

**PHILIPPINE DEPOSIT INSURANCE CORPORATION (PDIC)
Revalidation of 2019 Performance Scorecard**

Component					Target	PDIC Submission		GCG Validation		Supporting Documents	GCG Remarks	
Objective / Measure	Formula	Wt.	Rating Scale	Actual		Rating	Score	Rating				
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%	95%	97.61%	10%	97.61%	10%	<ul style="list-style-type: none"> Customer Satisfaction Survey Report prepared by DAP Answered survey questionnaires Backchecking and spot-checking Report Call Back Sheet 	Target exceeded.
	Sub-total			10%				10%		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	Minimum of 5.5%	6.60%	10%	6.60%	10%	<ul style="list-style-type: none"> Monthly Statement of Financial Position Monthly DIF and EID Consolidated monthly EID of the Philippine Banking 	Target met. Reported accomplishment is based on the supporting documents submitted.

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										System by deposit size	
										<ul style="list-style-type: none"> COA Audited Report 	
		Sub-total					10%		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%	100% of claims processed within the applicable processing time	100%	15%	100%	15%	<ul style="list-style-type: none"> Internal Audit validation report Sample documents showing the date of takeover and receiving copies of dispatch of checks from the Philippine Postal Corp. Letter transmittal informing the closed banks of their takeover. Notices to the depositors of the closed banks

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.

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										<ul style="list-style-type: none"> • Copy of TRO dated 25 November 2019 • Copy of PDIC Memorandum dated 6 February 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 ²	Number of valid claims settled within TAT / Total number of valid claims filed	15%	(Actual / Target) x Weight 0% = If less than 95%	100% of claims processed within the applicable processing time	100%	15%	100%	15%	<ul style="list-style-type: none"> • Internal Audit validation report • Terminal report for each of the bank closures • Letter transmittal informing the closed banks of their takeover • Notices to the depositors of the closed banks • Copy of TRO dated 25 November 2019 • Copy of PDIC Memorandum 	Target met. 6,152 valid deposits of the 9 closed banks deemed valid for payment by PDIC were processed within the prescribed TAT.

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.

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										dated 6 February 2019	
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	Absolute number	20%	(Actual/Target) x Weight 0% = If below 33	40	34 ADPs filed	17%	34 ADPs filed	17%	<ul style="list-style-type: none"> List of closed banks Motion for Approval of Full/Partial Project of Distribution to RTCs indicating registry receipt date. 	Reported accomplishment is acceptable.
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 the applicable time	100% (1 case filed within 10 WD)	10%	100%	10%	<ul style="list-style-type: none"> Secretary's Certificate confirming the adoption of 2019-08-113 Duly received NPS Investigation Forms for the filing of cases to the Department of Justice 	Reported accomplishment is acceptable. 1 case was filed within the prescribed TAT.
	Sub-total		60%				57%		57%		

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STAKEHOLDERS	SO 6	To Continuously Develop a Committed and Competent Workforce to Deliver Responsive Public Service									
	SM 7	Percentage of Employees Meeting Required Competencies	$\frac{\sum_{i=1}^{256} \left[\frac{\text{Actual Competency Level}}{\text{Required Competency Level}} \right]}{B}$ <p>Where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled</p>	5%	Actual / Target x Weight	Complete competency assessment for remaining employees to determine the competency baseline of the organization	79% or 201 employees completed the assessment out of the target 256	10%	79% or 201 employees completed the assessment out of the target 256	3.93%	<ul style="list-style-type: none"> Report on the 2019 Competency Assessment Survey Database on the Competency Assessment Survey Sample Training Certificates Competency Profiles
			5%	Improvement in the competency baseline of employees assessed in 2018		42% of reassessed employees who attended learning and development interventions showed an average improvement of 7% in their competency level	Accomplishment not acceptable		0%		

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											<p><u>covering portion of its total employees, the targets for the measure aimed to address the assessment for the remaining employees and ensure that employees with established competency baseline will show improvement.</u></p> <p><u>Hence, as provided in one of the targets, the assessment is not limited to employees with identified competency gaps and/or those who attended trainings but should include all employees with previous competency level established.</u></p>
SM 8	ISO Certification	Actual accomplishment	10%	All or nothing	<p>Maintain ISO Certification for Assessment of Member Bank, Claims Settlement and Loans Management System</p> <p>Attain Certification</p>	<p>AMB and CSO were recertified under ISO 9001:2015 last 1 July 2019 by SOCOTEC Certification Phils., Inc.</p> <p>LM passed the 2nd</p>	10%	<p>Claims Settlement Operations (CSO), Assessment of Member Banks (AMB), Loans Management System (LMS), Real Property Disposal Process (RPD)</p>	10%	<ul style="list-style-type: none"> • ISO Certificate from SOCOTEC Certification Phils, Inc. • ISO Certificated from TUV Rheiland • Audit Reports from TUV Rheinland 	Acceptable.

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					for Real Property Disposal Process 9001:2015 standards	Surveil-lance Audit conducted by TUV Rheinland on 19 November 2019 and maintained the ISO 9001:2015 certification				
						RPD passed the Stages 1 and 2 Certifica-tion audits conducted by TUV Rheinland on 30 October and 18 November 2019 respective-ly. Certifica-tion validity period is from 27 December 2019 to 26 December 2022.				
		Sub-total	20%				18.95%		13.93%	
		TOTAL	100%				95.95%		90.93%	