

CY 2018 CHARTER STATEMENT AND STRATEGY MAP (ANNEX A)

Vision Elements:

Our CUSTOMERS
 Delighted by responsive and easily accessible services aligned with global standards. Empowered by information.

Our PEOPLE
 Mission-driven and highly competent. Serving with passion. Inspired by leaders who grow leaders.

Our STRATEGY
 Mission-focused, creative and collaborative. Adaptive to changing industry conditions.

Our STRUCTURE and SYSTEMS
 Evolving with technology. Continually improving to optimize performance.

Our SHARED VALUES
 A culture committed to serve, and to make a difference in the lives of others.

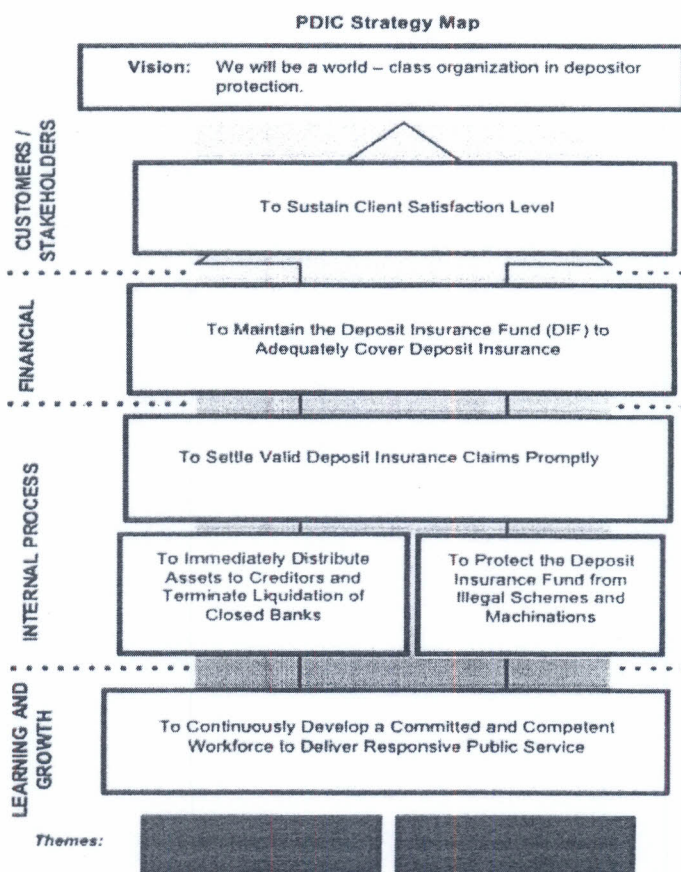
Mission:

We exist to promote and safeguard the interests of the depositing public by providing insurance coverage on insured bank deposits to maintain faith and confidence in the country's banking system.

We shall ensure

- prompt settlement of deposit insurance claims;
- expeditious liquidation of closed banks; and
- effective mitigation of risks to the deposit insurance system.

As we carry out our purpose, we shall be guided by the values of integrity, professionalism, excellence, teamwork, and respect for all people.



PHILIPPINE DEPOSIT INSURANCE CORPORATION

	Objective/Measure	Component		Rating System ^{al}	Baseline Data		Target		
		Formula	Weight		2015	2016	2017	2018	
CUSTOMER / STAKEHOLDERS	SO 1 To Sustain Client Satisfaction Level								
	SM 1	Percentage of Satisfied Customers	Number of respondents who gave rating of at least satisfactory / Total number of survey respondents	10%	(Actual/Target) x Weight 0% = If less than 80%	N/A	N/A	N/A	95%
	Sub-total			10%					
	SO 2 To Maintain the Deposit Insurance Fund (DIF) to Adequately Cover Deposit Insurance								
FINANCIAL	SM 2	Adequate Capital Against Deposit Insurance Costs	12-month average DIF / 12-month average EID	20%	20%: 5.5%-8% 18%: 5.25% - 5.49% 16%: 5.0% - 5.24% 0%: Below 5.0% and Above 8%	5.6%	5.82%	5.5%	5.5%-8%
	Sub-total			20%					

INTERNAL PROCESS	Component				Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System ^{af}	2015	2016	2017	2018
	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 ¹	Number of valid deposits paid within TAT / Total number of valid deposits for Accounts with Less than or Equal to P100,000 Balances	12.5%	(Actual / Target) x Weight 0% = If less than 95%	98%	98.3%	100%	100%
SM 4	Settlement of Valid Claims Promptly within Turn-around Time (TAT): - For Accounts with More than P100,000 Balances, of Business Entitles or Matched with Loans ²	Number of valid claims settled within TAT / Total number of valid claims filed	12.5%	(Actual / Target) x Weight 0% = If less than 95%	99%	100%	100%	100%

¹ 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.

² 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.

		Component			Baseline Data		Target	
Objective/Measure	Formula	Weight	Rating System ^{3/}	2015	2016	2017	2018	
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 ³	Absolute number	20%	(Actual/Target) x Weight 0% = If below 33	40	40	40	40
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 28 WDs / Total number of cases filed	10%	All or nothing	No data	37 Working days	30 days	100%
		Sub-total	55%					

³ Based on the Board-Approved Clean-up Plan for Asset Distribution Plans (ADPs) under Board Resolution No. 2017-12-172.

1

Objective/Measure	Component Formula	Weight	Rating System ^{a/}	Baseline Data		Target		
				2015	2016	2017	2018	
SO 6 To Continuously Develop a Committed and Competent Workforce to Deliver Responsive Public Service								
SM 7	Percentage of Employees Meeting Required Competencies	Number of employees with complete competency assessment / Total number of employees	10%	(Actual/Target) x Weight	No data	Partial Baseline Competency Assessment for 8 competencies Succession Planning Framework approved by the PDIC Board on November 23, 2016	1 HR intervention for the Core Competency gap based on the Baseline Competency Assessment Survey Results	100% of employees with complete competency baseline assessment ⁴
SM 8	ISO Certification of Frontline Service	Actual accomplishment	5%	All or nothing	No data	ISO 9001:2008 Certification for Assessment of Member Banks issued by TUV Rheinland Phil. Inc.	Maintain ISO 9001:2008 Certification for Assessment of Member Bank and Claims Settlement Operations ISO Certification 9001:2008 of Loans Management System	Transition to ISO 9001:2015 Standards
		Sub-total	15%					
		TOTAL	100%					

a/ But not to exceed the weight assigned per indicator

⁴The establishment of baseline pertains to the implementation of methodologies designed by PDIC in evaluating whether an incumbent or candidate to a position possess (1) the competencies required by the position, (2) the actual competency levels of the incumbent or candidate, and (3) the gaps between the actual competencies and competency levels of the incumbent or candidate, and the required competencies and competency levels of the position

1-