

PHILIPPINE DEPOSIT INSURANCE CORPORATION
 RECALIBRATED 2020 PERFORMANCE SCORECARD
 As of 31 December 2020

Component				Target	Accomplishment as of 31 December 2020	Rating	
Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System	2020 (Annual)			
SO 1. To Maintain Adequate Deposit Insurance Fund (DIF)							
SM 1	Adequate Capital against Deposit Insurance Costs	12-month average DIF / 12-month average EID ¹	10	(Actual/Target) x Weight 0% = If less than 5.5%	5.5%	6.94% ²	10
Sub-total			10				10
SO 2 To Enhance Client Experience							
SM 2	Percentage of Satisfied Customers	No. of respondents who gave rating of at least satisfactory / Total number of survey respondents	10	(Actual/Target) x Weight 0% = If less than 80%	90%	90.05%	10
Sub-total			10				10
SO 3. To Institutionalize Collaborative Financial Literacy Program							
SM 3	No. of Targeted Provinces with Signed Memorandum of Agreement (MOA) on Partnership for Sustainable Program on Increasing Trust to the Banking System	Actual Accomplishment	5	(Actual/Target) x Weight	Signed MOA with Two (2) Provinces	Measure removed	N/A
SO 4. To Reduce Non-cash Portfolio							
SM 4	Percentage of Reduction of Loans (cumulative) Based on Baseline Accounts as of 2019 Year-end	Actual Accomplishment	10	(Actual/Target) x Weight	1.7%	1.77% (103.90%) (1.77%= 12,594 accounts/ 2019 baseline accounts of 713,021) (103.90% = 12,594 accounts/2020 target of 12,121 accounts)	10
SM 5	Percentage of Reduction of Real Properties (cumulative) Based on Baseline Properties as of 2019 Year-end	Actual Accomplishment	10	(Actual/Target) x Weight	1.7%	2.14% (126%) (2.14%= 692 real properties/2019 baseline portfolio of 32,280) (126%=692 real properties/ 2020 target of 549 properties)	10

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SO 5 To Contribute to Financial Stability by Ensuring Financial Crisis Preparedness							
SM 6	Readiness Level for Participation in the Conduct of Financial Crisis Simulation	Actual Accomplishment	10	All or nothing	Board-approved - Funding Plan with Integrated Communication Plan	Contingency Funding Plan approved by the Board on December 9 and 21, 2020. Crisis Communication Plan approved by the Board on 21 December 2020.	10
SO 6 To Settle ³Valid ⁴Deposits/Claims Within Applicable Processing Time							
SM 7	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% of claims settled within TAT ⁵	100% ⁶	10
SM 8	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 the duration of Project Management for subject closed bank	10	(Actual / Target) x Weight	100% of claims settled within TAT ⁵	100% ⁷	10
	Sub-total		50				50
SO 7. To Recruit the Best and the Brightest, and Retain Highly Motivated and Competent Workforce							
SM 9	Percentage of Employees Meeting Required Competencies	Competency Baseline ⁸ 2020 - Competency Baseline 2019	10	All or Nothing	Improvement on the Competency of the Organization based on the 2019 year-end assessment	Improved Competency of the Organization based on 2019 year-end assessment	10

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Build a Responsive Organization Equipped with the Appropriate Technology and Other Infrastructure						
Implementation of the Information System Strategic Measure (ISSP)	Actual Accomplishment	10	All or nothing	Board Approved ISSP as submitted to DICT	Board-approved ISSP submitted to DICT on 22 December 2020.	10
ISO Certification	Actual Accomplishment	5	All or nothing	Maintain ISO Certification for Assessment of Member Banks (AMB), Claims Settlement Operations (CSO), Loans Management (LM) and Real Property Disposal (RPD) Process; Attain certification for Additional Frontline Process	Maintained ISO Certification for the following processes: - AMB - CSO - LM - RPD Attained certification for the Bank Examination process	5
Sub-total		25				25
TOTAL		95				95
Relative rating based on total weight of 95%						100.00%

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1- Capturing the period from January to December 2020

2- tentative, based on an 11-month average, for updating once FS as of December 2020 is approved

3 - 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.

4 - Valid claims refer to claims for deposit accounts examined to be legitimate and eligible for deposit insurance. For depositors with valid deposit balances of Php 100,000 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 evidences/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 and ARTA Memorandum Circular Nos. 2020-03 dated 20 March 2020 and 2020-03-A dated 11 June 2020.

6 - Accomplishments attributed to 4 out of 5 banks taken over by PDIC in 2020 [i.e., Providence Rural Bank (Cagayan), Inc., De La O Rural Bank, Inc., San Fernando Rural Bank, Inc., and Cooperative Bank of Aurora] with actual TAT of 7 to 20 working days. Outright payment of valid deposits to the depositors of these banks were made through the Philippine Postal Corporation (PPC). For Rural Bank of Tibiao (Antique), Inc. which was closed on 6 March 2020, the scheduled dispatch to PPC of register/payment notices for the depositors was suspended due to the implementation of the Enhanced Community Quarantine (ECQ). As an alternative mode during the ECQ, PDIC required all its depositors, regardless of account balances, to file claims through email.

7 - Accomplishments are attributed to two (2) banks taken over by PDIC on 11 September and 27 November 2020. The Receive-Process-Mail (RPM) mode of claims settlement was adopted as the default mode for the new normal, preceded by the Pack and Leave mode of takeover operations. Target TAT for claim settlement is 7 working days from the date of receipt of valid claims or from the approval of Report of Validation (ROV)/Register of Insured Deposits (RID), whichever comes later. For the Providence Rural Bank, Inc. (Cagayan) and Rural Bank of Tibiao (Antique), Inc, which were closed on 28 February 2020 and 6 March 2020, respectively, the scheduled field/onsite claims settlement operations for the depositors of the said closed banks were suspended due to the implementation of the ECQ. Claims settlement for another bank (Cooperative Rural Bank of Aurora) taken over last 09 December 2020 is scheduled to start on 06 January 2021.

8- The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

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

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

Endorsed by:

MA. ESTER D. HANOPOL
VP, Corporate Planning Group

Date: _____

SANDRA A. DIAZ
SVP, Management Services Sector

Date: _____

Approved by:

ROBERTO B. TAN
President and CEO

Date: _____



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