

PHILIPPINE DEPOSIT INSURANCE CORPORATION
2021 PERFORMANCE SCORECARD
As of 30 June 2021

Component				Target		Accomplishment as of 30 June 2021	
Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System	2021 (Annual)	Q2		
SO 1. Maintain Adequate Deposit Insurance Fund (DIF)							
SM 1	Adequate Capital against Deposit Insurance Costs	12-month average DIF / 12-month average EID ¹	15	15% = if 5.50% and above 0% = If less than 5.50%	5.5%	5.5% (based on a 6-month average)	7.37% (based on 6-month average, subject to approval of FS for June 2021)
Sub-total			15				
SO 2 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%	--	Conduct of first semi-annual survey for depositors and borrowers is targeted in September 2021
Sub-total			0				
SO 3. Reduce Non-Cash Portfolio							
SM 3	Percentage 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 = 29,947 accts.; 2020 - 12,121 = 1.7% ; 2021-17,826= 2.5%)	--	2.40% (17,159 loan accounts/2019 baseline accounts of 713,021) (4.173% cumulative = 29,753 {12,594 (2020) + 17,159 (1st Sem 2021)})
SM 4	Percentage 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 = 1,356 properties; 2020 - 549 = 1.7%; 2021 - 807 = 2.5%)	--	1.57% (507 real properties/2019 baseline portfolio of 32,280) (3.71% cumulative = 1,199 {692 (2020) + 507 (1st Sem 2021)})
SO 4 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	--	Activities set in the Timeline for the Project are on track.

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SO 5 Settle ² Valid ³ 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 ⁴ with new TAT under "New Normal"	100% of claims settled with TAT ⁵ Bank closures from January to June 2021 with payout	100% of claims settled within TAT ⁵
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 Field Operations Claims Settlement (FOCS)	10	(Actual/Target) x Weight	100% of claims settled within TAT ⁴ with new TAT, reckoning time and formula under "New Normal"	100% of claims settled with TAT ⁵ Bank closures from January to June 2021 with payout	100% of claims settled within TAT ⁶
Sub-total			0				
SO 6. Recruit the Best and the Brightest, and Retain Highly Motivated and Competent Workforce							
SM 8	Percentage of Employees Meeting Required Competencies	Competency Baseline ⁷ 2021 - Competency Baseline 2020	10	All or Nothing	Improvement on the Competency of the Organization based on the 2020 year-end assessment ⁸	--	Conducted 9 internal and 11 external training programs to enhance the competencies and address competency gaps
SO 7. 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	All or Nothing per target ICT and information system	100% implementation of internal ICT projects and information system based on the timeline provided in the ISSP ⁹	--	Implemented 4 ICT projects and information system based on the timeline provided in the ISSP 1. Office 365 2. Virtual Private Network Expansion 3. Web Application Firewall 4. Knowledge Based - CASA System

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SM 10	ISO Certification	Actual Accomplishment	5	All or nothing	Maintain ISO Certification for: 1. Assessment of Member Banks (AMB), 2. Claims Settlement Operations (CSO), 3. Loans Management (LM) 4. Real Property Disposal (RPD); and 5. Bank Examination (BE) or Corporate Certification ¹⁰	CSO and AMB – Passed 2nd surveillance audit conducted on May 10, 2021 (LM, RPD and BE due for surveillance audit in the 2nd semester)
Sub-total			25			
TOTAL			40			

1- Capturing the period from January to December 2021

2 - 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.

3 - 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.

4 - 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

5 - For the 4 banks closed as June 30, 2021, Palm Tree Bank with 100% of 375 valid deposits paid within 22 WDs; Occidental Mindoro, Inc. taken over on 29 March 2021 is excluded due to the refusal of bank employees to properly turn over bank records to PDIC which delayed the payout, not meeting TAT. RB Alimodian, Inc. register/payment notices to depositors is scheduled for dispatch to PPC on July 9, 2021; and RB Caloocan, inventory-taking activities on-going.

6 - For the 4 banks closed as of June 30, 2021, Occidental Mindoro Rural Bank and Palm Tree Bank with 100% of the 275 valid claims settled within TAT of 7 WDs from receipt of valid filed claims; RB Alimodian, Inc., CSO is scheduled on July 22 to 30, 2021; and RB Caloocan, inventory-taking activities on-going.

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

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

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

8 - Reassessment should cover all employees assessed in 2020 and new hires in 2021.


9 - See Appendix 1 for the implementation schedule.

10 - Refers to the one certification for all processes with existing ISO certificate.


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