

PHILIPPINE DEPOSIT INSURANCE CORPORATION
REPORT ON CORPORATE PERFORMANCE
For the 3rd Quarter of 2021

Component				Target		Accomplishment as of 30 September 2021	
Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System	2021 (Annual)	Q3		
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 9-month average)	7.39% (based on 7-month average) For updating once the August and September 2021 FS are approved
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%	--	89.7% Based on 1st semester surveys of depositors and borrowers of closed banks, and annual survey of banks.
Sub-total			10				
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%)	--	2.98% 21,246 loan accounts/baseline account of 713,021 4.75% cumulative = 33,840 {12,594 (2020) + 21,246 (Q3 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%)	--	2.45% 790 real properties/baseline account of of 32,280 4.59% cumulative = 1,482 {692 (2020) + 790 (Q3 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 target. Based on milestones, 80% of the activities were undertaken towards the completion of the Plans.

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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 within TAT ⁴ Bank closures from January to September 2021 with payout
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 within TAT ⁴ Bank closures from January to September 2021 with payout
Sub-total			50			
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 20 internal and 17 external training programs to enhance the competencies and address competency gaps. Competency Assessment Survey to measure improvement is scheduled in Q4. ⁹
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 ¹⁰	-- Completed/Implemented 4 ICT projects and 1 information system out of 9 targeted based on the timeline provided in the ISSP 1. Office 365 Implementation 2. Virtual Private Network Expansion 3. Web Application Firewall 4. Knowledge-Based CASA System 5. Electronic Bidding and Negotiated Sale (Phase 1)

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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 ¹¹	--	Maintained ISO Certification for 2 out of 5 processes: AMB and CSO passed 2nd Surveillance Audit conducted on 10 May 2021 (Surveillance audit of 1) Loans Management (LM); 2) Real Property Disposal (RPD); and 3) Bank Examination (BE) are scheduled in November 2021)
Sub-total			25				
TOTAL			100				

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 - 7,619 valid deposits paid within 17 - 40 WD which is within the target TAT of 27 - 41 WD for depositors of the closed Palm Tree Bank, RB Alimodian and RB Caloocan. Occidental Mindoro RB is excluded in view of the refusal of bank employees to properly turn over bank records which precluded the delivery of services within TAT. Nevertheless, 765 valid deposits were paid within 36 WDs from bank takeover date. Inventory taking is ongoing for RB Datu Paglas and Grand Agri Rural Bank.

6 - 726 valid claims settled within the TAT of 7 WDs from receipt of valid claims or approval of Report of Validation/Register of Insured Deposits, whichever comes later, for depositors of Occidental Mindoro RB, Palm Tree Bank, RB Alimodian and RB Caloocan closed in 2021. Inventory taking is ongoing for RB Datu Paglas and Grand Agri Rural Bank.

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:

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

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 - The number of training programs conducted are interventions to address competency gaps and may lead to competency improvement. The accomplishment covers the period July 2020 to June 2021 which is the basis of the coverage of the Competency Assessment Survey (CAS). This period/cut-off date provides attendees at least 3 to 6 months to manifest competency improvement. For July to September 2021, 3 internal training programs and 4 external training programs were conducted.

10 - See Appendix 1 of GCG-Approved PS 2021 for the implementation schedule.

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

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