

2019 CHARTER STATEMENT AND STRATEGY MAP (ANNEX A)

Vision
We will be a world-class organization in depositor protection.

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.

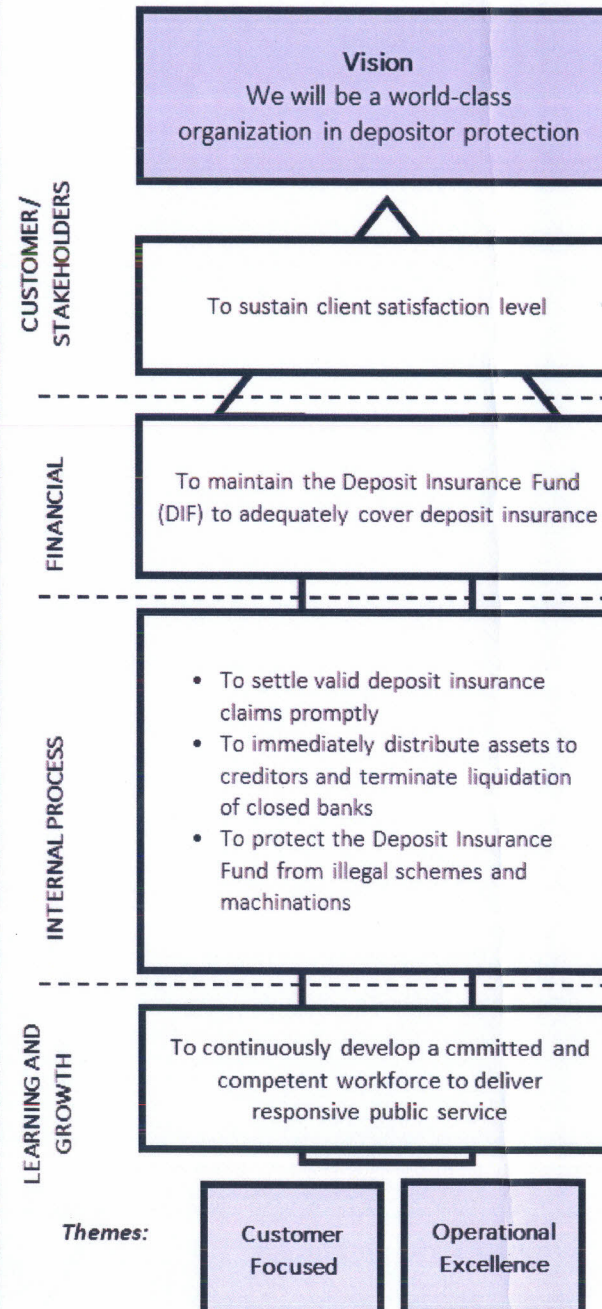
Mission:

We exist to promote a 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 depositing public

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



PHILIPPINE DEPOSIT INSURANCE CORPORATION

	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2016	2017	2018	2019	
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	Very Satisfactory	95%	95%
		Sub-total		10%					
FINANCIAL	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	5.82%	6.12%	5.5%-8%	Minimum of 5.5%
		Sub-total		10%					
INTERNAL PROCESS	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 ₱100,000 Balances ¹	Number of valid deposits paid within TAT / Total number of valid deposits for Accounts with Less than or Equal to ₱100,000 Balances	15%	(Actual / Target) x Weight 0% = If less than 95%	98.3%	100%	100%	100% of claims processed within the applicable processing time ²

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. 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).

² Applicable processing time in compliance with Republic Act No. 11032.

Component					Baseline Data		Target	
Objective/Measure	Formula	Weight	Rating System	2016	2017	2018	2019	
SM 4	Settlement of Valid Claims Promptly within Turn-around Time (TAT): - For Accounts with More than ₱100,000 Balances, of Business Entitles or Matched with Loans ³	Number of valid claims settled within TAT / Total number of valid claims filed	15%	(Actual / Target) x Weight 0% = If less than 95%	100%	100%	100%	100% of claims processed within the applicable processing time ⁴
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 ⁵	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 25 Working Days (WDs) / Total number of cases filed	10%	All or nothing	Average of 37 WDs	Average of 17 working days	100%	100% of cases filed within the applicable time ⁶
	Sub-total		60%					

³ 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.

⁴ Applicable processing time in compliance with Republic Act No. 11032.

⁵ Based on the Board-Approved Clean-up Plan for Asset Distribution Plan (ADPs) under Board Resolution No. 2017-12-172.

⁶ Applicable processing time in compliance with Republic Act No. 11032.

Component					Baseline Data		Target		
Objective/Measure	Formula	Weight	Rating System	2016	2017	2018	2019		
SO 6 To Continuously Develop a Committed and Competent Workforce to Deliver Responsive Public Service									
STAKEHOLDERS	SM 7	Percentage of Employees Meeting Required Competencies	$\frac{\sum_{a=1}^B \left[\frac{\text{Actual Competency Level}}{\text{Required Competency Level}} \right]_a}{B}$ where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled	10%	(Actual / Target) x Weight	Partial Baseline Competency Assessment for 8 competencies Succession Planning Framework approved by the PDIC Board on November 23, 2016	2 HR interventions for commitment to depositor protection competency	100% of employees with complete competency baseline assessment ⁷	Complete competency assessment for remaining employees to determine the competency baseline of the organization Improvement in the competency baseline of employees assessed in 2018 ⁸
	SM 8	ISO Certification	Actual accomplishment	10%	All or nothing	ISO 9001:2008 Certification for Assessment of Member Banks issued by TUV Rheinland Phil. Inc.	Maintained ISO 9001:2008 certifications for Claims Settlement Operations and Assessment of Member Banks processes ISO certification 9001:2008 for Loans Management System	Transition to ISO 9001:2015 Standards	Maintain ISO Certification for Assessment of Member Bank, Claims Settlement and Loans Management System Attain Certification for Real Property Disposal Process 9001:2015 standards
	Sub-total				20%				
TOTAL				100%					

⁷ The 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.

⁸ Improvement in the competency baseline of the employees assessed shall pertain to the average percentage of required competencies met.

A-