

PHILIPPINE DEPOSIT INSURANCE CORPORATION
PERFORMANCE SCORECARD
As of 30 September 2020

Component					Target		Accomplishment as of 30 September 2020
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System	2020 (Annual)	Q3	
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 9-month average)	6.84% (tentative, based on an 8-month average. For updating once FS as of September 2020 is approved)
	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%	--	87.8%
	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	--	<i>Proposed to be withdrawn from PS</i>

Component					Target		Accomplishment as of 30 September 2020
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System	2020 (Annual)	Q3	
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%	--	1.60% 570 loan accounts vs. 35,651 accounts (Target: 5% of 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%	--	17.53% 283 real properties vs. 1,614 properties (Target: 5% of 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	--	Outline for presentation to PDIC management (presented Oct.1); Funding Plan to be presented to the Board in November for approval Crisis Communication plan that will cover funding, takeover and claims settlement is a separate document due for Board approval in December 2020.
SO 6 To Settle Valid Deposits/Claims Within Applicable Processing Time ³							
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 ⁴	100% of claims settled with TAT ⁴ (Bank closures from January to September 2020 with payout)	100% (1,863 valid deposits in 1 out of 3 closed banks paid within 7 WDs) ⁵
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) ⁶	10	(Actual / Target) x Weight	100% of claims settled with TAT ⁴	100% of claims settled with TAT ⁴ (Bank closures from January to September 2020 with payout)	None (No field/onsite claims settlement operations were held for the three (3) banks that closed in Q1 and Q3 2020) ⁷
Sub-total			55				

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Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System	2020 (Annual)	Q3	
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	--	Ongoing Conducted training interventions to address competency gaps Core Competency: Continuous improvement and learning (Q3) - 43 Service orientation - 45 Leadership/Managerial: Organizational outlook and strategic alignment - 54 Technical skills: Computer skills -2 ERM Oversight and Administration - 1
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	--	ISSP in DICT Format to be presented to the PDIC Board in November

Component					Target		Accomplishment as of 30 September 2020
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System	2020 (Annual)	Q3	
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) and Real Property Disposal (RPD) Process; Attain certification for Additional Frontline Process	--	CSO and AMB – Passed the remote audit conducted by SOCOTEC on July 29, 2020. ISO 9001:2015 certification maintained. RPD – ongoing coordination with TUV Rheinland on the scheduling of Capability Assessment I and 1st surveillance audit in October and November, respectively. LM and Bank Examination (BE) – ongoing evaluation of proposals received from certifying bodies. Other ISO related-activities: •Quality Objectives (QOs) for CSO, AMB, RPD and LM approved on July 28, 2020. QOs for BE approved on September 9, 2020. •Conduct of IQA on RPD, LM, BE and Support Processes completed on Sept. 4, 2020. •Management Review on RPD, LM, BE and Support Processes scheduled in October 2020.
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 - 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.

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

5 - PDIC dispatched to the Philippine Postal Corporation (PPC) 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. On September 11, 2020, another rural bank was taken over via pack and leave mode. Dispatch to PPC is scheduled on October 9, 2020.

6 - 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.

7 - 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). The Receive-Process-Mail (RPM) mode of claims settlement will be adopted in another rural bank taken over on September 11, 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:

$$\sum_{i=1}^B \left[\frac{\sum_{j=1}^A \text{Actual Competency}}{\text{Required Competency}} \right]$$

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


Endorsed by:

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Date: _____


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SVP, Management Services Sector
Date: _____

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