Attachment A

## PHILIPPINE DEPOSIT INSURANCE CORPORATION PERFORMANCE SCORECARD - QUARTERLY TARGETS

## As of 30 June 2019

Ost To submitted       Description       Description       Description       Description         S01 To submit clean solution clean solutin clean solution clean solution clean solutio	Description	tives/Measures	Rating System	Weight		irget	Accomplishment as of 30 June 2019
Mill Forcentage of Satisfied Catabanes       No. of respondents who gave rating of all east statisfactory / Iodial munier of survey repondents       Index of transpondents who gave rating of all east statisfactory / Iodial (Actual/Target] x Weight (Actual/Target] x Weight				(%)	2019	Q2	
Min. Inclusional of a classical solution of a survey respondent. Cultion mumber of survey respondent. Inclusion of survey respondent. Indig to survey respondent and survey respondent. Indig to survey respondent and survey respondent. Indig to survey respondent and survey res	SO 1. To sustain client satisfaction lev	vel					
O2. 10 maintain the Deposit Insurance       Fund (DII) to adequately cover deposit Insurance       Image: Control of		of at least satisfactory / Total		10%			<b>97.88</b> % <sup>1</sup>
M2: Adequate capital against deposit insurance costs       12 month average DIF / 12 month average ED       All or nothing       10%       Minimum of 5.5%       Minimum of 5.5%       Lease on a 6-month average)         Stol       Sub-total       12 month average ED       All or nothing       10%       Minimum of 5.5%       Minimum of 5.5%       Minimum of 5.5%       Lease on a 6-month average)         Stol       Stol       Stol       Stol       Minimum of 5.5%       Minimum of 5.5%       Minimum of 5.5%       Minimum of 5.5%       Lease on a 6-month average)         Stol       Number of valid deposits paid within TAT / Icala number of valid deposits for Accounts with test functions or Equal to P100.000 balances       Number of valid deposits paid within the applicable processing time <sup>2</sup> 100% of claims processed within the applicable processing time <sup>2</sup> 100% of claims processed within the applicable processing time <sup>3</sup> 100% of claims pr	Sub-total			10%			
M2: Adequate capital against deposit insurance costs       12 month average DIF / 12 month average ED       All or nothing       10%       Minimum of 5.5%       Minimum of 5.5%       Lease on a 6-month average)         Stol       Sub-total       12 month average ED       All or nothing       10%       Minimum of 5.5%       Minimum of 5.5%       Minimum of 5.5%       Lease on a 6-month average)         Stol       Stol       Stol       Stol       Minimum of 5.5%       Minimum of 5.5%       Minimum of 5.5%       Minimum of 5.5%       Lease on a 6-month average)         Stol       Number of valid deposits paid within TAT / Icala number of valid deposits for Accounts with test functions or Equal to P100.000 balances       Number of valid deposits paid within the applicable processing time <sup>2</sup> 100% of claims processed within the applicable processing time <sup>2</sup> 100% of claims processed within the applicable processing time <sup>3</sup> 100% of claims pr	SO 2. To maintain the Deposit Insuran	nce Fund (DIF) to adequately cover dep	oosit insurance				
Solution       Solution <th< td=""><td>SM 2. Adequate capital against deposit insurance costs</td><td></td><td>All or nothing</td><td>10%</td><td>Minimum of 5.5%</td><td>Minimum of 5.5%</td><td></td></th<>	SM 2. Adequate capital against deposit insurance costs		All or nothing	10%	Minimum of 5.5%	Minimum of 5.5%	
SM3. Settlement of Vaiid Deposits fromphy within Jum-acound Time or Equal to P100,000 balances <sup>2</sup> Number of valid deposits paid within JAT / Total number of valid deposits for Accounds with Less than or Equal to P100,000 balances <sup>2</sup> Image: Interview of the set of the s	Sub-total			10%			
Sh 3. Settlement of Void Deposits Promptify within Turn-around Time (TA) = for Accounds with teas than of equal to P100,000 balances       Actual/Target).Weight 0% = if less than 95%       1%       In0% of claims processed within the applicable processing time <sup>2</sup> within the applicable processing time <sup>2</sup> within the applicable processing time <sup>2</sup> In0% of claims processed within the applicable processing time <sup>3</sup> In0% of claims processed within the applicable       In0% of cl	SO 3. To settle valid deposit insurance	e claims promptly			a.		
SM 4. Settlement of Valid Claims Promptly within TAT – For accounts within TAT – For accounts within TAT / Total number of valid claims filed       Actual/Target):Weigh 0% = If less than 95%       1%       IOO% of claims processing within the applicable processing time       within the applicable processing time       within the applicable processing time         SD 4. To immediately distribute asset to creditors and terminate liquidation       I closed banks       I closed banks </td <td><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>2</sup></td> <td>within TAT / Total number of valid deposits for Accounts with Less than</td> <td></td> <td>15%</td> <td>within the applicable</td> <td>within the applicable processing time Bank closures from January - June 2019 with payout (Field Operations</td> <td>(46,437 valid deposits paid in 6 closed banks</td>	<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>2</sup>	within TAT / Total number of valid deposits for Accounts with Less than		15%	within the applicable	within the applicable processing time Bank closures from January - June 2019 with payout (Field Operations	(46,437 valid deposits paid in 6 closed banks
SM 5. Number of Asset Distribution Plan (ADP) filed with the Liquidation Court 5       Absolute number       (Actual/Target)xWeight 0% = If below 33       20%       40 (Year-end target)	<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>	within TAT / Total number of valid		15%	within the applicable	within the applicable processing time Bank closures from January - June 2019 with payout (Field Operations	(5,547 valid claims settled in 6 closed banks with
Plan (ADP) filed with the Liquidation Court 5Absolute number(Action/, raiget), wreight 0% = If below 3340 (Year-end target)4 ADPs filedSO 5. To protect the Deposit Insurance Fund from illegal schemes and machinationsSO 5. To protect the Deposit Insurance Fund from illegal schemes and machinations40 (Year-end target)40 (Year-end target)4 ADPs filedSM 6. 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 filedAll or nothing 10%10% 10%100% of cases filed within applicable time (Within 25 WD)No case filedSub totalSub totalSub totalSub totalSub totalSub totalSub totalSub total	SO 4. To immediately distribute asset	s to creditors and terminate liquidation	of closed banks				
SM 6. 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 (Within 25 WD)       100% of cases filed within applicable time (Within 25 WD)       No case filed	<b>SM 5.</b> Number of Asset Distribution Plan (ADP) filed with the Liquidation Court <sup>5</sup>	Absolute number		20%			4 ADPs filed
Against Erring Bank Officials from Approval of the Appropriate       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       100% of cases filed within applicable time         Approving Authority (AAA) within Turn-Around Time (TAT)       of cases filed       All or nothing       10%       (Within 25 WD)       (Within 25 WD)	SO 5. To protect the Deposit Insurance	ce Fund from illegal schemes and mac	hinations				
Sub-total 40%	<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)	Working Days (WDs) / Total number	All or nothing	10%	applicable time	applicable time	No case filed
	Sub-total			60%			

