

PHILIPPINE DEPOSIT INSURANCE CORPORATION

Quarterly Monitoring Report on Corporate Performance
As of 30 September 2022

	Component				Annual Target	3rd Quarter	
	Strategic Objective (SO)/Strategic Measure (SM)	Formula	Weight	Rating System		Target	Actual Accomplishment
Socio-economic Impact	SO 1. Contribute to confidence in the financial system through public awareness and financial literacy on deposit insurance to promote financial inclusion						
	SM 1	Level of public awareness on deposit insurance	Actual accomplishment	5	All or nothing	100% implementation of programs on public awareness ¹	One out of 6 programs on public awareness campaign completed (i.e., Brand alignment of communication activities and information material)
		Sub-total		5			
Financial	SO 2. Maintain Deposit Insurance Fund (DIF) to adequately cover the deposit insurance cost						
	SM 2	Adequate Capital against Deposit Insurance Cost	12-month average DIF/ 12-month average EID ²	15	All or nothing	5.5% ³	8.24% Tentative based on an 8-month average. For updating upon approval of the September 2022 Financial Statements
	SM 3	Efficient Utilization of Corporate Budget	Total Disbursements / Total Board-approved Corporate Operating Budget (both net of PS)	5	(Actual / Target) x Weight	90%	78.63% Based on a 9-month utilization.
		Sub-total		20			
Customers / Stakeholders	SO 4. Enhance client experience in PDIC services						
	SM 4a	Percent of Satisfied Customers - Borrowers	No. of respondents who gave a rating of at least satisfactory / Total number of survey respondents	2.5	(Actual/Target) x Weight 0% = If less than 80%	90%	Procurement of services for the conduct of 2022 Customer Satisfaction Survey was suspended due to MC No. 3 after a failure in public bidding. PDIC requested clearance from GCG to allow the conduct of self-administered customer satisfaction survey (CSS) for 2022, subject to the GCG's guidelines on enhanced standard methodology for the conduct of CSS.
	SM 4b	Percent of Satisfied Customers - Depositors	No. of respondents who gave a rating of at least satisfactory / Total number of survey respondents	2.5	(Actual/Target) x Weight 0% = If less than 80%	90%	
	SM 4c	Percent of Satisfied Customers - Member Banks	No. of respondents who gave a rating of at least satisfactory / Total number of survey respondents	5	(Actual/Target) x Weight 0% = If less than 80%	90%	
		Sub-total		10			

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Internal Process	SO 5 Settle valid deposits/claims of depositors in closed banks within the applicable processing time ⁴							
	SM 5	Settlement of Valid Deposits Promptly within Applicable Turn-Around-Time (TAT in line with EODB) - For Accounts with Less than or Equal to P100,000 Balances	Number of valid deposits paid within TAT/ Total number of valid deposits for Accounts with Less than or Equal to P100,000 balances	10	(Actual / Target) x Weight	100% of claims settled within TAT ⁵ with new TAT under "New Normal"	100% of claims settled within TAT ⁵ with new TAT under "New Normal"	100% of claims settled within TAT
	SM 6	Settlement of Valid Claims Promptly within Applicable Turn-Around-Time (TAT in line with EODB) - For Accounts with More than P100,000 Balances	Number of valid claims settled within TAT / Total number of valid claims filed during field operations claims settlement (FOCS)	10	(Actual / Target) x Weight	100% of claims settled within TAT ⁵ with new TAT, reckoning time and formula under "New Normal"	100% of claims settled within TAT ⁵ with new TAT, reckoning time and formula under "New Normal"	100% of claims settled within TAT
	SO 6. Distribute assets to creditors and terminate liquidation of closed banks							
	SM 7	Asset Distribution Plans (ADP) of closed banks filed with the Liquidation Court	Actual Accomplishment	20	(Actual / Target) x Weight	43	-	9
	SO 7. Contribute to financial stability by ensuring financial crisis preparedness							
	SM 8	Readiness Level for Participation in the Conduct of Financial Crisis Simulation	Actual Accomplishment	5	All or Nothing	Conduct/Report of internal simulation exercise of the integrated Crisis Management Plan	-	1. Selected Enhanced Tabletop Model of simulation exercise and identified highly critical operational areas to be covered in the simulation exercise. 2. Prepared the scenario build-up for the activities covered by the simulation exercise. 3. Conducted the dry-run of the Internal Simulation Exercise on September 12, 13 and 15, 2022 facilitated by the Training Institute and with assessors from the Corporate Planning Group and Risk Management Office.
		Sub-total		45				
Learning and Growth	SO 8. Recruit, build up and retain a motivated and competent workforce							
	SM 9	Percentage of Employees Meeting Required Competencies	Competency Baseline ⁶ 2022 - Competency Baseline 2021	10	All or Nothing	Improvement on the Competency Baseline of the Organization based on the 2021 year-end assessment ⁷	-	- Conducted 20 internal and 17 external training programs to enhance competencies and address competency gaps. - Conducted the Mid-Year Competency Assessment Survey (CAS) 2022 to determine the Baseline Competency Level of 63 employees who were not covered in the 2021 Year-End CAS - Mid-Year CAS Narrative Report submitted to the PCEO for approval on 29 September 2022

