

PHILIPPINE DEPOSIT INSURANCE CORPORATION

	Component				Annual Target	3 rd Quarter 2023		
	Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System		Target	Actual	
Socio-economic Impact	SO 1. Raise public awareness on deposit insurance to contribute in building depositor confidence in the banking system and in promoting financial inclusion							
	SM 1	Level of public awareness on deposit insurance	Actual accomplishment	5%	(Actual / Target) x Weight	6 percentage point increase in level of public awareness from 2022 survey results	-	(The nationwide public awareness and reputation survey is retargeted to Q4 2023)
	Sub-total			5%				
Financial	SO 2. Maintain Deposit Insurance Fund (DIF) to adequately cover deposit insurance costs							
	SM 2	Adequate Capital against Deposit Insurance Costs	12-month average DIF/ 12-month average EID ¹	20%	All or nothing	5.5% ²	5.5% ² (based on a 9-month average)	8.72% (based on a 9-month average)
	SO 3. Ensure efficient budget utilization							
SM 3	Efficient Utilization of Corporate Budget	Total Budget Utilization ³ / Total Board-approved Corporate Operating Budget (both net of PS)	5%	(Actual / Target) x Weight	90%	-	35.96%	
Sub-total			25%					

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Customers / Stakeholders	SO 4. Enhance client experience in PDIC services							
	SM 4	Percentage of Satisfied Customers	Number of respondents who gave a rating of at least Agree for the SQD 0 / Total number of respondents	10.0%	(Actual/Target) x Weight 0%= if below 80%	90%	-	90.8% (700 out of 771 respondents rated at least agree the services rendered at the PAC, during field operations claims settlement, and to member banks)
	<i>Sub-total</i>			10%				
Internal Processes	SO 5 Settle valid deposits/claims of depositors in closed banks within applicable processing time ⁴							
	SM 5	Settlement of Valid Insured Deposits Promptly within Applicable Turn-Around-Time - For Accounts with Less than or Equal to P100,000 Balances	Number of valid insured deposits paid within TAT / Total number of valid insured deposits for Accounts with Less than or Equal to P100,000 balances	10%	(Actual / Target) x Weight	100% of claims settled within TAT ⁵	100% of claims settled within TAT ⁵ for banks closed in the quarter where payout schedule is due	100% of claims settled within TAT
	SM 6	Settlement of Valid Deposit Insurance Claims Promptly within Applicable Turn-Around-Time - For Accounts with More than P100,000 Balances	Number of valid deposit insurance claims settled within TAT/ Total number of valid deposit insurance claims filed during field operations claims settlement (FOCS)	10%	(Actual / Target) x Weight	100% of claims settled within TAT ⁵	100% of claims settled within TAT ⁵ for banks closed in the quarter where payout schedule is due	100% of claims settled within TAT

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Internal Processes	SO 6. Distribute assets to creditors and terminate liquidation of closed banks							
	SM 7	Asset Distribution Plans (ADP) of closed banks filed with the Liquidation Court (LC)	Actual Accomplishment	20%	(Actual / Target) x Weight	43 ADPs	-	16 ADPs (37%)
	SO 7. Contribute to financial stability by ensuring financial crisis preparedness							
	SM 8	Readiness Level for Participation in the Conduct of Financial Crisis Simulation	Actual Accomplishment	5%	All or Nothing per crisis management plan	Revised plans based on the gaps identified in the internal simulation	-	Financial Crisis Management Plans (FCMPs) were revised to address the general and the activity-specific documentation gaps, taking into account comments/ inputs of the Task Force for the Revision of the FCMPs.
	<i>Sub-total</i>			45%				

