

PHILIPPINE DEPOSIT INSURANCE CORPORATION
2015 Performance Scorecard

Component		Agreed			PDIC Submission		Validation		Supporting Documents	Remarks		
	Objective / Measure	Formula	Weight	Rating Scale	2015 Target	2015 Accomplishment	Rating	GCG Evaluation			Rating	
	SO 1	To Maintain the Deposit Insurance Fund (DIF) to Adequately Cover Deposit Insurance and Bank Resolution										
FINANCIAL	SM 1	Ratio of DIF to Estimated Insured Deposits (EID) (based on a 12-month average)*	(DIF/EID) x 100%	20%	Simple Average	5%	5.6%	20%	5.6%	20%	Internal Audit validation of 12-month average DIF and EID. Monthly Statement of Financial Position for the determination of DIF	Validated by checking monthly amounts of the Deposit Insurance Fund in the enclosed financial statements divided by the Estimated Insured Deposits. Determination of monthly EID is from the bank's submission of the Financial Reporting Package (FRP) for consolidation of the whole Banking System by PDIC
		Sub-Total		20%				20%		20%		

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CUSTOMERS / STAKEHOLDERS	SO 2	To Sustain Client Satisfaction Level										
	SM 2	Establishment of a Baseline rating on Customer/Stakeholder Satisfaction based on a survey designed and verified by an independent third party	Actual Accomplishment	5%	Simple Average	Establish baseline- No lower than Satisfactory	4.59 (Very Satisfactory)	5%	4.55 (Very Satisfactory)	5%	Internal Audit validation report. Actual monthly report from DAP for October, November and December	Rating Scale: 4.50-5.00 (Very Satisfied) 3.50-4.49 (Satisfied) 2.50-3.49 (Split Opinion) 1.50-2.49 (Dissatisfied) 1.00-1.49 (Very dissatisfied) The initial rating of 4.59 covers only the months of October and November. It was revised to 4.55 after the submission of the December 2015 survey results last 21 April 2016.
		Sub-Total		5%					5%		5%	
INTERNAL PROCESS	SO 3	To Settle Valid Deposit Insurance Claims Promptly										
	SM 3	For accounts w/ balances of ≤ P50,000:	Number of valid deposits paid within TAT/Number of	12.5%	Simple Average	90% within TAT	100%	12.5%	100%	12.5%	Internal Audit validation report.	

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	% of valid deposits paid within TAT	valid deposits eligible for outright payment								Sample documents showing the date of takeover and receiving copies of dispatch of checks from Philippine Postal Corp.	Validation is based on the report of the Internal Audit Group Of 48,138 claims, 100% are within TAT. Actual TAT ranges from 4 to 11 WDs. All claims are from banks with ≤ 20 branches Rating is determined by the actual TAT from takeover date to the last date of transmittal of checks to PPC and then averaging it with other banks	
	Banks with ≤ 20 branches				12 WD	100%		100%				
	Banks with > 20 branches				19 WD	NA		NA				
	Multi-unit bank w/ conditions				22 WD	NA		NA				
SM 4	<i>For accounts w/ balances of > P50,000:</i>	Number of valid claims settled within TAT/Number of valid filed claims	12.5%	Simple Average	90% within TAT	90.5%	12.5%	90.5%	12.5%	Internal Audit validation report. Bank Takeover Report showing date of takeover		
	% of valid claims settled within TAT											
	Banks with ≤ 20 branches				19 WD	90.5%		90.5%			Validation is based on the report of the Internal Audit Group Of 8,463 claims,	

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	Banks with > 20 branches				44 WD	NA		NA		and dates of field settlement of claims	7,662 are within TAT. Of these 7,662 claims, 6,619 are from banks with > 20 branches while 1, 043 are eligible for outright payment due to policy changes. PDIC failed to meet TAT for Farmers' RB due to extensive fraudulent scheme, committed by bank employees (Cases were filed). Rating is determined by the actual TAT from takeover date to the last date of FOCS and then averaging it with other banks
	Multi-unit bank w/ conditions				50 WD	NA		NA			
	Sub-Total		25%				25%		25%		

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	Objective / Measure	Formula	Weight	Rating Scale	2015 Target	2015 Accomplishment	Rating	GCG Evaluation	Rating			
	SM 7	Number of Projects of Distribution filed with the Liquidation Court based on the number of closed banks	Absolute number	10%	Simple Average	40 closed banks	40 closed banks	10%	40 closed banks	10%	Internal Audit validation. Actual court proceedings and Motions for Approval	POD filed with the Liquidation Court was validated against the Motion for Approval of the FPOD/PPOD of the Assets and Termination of the Liquidation Proceeding sent through mail. Copies were validated during the visit.
		Sub-Total		20%				20%		20%		
LEARNING AND GROWTH	SO 6	To Ensure Continuous Improvement in Processes and Systems Consistent with Policies, External Regulations and Internationally-Accepted Standards										
	SM 8	Enterprise Risk Management	Actual Accomplishment	4%	Simple Average	Risk mitigation measures	100% achieved	4%	100% achieved	4%	Board Resolution approving the Enterprise Risk Management (ERM) and actual ERM framework	Evidence of this is the creation of the Enterprise Risk Management Framework where all risks and risk mitigating measures were identified. Risk identification and mitigation are all systems-based.

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SM 9	MOU on Cross-border Agreements with other Deposit Insurance Agencies	Actual Accomplishment	2%	Simple Average	Signed MOU with at least one Deposit Insurance Agency	100% achieved	2%	100% achieved	2%	Copies of signed MOU with United Kingdom and Indonesia	The MOUs are formal agreements for sharing of knowledge and best practices. Long-term plan is to expand the scope of the agreement.
	Sub-Total		6%				6%		6%		
SO 7	To Deliver Quality Public Service Through Highly Competent Workforce										
SM 10	Establishment of a Competency Framework	Actual Accomplishment	4%	Simple Average	Board-Approved Competency Framework	100% achieved	4%	100% achieved	4%	Board Resolution approving the Competency Framework. Copy of Competency Framework and the identified Core Competencies	The Competency Framework was approved by the PDIC Board last December 2015. PDIC is currently preparing the procurement for the Phase II of the project, which will include the determination of position profiles and job descriptions. PDIC are on track with their 2016 target.
	Sub-Total		4%				4%		4%		
	TOTAL		100%				100%		100%		