

PHILIPPINE DEPOSIT INSURANCE CORPORATION  
PERFORMANCE SCORECARD - QUARTERLY TARGETS

As of 30 September 2019

Strategic Objectives/Measures		Rating System	Weight (%)	Target		Accomplishment as of 30 September 2019
Description	Formula			2019	Q3	
<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)		97.95% <sup>1</sup>
<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% (based on a 9-month average)	6.51% (based on a 9-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>2</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 Jan. - Sept. 2019 with payout	100% <sup>4</sup>
<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>3</sup>	100% of claims processed within the applicable processing time  Bank closures from Jan. - Sept. 2019 with payout (Field Operations Claims Settlement)	100% <sup>4</sup>
<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)	--	6 ADPs filed
<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 (Within 25 WD)	100% of cases filed within applicable time (Within 25 WD)	100% (1 case filed within 10 WD)
<b>Sub-total</b>			<b>60%</b>			

Strategic Objectives/Measures		Rating System	Weight (%)	Target		Accomplishment as of 30 September 2019
Description	Formula			2019	Q3	
<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	1. Number of employees assessed/Total number of employees for competency assessment  2. $\frac{\sum_{i=1}^B \left[ \frac{\sum_{j=1}^A (Actual\ Competency\ U_{ij})}{Required\ Competency\ U_{ij}} \right]}{B}$  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%	1. Complete competency assessment for remaining employees to determine the competency baseline of the organization  2. Improvement in the Competency Baseline of Employees Assessed in 2018 <sup>6</sup>		1. 72 out of 146 employees with incomplete baseline assessment data are now ready for assessment. CBJDs/profiles of the remaining 74 employees are still being reviewed.  2. Implemented four (4) Learning and Development programs for employees assessed in 2018 as follows: On Leadership and Managerial Competencies - Managing Performance (attended by 10 out of 22 employees assessed with gaps in 2018) a. Seminar on Performance Coaching - conducted July 24 - 26 (10 employees) On Core Competencies - Commitment to Depositor Protection (attended by 43 out of 220 employees assessed with gaps in 2018) b. Knowledge and Skills Strengthening Program - conducted May 28 - 30 and August 29 - 30 & Sep. 2 (9 employees) c. Skills Retooling Course on Project Management Approach to Bank Closure - conducted April 26, 29 - 30 (7 employees) d. Competency Build-Up Program - Commitment to Depositor Protection - conducted July 16 - 17 (27 employees)
<b>SM 8.</b> 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 (RPD) Process 9001:2015 standards	Internal Quality Audit Report and conduct of Management Review for the identified process;  Certification of RPD Process	CSO and AMB re-certified under ISO 9001:2015 last 15 May 2019 by SOCOTEC Certification Phils., Inc. Internal Quality Audit on LM and RPD including support processes completed. 2nd Surveillance Audit on LM to be conducted by TUV Rheinland on 19 Nov. 2019.  Stages 1 and 2 Certification Audit of RPD to be conducted on 30 October and 18-19 November 2019, respectively.
<b>Sub-total</b>			<b>20%</b>			
<b>TOTAL</b>			<b>100%</b>			

1 - Initial results of survey administered by PDIC to depositors from payout sites of closed banks in Q2 and from the Public Assistance Center for validation by a third-party service provider. Tabulation of results conducted in the presence of an Internal Audit Group representative.

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 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).

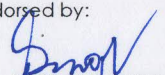
3 - Banks with 1 to 3,000 number of accounts - within 12 WDs; Banks with 3,001 to 10,000 number of accounts - within 15 WDs; Banks with 10,001 to 25,000 number of accounts - within 25 WDs; Banks with more than 25,000 number of accounts - within 42 WDs. However, the TAT submitted to the EODB shall be 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

Endorsed by:

  
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