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Learning and Growth	SO 8. Recruit, build up and retain motivated and competent workforce							
	SM 9	Improvement on the Competency Level of the Organization	Competency Baseline current year ⁶ - Competency Baseline previous year	5%	All or Nothing	Improvement on the Competency Level of the Organization based on the 2022 year-end assessment ⁷	-	<ul style="list-style-type: none"> • Conducted 17 internal programs; 20 external training programs to address competency gaps • Midyear Competency Assessment Survey (CAS) 2023 Report approved by the President on 12 September 2023 • Catalog of Recommended Development Interventions for gaps identified under Core and Leadership/Managerial competencies, and the Individual Competency Profile with learning interventions for Core and Leadership/ Managerial competencies of each personnel were implemented and released to Unit Heads, respectively • The conduct of the survey is targeted in November 2023
	SO 9. Build a responsive organization equipped with the necessary ICT and other systems to support operations							
SM 10	Implementation of Information Systems Strategic Plan (ISSP)	Actual Accomplishment	5%	All or Nothing per target ICT and information system	100% implementation of information and communication technology (ICT) and information systems projects based on the ISSP ⁸	-	<ul style="list-style-type: none"> • 4 ICT and IS projects implemented based on the ISSP • The Board Room Conference System and the Human Resource Information System (HRIS) (Phase 1) are for implementation by the 4th Quarter of 2023 	

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Strategic Objective (SO)/ Strategic Measure (SM)		Formula	Weight	Rating System		Target	Actual
SM 11	ISO Certification	Actual Accomplishment	5%	All or Nothing per target ISO- certified process	Maintain ISO Certification for Assessment of Member Banks (AMB), Claims Settlement Operations (CSO), Loans Management (LM), Real Property Disposal (RPD), Bank Examination (BE)	-	For CSO and AMB • Passed the 1st Surveillance Audit conducted on 12 May 2023 For RPD, LM & BE • Internal Quality Audit conducted for RPD, LM and BE and their support processes in August and September 2023 • Ongoing coordination for the audit schedules of the 1st Surveillance Audit of RPD (SOCOTEC) and Recertification Audit of LM and BE (TUV Rheinland)
Sub-total			15%				
TOTAL			100%				

1- For the period from January to December

2- Ratio of DIF to estimated insured deposits (EID) – minimum of 5.50% (based on the current Maximum Deposit Insurance Coverage (MDIC) of P500,000; If any MDIC increase is implemented within the year, the resulting DIF/EID, which may fall below 5.5%, shall be considered on target.

3- Consists of disbursements, and accrued and unpaid obligations at year-end when services have been rendered, goods have been delivered or projects have been completed and accepted. However, due to the peculiar nature of PDIC's operations, it requested on 16 August 2022 from GCG for 2022-2023 that in addition to the exclusion of Personnel Services in the computation of its accomplishment, the following budget items be likewise excluded: Bank closure related expenses, Maintenance and Other Operating Expenses (MOOE), Financial Expenses, Interest Expenses on loans payable relative to the grant of Financial Assistance (FA) to banks with revisions in the agreement during the year i.e., restructured/extended etc., and other items that can only be determined for exclusion by year-end due to third party dependencies and uncontrollable circumstances.

4- A valid deposit insurance 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 deposit insurance claims refer to claims for deposit accounts examined to be legitimate and eligible for deposit insurance. For depositors with valid insured deposit balances of P100,000 and below, filing of deposit insurance 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.

5- See Annex A-1

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:

$$\sum_{i=1}^n \left[\frac{\sum_{j=1}^b (\text{Actual Competency})}{\sum_{j=1}^b (\text{Required Competency})} \right] \div A$$

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

7- Year-end CAS covers all employees with competency baseline data established in the previous year.

8- Excludes the time from failed bidding to the resumption of bidding.

Prepared by:

Jarombe Z. K. C. Castillo I
JAROMBE Z. K. C. CASTILLO I
 VP, Corporate Planning Group

Date: _____

Endorsed by:

Sandra A. Diaz
SANDRA A. DIAZ
 SVP, Management Services Sector

Date: 10/7/23

Approved by:

Roberto B. Tan
ROBERTO B. TAN
 President and CEO

Date: 09 OCT 2023



SM 5 and 6

TAT FOR 2023		
Number of Accounts	For accounts with PHP100,000 and below balances	For accounts with Above PHP100,000 balances
3,000 and below	14	21
3,001 to 10,000	19	27
10,001 to 25,000	28	44
Above 25,000	41	58

Notes:

1. The TAT is based on no. of MUDL Accounts, as of bank takeover date.
2. Delivery of services within TAT is excluded under but not limited to the following conditions: security and/or safety of PDIC personnel, or other justifiable reasons, increase in quarantine classification from alert level 1, natural calamities, refusal/non-cooperation of bank employees.