

PHILIPPINE DEPOSIT INSURANCE CORPORATION (PDIC)

	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating Scale	2019	2020	2021	2022	
SOCIO-ECONOMIC IMPACT	SO 1	Contribute to confidence in the financial system through public awareness and financial literacy on deposit insurance to promote financial inclusion							
	SM 1	Level of public awareness in deposit insurance	Actual Accomplishment	5%	All or Nothing	N/A	N/A	N/A	100% Implementation of programs on public awareness ¹
			Sub-total	5%					
	SO 2	Maintain Deposit Insurance Fund (DIF) to adequately cover the deposit insurance cost							
FINANCIAL	SM 2	Adequate Capital Against Deposit Insurance Cost	12-month average DIF/ 12-month average EID ²	15%	All or Nothing	6.60%	6.94%	5.50%	5.5% ³
	SO 3	Budget Utilization							
	SM 3	Efficient Utilization of Corporate Budget	Total Disbursements / Total Board-approved Corporate Operating Budget (both net of PS)	5%	(Actual/Target) x Weight	N/A	N/A	N/A	90%
			Sub-total	20%					

¹ See Appendix 1 for the Strategic Communication Plan, Major Milestones of Component Programs 2021-2023.

² Capturing the period from January to December

³ 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 legislated within the year, the resulting DIF/EID, which may fall below 5.5%, shall be considered on target.

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CUSTOMERS / STAKEHOLDERS	SO 4	Enhance client experience in PDIC Services							
	SM 4a	Percent of Satisfied Customers - Borrowers	No. of respondents who gave a rating of at least satisfactory / Total number of survey respondents	2.5%	(Actual/Target) x Weight 0% = if less than 80%	97.61%	89.09%	90%	90%
	SM 4b	Percent of Satisfied Customers - Depositors	No. of respondents who gave a rating of at least satisfactory / Total number of survey respondents	2.5%	(Actual/Target) x Weight 0% = if less than 80%	97.61%	89.09%	90%	90%
	SM 4c	Percent of Satisfied Customers – Member Banks	No. of respondents who gave a rating of at least satisfactory / Total number of survey respondents	5%	(Actual/Target) x Weight 0% = if less than 80%	97.61%	89.09%	90%	90%
			Sub-total	10%					

		Component			Baseline Data		Target		
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INTERNAL PROCESS	SO 5	Settle valid deposits/claims of depositors in closed banks within the applicable processing time ⁴							
	SM 5	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%	100%	100% of claims settled within TAT ⁵ with new TAT under "New Normal"	100% of claims settled within TAT ⁶ with new TAT under "New Normal"
CORE PROCESS	SM 6	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 settlement (FOCS)	10%	(Actual/Target) x Weight	100%	100%	100% of claims settled within TAT ⁷ with new TAT, reckoning time and formula under "New Normal"	100% of claims settled within TAT ⁸ with new TAT, reckoning time and formula under "New Normal"

⁴ 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. Valid claims refer to claims for deposit accounts examined to be legitimate and eligible for deposit insurance. For depositors with valid deposit balances of P100,000 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 evidence/documents acceptable to PDIC.

⁵ 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.

⁶ 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.

⁷ 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.

⁸ *Id.*

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	Objective/Measure	Formula	Weight	Rating Scale	2019	2020	2021	2022	
LEARNING AND GROWTH	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	Actual Accomplishment	20%	(Actual/Target) x Weight	34	N/A	N/A	43
	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	N/A	Board Approved Funding Plan with Integrated Communication Plan	Board-Approved Takeover Plan and Claims Settlement Plan	Conduct/Report of internal simulation exercise of the Integrated Crisis Management Plan
			Sub-total	45%					
	SO 8	Recruit, build up, and retain a motivated and competent workforce							
	SM 9	Percentage of Employees Meeting Required Competencies	Competency Baseline ⁹ 2021 – Competency Baseline 2021	10%	All or Nothing		Accomplishment not acceptable	Improvement on the Competency Baseline of the Organization based on the 2021 year-end assessment ¹⁰	

⁹ Improvement in the competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

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

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

¹⁰ Reassessment should cover all employees assessed in 2021 and new hires in 2022.

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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	N/A	Board-Approved ISSP as submitted to DICT	100% implementation of internal information and communication technology (ICT) and information systems projects based on the timeline provided in the ISSP	100% implementation of information and communication technology (ICT) and information systems projects based on the ISSP ¹¹
SM 11	ISO Certification	Actual Accomplishment	5%	All or Nothing	Claims Settlement Operations (CSO), Assessment of Member Banks (AMB), Loans Management System (LMS), Real Property Disposal (RPD)	Passed 1 st Surveillance Audit for CSO, AMB Passed 1 st surveillance audit for RPD Attained ISO 9001:2015 Certificate for LMB and BE	Maintain ISO Certification for Assessment of Member Banks (AMB), Claims Settlement Operations (CSO), Loans Management (LM), Real Property Disposal (RPD), Bank Examination (BE) or Corporate Certification	Maintain ISO Certification for Assessment of Member Banks (AMB), Claims Settlement Operations (CSO), Loans Management (LM), Real Property Disposal (RPD), Bank Examination (BE) or Corporate Certification
		Sub-total	20%					
		TOTAL	100%					

¹¹ Excludes the time from failed bidding to the resumption of bidding. See Appendix 2 for the implementation schedule.