>			
<b>SO 4. To immediately distribute assets to creditors and terminate liquidation of closed banks</b>						
<b>SM 5.</b> Number of Asset Distribution Plan (ADP) filed with the Liquidation Court <sup>5</sup>	Absolute number	(Actual/Target)xWeight 0% = If below 33	20%	40 (Year-end target)	--	4 ADPs filed
<b>Sub-total</b>			<b>20%</b>			

Strategic Objectives/Measures		Rating System	Weight (%)	Target		Accomplishment as of 31 March 2019
Description	Formula			2019	Q1	
<b>SO 5. To protect the Deposit Insurance Fund from illegal schemes and machinations</b>						
<b>SM 6.</b> Percentage of Cases Filed Against Erring Bank Officials from Approval of the Appropriate Approving Authority (AAA) within Turn-Around Time (TAT)	Number of cases filed within 25 Working Days (WDs) / Total number of cases filed	All or nothing	10%	100% of cases filed within applicable time <sup>2</sup>  (Within 25 WD)	100% of cases filed within applicable time  (Within 25 WD)	N.A.
<b>Sub-total</b>			<b>10%</b>			
<b>SO 6. To continuously develop a committed and competent workforce to deliver responsive public service</b>						
<b>SM 7.</b> Implementation of Competency-Based Human Resource System  <b>2019:</b> Percentage of Employees Meeting required Competencies	<p>1. Number of identified potential candidates for critical positions/Total number of identified potential candidates for critical positions with Individual Development Plans (IDPs)</p> <p>2.</p> $\sum_{b=1}^B \left[ \frac{\sum_{a=1}^A (\text{Actual Competency Level}_a)}{A} \right]_b$ <p>where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled</p>	(Actual/Target) x Weight	10%	<p>1. Implementation of Competency-Based Succession Planning Program (SPP) <sup>6</sup></p> <p>2. Improvement in the Competency Baseline of the organization</p>	<p>1. Criteria for the selection of SPP Candidates established and approved by the President</p> <p>2. --</p>	<p>1. Criteria for the selection of SPP candidates established and approved by the President on 28 March 2019.</p> <p>2. Training Plan including ways to address competency gaps approved by the President on 26 March 2019.</p>

Strategic Objectives/Measures		Rating System	Weight (%)	Target		Accomplishment as of 31 March 2019
Description	Formula			2019	Q1	
SM 8. ISO Certification	Actual Accomplishment	All or nothing	10%	Maintain ISO certification for AMB, CSO, LM Attain ISO Certification for Real Property Disposal Process 9001:2015 standards	Approved Quality Objectives for Claims Settlement Operations (CSO), Assessment of Member Banks (AMB) and Loans Management (LM); Approved Audit Plan aligned with ISO 9001:2015	1. Quality Objectives (QOs) for CSO, AMB and LM for approval 2. Ongoing audit for CSO, AMB & LM based on approved Audit Plan
<b>Sub-total</b>			<b>20%</b>			
<b>TOTAL</b>			<b>100%</b>			

1 - Banks with 1 to 3,000 number of accounts - within 7 WDs; Banks with 3,001 to 10,000 number of accounts - within 10 WDs; Banks with 10,001 to 25,000 number of accounts - within 15 WDs; Banks with more than 25,000 number of accounts - within 22 WDs. However, the final TAT shall be subject to PDIC's compliance with the Ease of Doing Business And Efficient Government Service Delivery Act of 2018 (Republic Act No. 11032).

2 - Applicable processing time in compliance with Republic Act No. 11032

3 - Banks with 1 to 3,000 number of accounts - within 12 WDs; Banks with 3,001 to 10,000 number of accounts - within 15 WDs; Banks with 10,001 to 25,000 number of accounts - within 25 WDs; Banks with more than 25,000 number of accounts - within 42 WDs. However, the TAT submitted to the EODB shall be considered as the final TAT for SM 4, and that validation documents may change.


4 - No Field Operations Claims Settlement for 1 closed Rural Bank. Instead, the Receive, Process and Mail (RPM) mode of CSO was adopted in view of the unfavorable security conditions and deteriorating peace and order situation in the area; CSO for another bank to start on April 12 and end on April 16, 2019.

5 - Based on the Board-approved Clean-up Plan for Asset Distribution Plan (ADPs) under Board Resolution No. 2017-12-172.

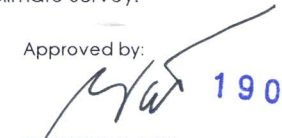
6 - Based from the submitted Board-approved CBHRS plan. Includes Learning and Development and Career Planning including Organizational Climate Survey.

Endorsed by:

  
**MA. ESTER D. HANOPOL**  
 VP, Corporate Planning Group  
 Date: \_\_\_\_\_

  
**SANDRA A. DIAZ**  
 SVP, Management Services Sector  
 Date: 04.15.19

Approved by:

  
**ROBERTO B. TAN**  
 President & CEO  
 Date: APR 15 2019  
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