

REPORT ON CORPORATE PERFORMANCE
AS OF 31 March 2020

PHILIPPINE DEPOSIT INSURANCE CORPORATION

PERFORMANCE SCORECARD

As of 31 March 2020

Component					Target		Accomplishment as of 31 March 2020
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System	2020 (Annual)	Q1	
SO 1. To Maintain Adequate Deposit Insurance Fund (DIF)							
SM 1	Adequate Capital against Deposit Insurance Costs	12-month average DIF / 12-month average EID ¹	10	(Actual/Target) x Weight 0% = If less than 5.5%	5.5% ²	5.5% (based on a 3-month average)	6.52%
	Sub-total		10				
SO 2 To Enhance Client Experience							
SM 2	Percentage of Satisfied Customers	No. of respondents who gave rating of at least satisfactory / Total number of survey respondents	10	(Actual/Target) x Weight 0% = If less than 80%	90%	--	None (No survey was conducted as no field/onsite claims settlement operations were held for the two (2) banks that closed in Q1 2020) ³
	Sub-total		10				
SO 3. To Institutionalize Collaborative Financial Literacy Program							
SM 3	No. of Targeted Provinces with Signed Memorandum of Agreement (MOA) on Partnership for Sustainable Program on Increasing Trust to the Banking System	Actual Accomplishment	5	(Actual/Target) x Weight	Signed MOA with Two (2) Provinces	--	Commitment obtained to enter and draft MOA for one (1) Province
SO 4. To Reduce Non-cash Portfolio							
SM 4	% of Reduction of Loans (cumulative) Based on Baseline Accounts as of 2019 Year-end	Actual Accomplishment	10	(Actual/Target) x Weight	5%	--	0.03% 229 loan accounts vs. baseline accounts of 713,021
SM 5	% of Reduction of Real Properties (cumulative) Based on Baseline Properties as of 2019 Year-end	Actual Accomplishment	10	(Actual/Target) x Weight	5%	--	0.16% 53 real properties vs. baseline of 32,280 real properties
SO 5 To Contribute to Financial Stability by Ensuring Financial Crisis Preparedness							
SM 6	Readiness Level for Participation in the Conduct of Financial Crisis Simulation	Actual Accomplishment	10	All or nothing	Board-approved - Funding Plan with Integrated Communication Plan	--	For formulation

Component					Target		Accomplishment as of 31 March 2020
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System	2020 (Annual)	Q1	
SO 6 To Settle Valid Deposits/Claims Within Applicable Processing Time ⁴							
SM 7	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 with TAT ⁵	100% of claims settled with TAT ⁵ (Bank closures from January to March 2020 with payout)	100% (1,863 valid deposits in 1 out of 2 closed banks paid within 7 WDs) ⁶
SM 8	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) ⁷	10	(Actual / Target) x Weight	100% of claims settled with TAT ⁵	100% of claims settled with TAT ⁵ (Bank closures from January to March 2020 with payout)	None (No field/onsite claims settlement operations were held for the two (2) banks that closed in Q1 2020) ^{3,6}
Sub-total			55				
SO 7. To Recruit the Best and the Brightest, and Retain Highly Motivated and Competent Workforce							
SM 9	Percentage of Employees Meeting Required Competencies	Competency Baseline 2020 ⁸ - Competency Baseline 2019	10	All or Nothing	Improvement on the Competency of the Organization based on the 2019 year-end assessment	--	Conducted Training Interventions addressing competency gaps: Technical/Functional: 1. MS Excel (Q1) - 31 attendees > MS Excel (Basic) > MS Excel (Intermediate) Managerial/Leadership Competency: 1. Cascade of the New PDIC Strategy Map (Q1) - 416 attendees

Component					Target		Accomplishment as of 31 March 2020
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System	2020 (Annual)	Q1	
SO 8. To Build a Responsive Organization Equipped with the Appropriate Technology and Other Infrastructure							
SM 10	Implementation of the Information System Strategic Plan (ISSP)	Actual Accomplishment	10	All or nothing	Board Approved ISSP as submitted to DICT	--	22% 1. Organization Profile (6%/10%) 2. Information System Strategy (7.2%/30%) 3. Detailed Description of ICT Projects (1.5%/30%) 4. Resource Requirements (7.33%/20%) 5. Development and Implementation Process (0% / 10%)
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 System (LMS) and Real Property Disposal (RPD) Process; Attain certification for Additional Frontline Process	--	CSO and AMB's 1st Surveillance Audit originally set in May 2020 for re-scheduling with SOCOTEC in view of the ECQ. LM targeted for re-certification in Q4. RPD's 1st Surveillance Audit is scheduled to be conducted by TUV Rheinland in Q4. Bank Examination is targeted for certification in Q4.
Sub-total			25				
TOTAL			100				

1- Capturing the period from January to December 2020

2- The target of 5.5% is retained based on GCG response to PDIC's letter- request for retention noting PDIC's position and justification. GCG will take into consideration the supporting documents during validation of PDIC accomplishments for 2020.

3- Providence Rural Bank, Inc. (Cagayan) and Rural Bank of Tibiao (Antique), Inc. were taken over by PDIC on 28 February 2020 and 6 March 2020, respectively. Scheduled field/onsite claims payout operations for the depositors of the said closed banks were suspended due to the implementation of the Enhanced Community Quarantine (ECQ).

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 Turn Around Time shall be subject to PDIC's compliance with Republic Act No. 11032 and its IRR.

6- PDIC dispatched to the Philippine Postal Corporation on 10 March 2020 the register of insured deposits/payment notices for the depositors of the closed Providence Rural Bank. Scheduled dispatch to PPC of register/payment notices for the depositors of Rural Bank of Tibiao (Antique), Inc. was suspended due to the implementation of the ECQ. As an alternative mode during the ECQ, PDIC required all its depositors, regardless of account balances, to file claims through email.

7- Formula is retained based on GCG response to PDIC's letter-request for retention, noting PDIC's position and justification. GCG to take into consideration supporting documents during the validation of PDIC's accomplishment for 2020.

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

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

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

Endorsed by:

MA. ESTER D. HANOPOL

VP, Corporate Planning Group

Date: _____

SANDRA A. DIAZ

SVP, Management Services Sector

Date: **JUL 14 2020**

Approved by:

ROBERTO B. TAN

President and CEO

Date: _____

