

PHILIPPINE DEPOSIT INSURANCE CORPORATION
 PERFORMANCE SCORECARD
 As of 31 December 2019

Strategic Objectives/Measures		Weight (%)	Rating System	Target for 2019	Accomplishment as of 31 December 2019	Rating
Description	Formula					
SO 1. To sustain client satisfaction level						
SM 1. 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%	95%	97.61% ¹	10%
Sub-total		10%				10%
SO 2. To maintain the Deposit Insurance Fund (DIF) to adequately cover deposit insurance						
SM 2. Adequate capital against deposit insurance costs	12 month average DIF / 12-month average EID	10%	All or nothing	Minimum of 5.5%	6.60% ²	10%
Sub-total		10%				10%
SO 3. To settle valid deposit insurance claims promptly						
SM 3. Settlement of Valid Deposits Promptly within Turn-around Time (TAT) – For Accounts with Less than or Equal to P100,000 balances ³	Number of valid deposits paid within TAT / Total number of valid deposits for Accounts with Less than or Equal to P100,000 balances	15%	(Actual/Target)xWeight 0% = If less than 95%	100% of claims processed within the applicable processing time ³ Bank closures from Jan. - Dec. 2019 with payout	100% ⁵	15%
SM 4. Settlement of Valid Claims Promptly within TAT – For accounts with More than P100,000 Balances, of Business Entities or Matched with Loans ⁴	Number of valid claims settled within TAT / Total number of valid claims filed	15%	(Actual/Target)xWeight 0% = If less than 95%	100% of claims processed within the applicable processing time ⁴ Bank closures from Jan. - Dec. 2019 with payout (Field Operations Claims Settlement)	100% ⁵	15%
SO 4. To immediately distribute assets to creditors and terminate liquidation of closed banks						
SM 5. Number of Asset Distribution Plan (ADP) filed with the Liquidation Court ⁶	Absolute number	20%	(Actual/Target)xWeight 0% = If below 33	40	34 ADPs filed	17%
SO 5. To protect the Deposit Insurance Fund from illegal schemes and machinations						
SM 6. Percentage of Cases Filed Against Erring Bank Officials from Approval of the Appropriate Approving Authority (AAA) within Turn-Around Time (TAT)	Number of cases filed within 25 Working Days (WDs) / Total number of cases filed	10%	All or nothing	100% of cases filed within applicable time (Within 25 WD)	100% (1 case filed within 10 WD)	10%
Sub-total		60%				57%

Strategic Objectives/Measures		Weight (%)	Rating System	Target for 2019	Accomplishment as of 31 December 2019	Rating
Description	Formula					
SO 6. To continuously develop a committed and competent workforce to deliver responsive public service						
SM 7. Implementation of Competency-Based Human Resource System	1. Number of employees assessed/Total number of employees for competency assessment	10%	(Actual/Target) x Weight	1. Complete competency assessment for remaining employees to determine the competency baseline of the organization	1. 79% or 201 employees completed the assessment out of the target 256	3.95%
2019: Percentage of Employees Meeting Required Competencies	2. $\sum_{b=1}^B \left[\frac{\sum_{a=1}^A (\text{Actual Competency } U_a)}{\text{Required Competency } U_a} \right]$ where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled			2. Improvement in the Competency Baseline of Employees Assessed in 2018 ⁷	2. 42% of reassessed employees who attended learning and development interventions showed an average improvement of 7% in their competency level. ⁸	5%
SM 8. ISO Certification	Actual Accomplishment	10%	All or nothing	Maintain ISO certification for Assessment of Member Banks (AMB), Claims Settlement Operations (CSO), and Loans Management (LM) Attain ISO Certification for Real Property Disposal (RPD) Process 9001:2015 standards	CSO and AMB re-certified under ISO 9001:2015 last 15 May 2019 by SOCOTEC Certification Phils., Inc. LM passed the 2nd Surveillance Audit conducted by TUV Rheinland on November 19, 2019 and maintained the ISO 9001:2015 certification. RPD passed the Stages 1 and 2 Certification audits conducted by TUV Rheinland on Oct. 30 and Nov. 18, 2019, respectively. Certification validity period is from Dec. 27, 2019 to Dec. 26, 2022.	10%
Sub-total		20%				18.95%
TOTAL		100%				95.95%

1 - Percent satisfied pertains to respondents who gave a rating of Very Satisfied and Satisfied

2 - Based on an 11-month average, subject to finalization of year-end 2019 financial statements.

3 - Banks with 1 to 3,000 number of accounts - within 7 WDs; Banks with 3,001 to 10,000 number of accounts - within 10 WDs; Banks with 10,001 to 25,000 number of accounts - within 15 WDs; Banks with more than 25,000 number of accounts - within 22 WDs. However, the final TAT shall be subject to PDIC's compliance with the Ease of Doing Business And Efficient Government Service Delivery Act of 2018 (Republic Act No. 11032).

4 - Banks with 1 to 3,000 number of accounts - within 12 WDs; Banks with 3,001 to 10,000 number of accounts - within 15 WDs; Banks with 10,001 to 25,000 number of accounts - within 25 WDs; Banks with more than 25,000 number of accounts - within 42 WDs. However, the TAT submitted to the EODB shall be considered as the final TAT for SM 4, and that validation documents may change.

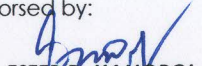
5 - Instead of PPC / Field Operations Claims Settlement, the Receive, Process and Mail (RPM) mode of CSO which required all depositors to file claims through mail, was adopted in one rural bank closed in January 2019 in view of the unfavorable security conditions. In another rural bank closed in November 2019, no outright payment thru PPC/FOCS yet as PDIC was prevented from completing the takeover and claims settlement operations due to the refusal of the bank officers/employees to account for, surrender and turn over the bank records to PDIC. Moreover, a TRO was issued by the Court of Appeals which prohibited the BSP and PDIC from further implementing the closure order of said bank.

6 - Based on the Board-approved Clean-up Plan for Asset Distribution Plan (ADPs) under Board Resolution No. 2017-12-172.

7 - Improvement in the competency baseline of the employees assessed shall pertain to the average percentage of required competencies met.

8 - Subject to finalization of data

Endorsed by:


MA. ESTER D. HANOPOL
VP, Corporate Planning Group

Date: _____


SANDRA A. DIAZ
SVP, Management Services Sector
Date: _____

Approved by:


ROBERTO B. TAN
President & CEO

Date: **JAN 17 2020**

