

## CY 2017 PERFORMANCE SCORECARD (ANNEX A)

## PHILIPPINE DEPOSIT INSURANCE CORPORATION

	Component				Baseline				Target	
	Objective/Measure	Formula	Rating Scale	Weight	2013	2014	2015	2016	2017	
STAKEHOLDERS	SO 1	To Sustain Client Satisfaction Level								
	SM 1	Satisfaction rating based on responses of clients to survey	Actual Rating	All or nothing	10%	-	-	4.55 (Very Satisfactory)	4.66 (Very Satisfactory)	Not lower than Very Satisfactory
		Sub-Total			10%					
FINANCIAL	SO 2	To Maintain the Deposit Insurance Fund (DIF) to Adequately Cover Deposit Insurance								
	SM 2	Adequacy of capital against deposit insurance cost	DIF/Estimated Insured Deposits (EID) (based on a 12-month average)	20%: 5.5% and above 18%: 5.25% to 5.49% 16%: 5.0% to 5.24% 0%: Below 5.0%	20%	5.60%	5.40%	5.60%	5.70%	5.5% to 8.0%
		Sub-Total			20%					



Component					Baseline				Target
Objective/Measure	Formula	Rating Scale	Weight	2013	2014	2015	2016	2017	
INTERNAL PROCESS	SO-3	To Settle Valid Deposit Insurance Claims Promptly							
	SM 3	Settlement of valid deposit claims within turn-around time  (For accounts with a balance of less than or equal to ₱100,000)	Number of valid deposits paid within TAT <sup>1</sup> / Number of valid deposits	Actual/Target x Weight	12.5%	-	-	-	100% of valid deposits paid within the prescribed turn-around time <sup>2</sup>
	SM 4	Settlement of valid deposit claims within turn-around time  (For accounts with a balance of more than ₱100,000, of business entities or matched with loans)	Number of valid claims settled within TAT <sup>3</sup> / Number of valid deposits	Actual/Target x Weight	12.5%	-	-	-	100% of valid claims settled within the prescribed turn-around time <sup>4</sup>

<sup>1</sup> Turn-around time: From takeover date of the bank to the date of dispatch of check to PPC

<sup>2</sup> Banks with 1 to 3,000 number of accounts – within 7 working days; Banks with 3,001 to 10,000 number of accounts – within 10 working days; Banks with 10,001 to 25,000 number of accounts – within 15 working days; Banks with more than 25,000 number of accounts – within 22 working days

<sup>3</sup> Turn-around time: from takeover date of the bank to the last day of FOCs

<sup>4</sup> Banks with 1 to 3,000 number of accounts – within 12 working days; Banks with 3,001 to 10,000 number of accounts – within 15 working days; Banks with 10,001 to 25,000 number of accounts – within 25 working days; Banks with more than 25,000 number of accounts – within 42 working days



Component					Baseline				Target
	Objective/Measure	Formula	Rating Scale	Weight	2013	2014	2015	2016	2017
SO 4	To Immediately Distribute Assets to Creditors and Terminate Liquidation of Closed Banks								
SM 5	Number of Asset Distribution Plan (ADP) <sup>5</sup> filed with the Liquidation Court	Absolute number	Actual/Target x Weight  0%: Anything below 20 ADPs filed with the Liquidation Court	20%	-	25 PODs submitted to the Office of the President for approval	40 ADPs filed with the Liquidation Court	40 ADPs filed with the Liquidation Court	40 ADPs filed with the Liquidation Court
SO 5	To Protect the Deposit Insurance Fund from Illegal Schemes and Machinations								
SM 6	Average number of days to file a case against erring bank officials from approval of the appropriate approving authority (AAA)	Average number of days	All or nothing	10%	-	-	-	-	30 days
	<b>Sub-Total</b>			<b>55%</b>					

<sup>5</sup> Inventory of closed banks without ADP totaled to 256 as of 31 December 2016. The 5-year clean-up plan for the backlog will be: Year 1 – 40 ADPs, Year 2 – 50 ADPs, Year 3 – 55 ADPs, Year 4 – ADPs and Year 5 – 47 ADPs.



	Component				Baseline				Target
	Objective/Measure	Formula	Rating Scale	Weight	2013	2014	2015	2016	2017
LEARNING AND GROWTH	SO 6: To continuously develop a committed and competent workforce to deliver responsive public service								
	SM 7	Synergizing the new organization	Actual accomplishment	All or nothing	10%	-	-	Board Approved Competency Framework	Baseline Competency for the 7 Core Competencies and 1 Leadership / Managerial Competency  1 HR intervention for the Core Competency gap based on the Baseline Competency Assessment Survey Results <sup>6</sup>
	SM 8	ISO Certification	Actual ISO Certificate from the Certifying body	All or nothing	5%	-	-	ISO 9001:2008 Certification for Assessment of Member Banks	Maintain ISO 9001:2008 Certification for Assessment of Member Bank and Claims Settlement Operations  ISO Certification 9001:2008 of Loans Management System
		<b>Sub-Total</b>			<b>15%</b>				
		<b>TOTAL</b>			<b>100%</b>				

<sup>6</sup> Based on the result of the Competency Assessment dated 23 December 2016



## Attachment 2

Strategic Measures (SM)	Revisions to Formula
SM 1. Satisfaction rating based on responses of clients to survey	<p><b>From:</b> Average satisfaction rating of clients by location of services rendered on field and by month of services rendered at the Head Office</p> <p><b>To:</b> Actual rating</p>
SM 3. Settlement of valid deposits promptly within turn around time: - For accounts with $\leq$ P100K balances	<p><b>From:</b> 100% of valid deposits paid within TAT</p> <p><b>To:</b> No. of valid deposits paid within TAT/ No. of valid deposits</p>
SM 4. Settlement of valid claims promptly within turn around time: - For accounts with >P100K balances, of business entities or matched with loans	<p><b>From:</b> 100% of valid claims settled within TAT</p> <p><b>To:</b> No. of valid claims settled within TAT/ No. of valid claims filed</p>
SM 8. ISO Certification	<p><b>From:</b> Actual Accomplishment</p> <p><b>To:</b> Actual ISO Certificate from the Certifying Body</p> <p><i>(Note: The actual ISO Certificate from the certifying body is usually issued 2-3 months after the conduct of Certification audit. Since the certification audit for Loans Management together with the surveillance audit for Assessment of Member Banks (AMB) were conducted in December 2017, the ISO Certificate is expected to be issued around February 2018, which is just in time for the actual call for validation of accomplishments by the GCG).</i></p>