

**PHILIPPINE DEPOSIT INSURANCE CORPORATION (PDIC)
Performance Scorecard Evaluation**

	Component				Target	Submission		GCG Validation		Supporting Documents	GCG Remarks
	Objective / Measure	Formula	Wt.	Rating Scale	2017	Actual	Rating	Score	Rating		
STAKEHOLDERS	SO 1 To Sustain Client Satisfaction Level										
	SM 1	Satisfaction Rating Based on Responses of Clients to Survey	Actual Rating	10%	All or nothing	Not lower than Very Satisfactory	4.73	10%	Very Satisfactory	10%	<ul style="list-style-type: none"> • Memorandum for the PDIC President on the Customer Satisfaction Rating on PDIC services for 2017 • Answered survey questionnaires for each month and for the 8 closed banks • Excel file for the tabulation of survey results
	Sub-total		10%				10%		10%		

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	Objective / Measure	Formula	Wt.	Rating Scale	2017	Actual	Rating	Score	Rating		
FINANCIAL	SO 2 To Maintain the Deposit Insurance Fund (DIF) to Adequately Cover Deposit Insurance										
	SM 2	Adequacy of Capital Against Deposit Insurance Cost	DIF/Estimated Insured Deposits (EID) (based on a 12-month average)	20%	20%: 5.5% and above 18%: 5.25% to 5.49% 16%: 5.0% to 5.24% 0%: Below 5.0%	5.5% to 8.0%	6.11%	20%	6.12%	20%	<ul style="list-style-type: none"> • Monthly Statement of Financial Position • Monthly DIF and EID • Consolidated monthly EID of the Philippine Banking System by deposit size
	Sub-total		20%				20%		20%		

	Component				Target	Submission		GCG Validation		Supporting Documents	GCG Remarks	
	Objective / Measure	Formula	Wt.	Rating Scale	2017	Actual	Rating	Score	Rating			
	SO 3 To Settle Valid Deposit Insurance Claims Promptly											
INTERNAL PROCESS	SM 3	Settlement of Valid Deposit Claims within Turn-Around Time <i>(For accounts with a balance of less than or equal to ₱100,000)</i>	Number of valid deposits paid within TAT / Number of valid deposits	12.5%	(Actual / Target) x Weight	100% of valid deposits paid within the prescribed turn-around time ¹	100% of valid deposits paid within the prescribed turn-around time	12.5%	100% of valid deposits paid within the prescribed turn-around time	12.5%	<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. 	Acceptable.

¹ Banks with 1 to 3,000 number of accounts – within 7 working days; Banks with 3,001 to 10,000 number of accounts – within 10 working days; Banks with 10,001 to 25,000 number of accounts – within 15 working days; Banks with more than 25,000 number of accounts – within 22 working days.

Component			Target	Submission		GCG Validation		Supporting Documents	GCG Remarks	
Objective / Measure	Formula	Wt.	Rating Scale	2017	Actual	Rating	Score	Rating		
SM 4 Settlement of Valid Deposit Claims within Turn-Around Time <i>(For accounts with a balance of more than ₱100,000, of business entities or matched with loans)</i>	Number of valid deposits paid within TAT / Number of valid deposits	12.5%	(Actual / Target) x Weight	100% of valid claims settled within the prescribed turn-around time ²	100% of valid claims settled within the prescribed turn-around time	12.5%	100% of valid claims settled within the prescribed turn-around time	12.5%	<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 	Acceptable.

² Banks with 1 to 3,000 number of accounts – within 12 working days; Banks with 3,001 to 10,000 number of accounts – within 15 working days; Banks with 10,001 to 25,000 number of accounts – within 25 working days; Banks with more than 25,000 number of accounts – within 42 working days

1-

Objective / Measure		Component		Rating Scale	Target 2017	Submission		GCG Validation		Supporting Documents	GCG Remarks
		Formula	Wt.			Actual	Rating	Score	Rating		
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%: Anything below 20 ADPs filed with the Liquidation Court	40 ADPs filed with the Liquidation Court	40 ADPs filed with the Liquidation Court	20%	40 ADPs filed with the Liquidation Court	20%	<ul style="list-style-type: none"> Motions for Approval of Full/Partial Project of Distribution to RTCs indicating the registry receipt date 	Acceptable.
SO 5 To Protect the Deposit Insurance Fund from Illegal Schemes and Machinations											
SM 6	Average Number of Days to File a Case Against Erring Bank Officials from Approval of the Appropriate Approving Authority (AAA)	Average number of days	10%	All or nothing	30 days	Average of 17 days (for 8 cases filed)	10%	Average of 17 working days	10%	<ul style="list-style-type: none"> Memorandum for filing of criminal charges to bank officers signed by the Appropriate Approving Authority. Duly received NPS Investigation Forms for the filing of cases to the Department of Justice 	Acceptable.
		Sub-total	55%				55%		55%		

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	Objective / Measure	Formula	Wt.	Rating Scale	2017	Actual	Rating	Score	Rating		
LEARNING AND GROWTH	SO 6 To Continuously Develop a Committed and Competent Workforce to Deliver Responsive Public Service										
	SM 7	Synergizing the new organization	Actual accomplishment	10%	All or nothing	1 HR intervention for the Core Competency gap based on the Baseline Competency Assessment Survey Results	2 HR Interventions	10%	2 HR interventions for commitment to depositor protection competency	10%	<ul style="list-style-type: none"> • IEC campaign conducted during the flag ceremonies • List of attendees for the classroom training • Approved structured training program • Invitations • Disbursement vouchers

Objective / Measure		Component		Wt.	Rating Scale	Target	Submission		GCG Validation		Supporting Documents	GCG Remarks
		Formula	2017			Actual	Rating	Score	Rating			
SM 8	ISO Certification	Actual ISO Certificate from the Certifying body	5%	All or nothing	Maintain ISO 9001:2008 Certification for Assessment of Member Bank and Claims Settlement Operations ISO Certification 9001:2008 of Loans Management System	Passed the 1 st surveillance audit conducted by TUV Rheinland to maintain the ISO Certification of QMS ³	5%	Maintained ISO 9001:2008 certifications for Claims Settlement Operations and Assessment of Member Banks processes ISO certification 9001:2008 for Loans Management System	5%	<ul style="list-style-type: none"> Actual ISO Certificates Audit Reports from TUV Rheinland 	Acceptable.	
Sub-total			15%				15%		15%			
TOTAL			100%				100%		100%			

³ Claims Settlement Operations was audited on 19 June 2017 official copy of audit report received by PDIC on 28 June 2017. Assessment of Member Banks was audited on 04-05 December 2017, official copy of audit report received by PDIC on 12 December 2017. Recommendation for Certification received on 22 December 2017 Actual ISO 9001:2008 Certificate with effectivity date 21 December 2017 received on 10 January 2018.