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Learning and Growth	SO 9. Build a responsive organization equipped with the necessary ICT and other systems to support operations							
	SM 10	Implementation of Information Systems Strategic Plan (ISSP)	Actual Accomplishment	5	All or Nothing per target ICT and information system	100% implementation of information and communication technology (ICT) and information systems projects based on the ISSP ⁸	-	2 projects completed and implemented 5 ICT/information systems projects ongoing Note: based on the Revised ISSP
	SM 11	ISO Certification	Actual Accomplishment	5	All or nothing	Maintain ISO Certification for Assessment of Member Banks (AMB), Claims Settlement Operations (CSO), Loans Management (LM), Real Property Disposal (RPD), Bank Examination (BE) or Corporate Certification	-	- CSO and AMB re-certified with ISO Certification dated 25 May 2022. - Terms of Reference for the procurement of certifying body for re-certification of RPD approved by the President on 23 June 2022. - Conduct of Internal Quality Audit for RPD, LM and BE completed on 30 September 2022. - Contracts for the procurement of certifying body for re-certification of RPD reviewed by LAS on 22 July 2022 and with clearance from OGCC on 30 August 2022. - Ongoing coordination with the certifying body on the re-certification of RPD and the surveillance audits of LM and BE.
		Sub-total		20				
		TOTAL		100				

1 - See Appendix 1 for the Strategic Communication Plan, Major Milestones of Component Programs 2021 - 2023

2- Capturing the period from January to December

3 - Ratio of DIF to estimated insured deposits (EID) – minimum of 5.50% (based on the current Maximum Deposit Insurance Coverage (MDIC) of P500,000; If any MDIC increase is legislated within the year, the resulting DIF/EID, which may fall below 5.5%, shall be considered on target.

4 - A valid claim is considered settled when it is paid or dispatched to the Philippine Postal Corporation (PPC), or offset with an obligation, or in excess of the maximum deposit insurance coverage. Valid claims refer to claims for deposit accounts examined to be legitimate and eligible for deposit insurance. For depositors with valid deposit balances of Php 100,000 and below, filing of claim is waived for those with updated and complete mailing address, who have no obligations with the closed bank, and have not maintained the account under the name of business entity. All other depositors have to file deposit insurance claims with complete supporting evidences/documents acceptable to PDIC.

5 - Applicable processing time based on compliance with Republic Act No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

6 - The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

$$\sum_{a=1}^B \left[\frac{\sum_{b=1}^A (\text{Actual Competency})}{\text{Required Competency}} \right]$$

where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled

7 - Reassessment should cover all employees assessed in 2021 and new hires in 2022.

8 - Excludes the time from failed bidding to the resumption of bidding.

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