Strategic Objectives/Measures Description Formula		Rating System	Weight (%)	Target		
				2019	Q2	Accomplishment as of 30 June 2019
SO 6. To continuously develop a con	nmitted and competent workforce to d	eliver responsive public se	rvice			
<ul> <li>SM 7. Implementation of Competency-Based Human Resource System</li> <li>2019: Percentage of Employees Meeting Required Competencies</li> </ul>	1. Number of employees assessed/Total number of employees for competency assessment (126 remaining positions without final competency profile) 2. $\sum_{b=1}^{3} \left[ \sum_{a=1}^{a} \left( \frac{Actual Competency (1a)}{a} \right) \right]_{b}$ where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled	(Actual/Target) x Weight	10%	<ol> <li>Complete competency assessment for remaining employees to determine the competency baseline of the organization</li> <li>Improvement in the Competency Baseline of Employees Assessed in 2018<sup>6</sup></li> </ol>		<ol> <li>Finalized/approved the CBJDs of 50 position or 40% of the 126 remaining positions in 2018 without final competency profile.</li> <li>2 Programs designed and conducted:         <ul> <li>a. Skills Retooling Course on the Project Management Approach to Bank Closure (April 26, 29 - 30, 2019)</li> <li>b. Knowledge and Skills Strengthening Program (May 28 - 30, 2019)</li> </ul> </li> </ol>
SM 8. ISO Certification	Actual Accomplishment	All or nothing	10%	Maintain ISO certification for Assessment of Member Banks (AMB), Claims Settlement Operations (CSO), and Loans Management (LM) Attain ISO Certification for Real Property Disposal Process 9001:2015 standards	Internal Quality Audit (IQA) Report and conduct of Management Review; Re- certification of CSO Approved QO for 1 Frontline Service including approved Audit Plan aligned with ISO 9001:2015	CSO and AMB was re-certified under ISO 9001:2015 last May 15, 2019 by SOCOTEC Certification Phils., Inc. (formerly AJA Registrars Inc.) 2nd Surveillance Audit on LM to be conducted by TUV Rheinland in Q4 2019. Ongoing review of Quality Objectives for Real Property Disposal and preparation of Terms of Reference for the engagement of third-party certifying body.
Sub-total			20%			
TOTAL			100%			

1 - Initial results of survey administered by PDIC to depositors (tabulation and validation of results conducted in the presence of an Internal Audit Group representative) pending the procurement of the 3rd Party Service Provider.

2 - 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 3,001 to 10,000 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).

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 - Instead of PPC / Field Operations Claims Settlement, the Receive, Process and Mail (RPM) mode of CSO which required all depositors to file claims through mail, was adopted in one rural bank closed in January 2019 in view of the unfavorable security conditions.

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

6 - Improvement in the competency baseline of the employees assessed shall pertain to the average percentage of required competencies met.

Endorsed by:

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

SANDRA A. DIAZ

SVP, Management Services Sector Date:

Approved by: 9072638

ROBERTO B. TAN President & CEO Date: \_\_\_\_\_