

PHILIPPINE DEPOSIT INSURANCE CORPORATION
2021 PERFORMANCE SCORECARD
As of 31 March 2021

Component				Target		Accomplishment as of 31 March 2021	
Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System	2021 (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%	5.5% (based on a 3-month average)	7.18% ²
	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%	--	Semi-annual survey for depositors and borrowers of closed banks and the annual survey of banks targeted in Q3.
	Sub-total		10				
SO 3. To Reduce Non-Cash Portfolio							
SM 3	Percentage of Reduction of Loans (cumulative) Based on Baseline Accounts as of 2019 Year-end	Actual Accomplishment	10	(Actual/Target) x Weight	2.5% (4.2% cumulative)	--	0.92% (6,577 loan accounts / 2019 baseline accounts of 713,021)
SM 4	Percentage of Reduction of Real Properties (cumulative) Based on Baseline Properties as of 2019 Year-end	Actual Accomplishment	10	(Actual/Target) x Weight	2.5% (4.2% cumulative)	--	0.78% (252 real properties / 2019 baseline portfolio of 32,280)

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SO 4 To Contribute to Financial Stability by Ensuring Financial Crisis Preparedness							
SM 5	Readiness Level for Participation in the Conduct of Financial Crisis Simulation	Actual Accomplishment	10	(Actual/Target) x Weight	Board-approved Takeover Plan and Claims Settlement Plan	--	Orientation on the Financial Crisis Management and Resolution (FCMR) Handbook for the Deposit Insurance Sector representatives conducted as basis for strategy formulation
SO 5 To Settle ³ Valid ⁴ Deposits/Claims Within Applicable Processing Time							
SM 6	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 Bank closures from January to March 2021 with payout	N/A (Inventory taking and takeover activities ongoing for one (1) rural bank taken over on 29 March 2021)
SM 7	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 the duration of Project Management for subject closed bank	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 Bank closures from January to March 2021 with payout	N/A (Inventory taking and takeover activities ongoing for one (1) rural bank taken over on 29 March 2021)
	Sub-total		50				
SO 6. To Recruit the Best and the Brightest, and Retain Highly Motivated and Competent Workforce							
SM 8	Percentage of Employees Meeting the Required Competencies	Competency Baseline ⁶ 2021 - Comptency Baseline 2020	10	All or Nothing	Improvement on the Competency of the Organization based on the 2020 year-end assessment	--	Conduct of one (1) training program to address competency gaps

Component				Target		Accomplishment as of 31 March 2021	
Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System	2021 (Annual)	Q1		
SO 7. To Build a Responsive Organization Equipped with the Appropriate Technology and Other Infrastructure							
SM 9	Implementation of the Information System Strategic Plan (ISSP)	Actual Accomplishment	10	(Actual/Target) x Weight	4 systems	--	2 Systems completed
SM 10	ISO Certification	Actual Accomplishment	10	All or nothing	Maintain ISO Certification for Assessment of Member Banks (AMB), Claims Settlement Operations (CSO), Loans Management (LM) Real Property Disposal (RPD) and Bank Examination (BE) or Corporate Certification	--	Completed the following: A. Internal Quality Audit - Internal Quality Audit Plan - Briefing/Retooling of IQA Auditors - Remote IQA for CSO and AMB B. ISO Core Team - ISO Proposed Timeline of Activities for 2021 - Presentation of 2021 Accomplishment of Quality Objectives (QOs) C. Coordination with Certifying Body - Setting of schedule of 2nd Surveillance Audit of CSO and AMB with SOCOTEC on May 10, 2021.
	Sub-total		30				
	TOTAL		100				

1- Capturing the period from January to December 2021

2 - Tentative, based on a 3-month average. For updating once FS as of March 2021 is approved.

3 - 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.

4 - 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

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 and ARTA Memorandum Circular Nos. 2020-03 dated 20 March 2020 and 2020-03-A dated 11 June 2020.

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:

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

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

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