

**OVERSEAS FILIPINO BANK (OFBANK)  
2022 PERFORMANCE SCORECARD  
ACCOMPLISHMENT FOR THE FOURTH QUARTER**

COMPONENT					2022 4 <sup>th</sup> QUARTER	
Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System	Annual Target	Accomplishment	
SO 1 : Support the Government's Programs on Digital Transformation to Promote Greater Financial Inclusion						
	Absolute Number	10%	(Actual/Target) x Weight	2 New Lending Products and 2 New Facilities via MBA	1. Enabled eSalary Loan in MBA for loan renewals 2. Digital Card in MBA 3. Enabled access to RTB 27 investment 4. Enabled access to RTB 28 investment	
SM 1a	Number of New Products/Services Launched via the MBA					
SM 1b	Number of New MBA Enhancements/ Facilities	Absolute Number	10%	(Actual/Target) x Weight	2 MBA enhancements/new facilities (Optical Character Recognition (OCR) with data capture and the Digital CVV Facility)	
					<ul style="list-style-type: none"><li>The initially identified targets cannot be implemented for the following reasons:</li><li>Prepaid Airload Facility dependency on the completion of the ISO 20022 project which is a regulatory requirement. Thus, has to be prioritized by the LBP.</li><li>Prepaid Card with CVV is a product of MasterCard which prohibited co-branding with VisaCard which is the current card provider of OFB.</li></ul>	
SOCIO-ECONOMIC IMPACT						



COMPONENT					2022 4 <sup>th</sup> QUARTER
	Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System	Annual Target
					<p>The following facilities were developed instead providing value-added services to the bank's clientele:</p> <ol style="list-style-type: none"> <li>1. MBA Digital CVV Facility</li> <li>2. Optical Character Recognition (OCR)</li> <li>3. Gender-related information in the account opening module</li> </ol> <p>MBA Digital Card Verification Value (CVV) Facility enables the display of the CVV and the card expiry date via the MBA, allowing eCommerce transactions without need for physical cards.</p> <p>Optical Character Recognition (OCR) with data capture. The OCR took into consideration the impact of the implementation by the Philippine Statistics Authority of its PhilSys Check website which uses public-private key cryptography which OFBank can utilize to verify the authenticity of a PhilID card and the data stored in its QR code.</p> <p>Another enhancement was the inclusion of Gender-related information in the account opening module in compliance</p>



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					with account opening module in compliance with the GAD provisions for sex disaggregation of data of account holder.	
SM 1c	Increase in Total Number of DOBSAI Accounts	Actual Increase in Total Number of DOBSAI Accounts	5%	(Actual/Target) x Weight	Additional 87,769	48,450
	Sub-Total		25%			
SO 2 : Maintain Compliance on Capital Adequacy Requirement						
SM 2	Net Equity for a Digital Bank	Absolute Number	5%	All or Nothing	P1.0 Billion	P 1,299.92 Million
SO 3 : Improve Liquidity Position						
SM 3	Increase Total Outstanding Deposit Amount (DOBSAI Accounts)	Actual Increase in Total Outstanding Deposit	10%	(Actual/Target) x Weight	Additional P438.85 Million from the previous year's Total Outstanding Deposits	Additional Php 393 Million Outstanding DOBSAI Accounts Opened
SO 4 : Improve Profitability						
SM 4	Generate Income	(Interest Income + Operating Income) - (Interest Expense + Other	10%	(Actual/Target) x Weight	P26.15 Million Net Income	Php 37.96 Million



COMPONENT						2022 4 <sup>th</sup> QUARTER
	Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System	Annual Target	Accomplishment
		Provision for Losses & Other Expenses)				
SO 5 : Improve Budget Utilization						
SM 5	Efficient Utilization of Corporate Operation Budget	Total Disbursement / Total Board Approved Corporate Operating Budget	5%	(Actual/Target) x Weight	90%	50%
						<p>The formula was revised to Approved Corporate Operating Budget instead of DBM Approved Budget as OFBank do not get budget allocation from the government through the DBM.</p> <p>The Bank's budget being referred here instead includes the projected income and expenses of the Bank in consideration of its plans and programs.</p> <p>The 50% BUR of the Bank includes some expenses incurred during the year (2022) which are due for payment in 2023 such as the GRT, PDIC Insurance and projects with LBP which were accrued but not yet billed. These expenses approximately totaled Php 30 Million.</p>



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SO 6 : Increase Loan Balance						
SM 6	Increase the Total Outstanding Loan Balance	Actual Increase in Total Outstanding Loan Balance	10%	(Actual/Target) x Weight	Additional P2,015.57 from the previous year's Total Outstanding Loans	Php 1,844.50 Million
Sub-Total			40%			

COMPONENT					2022 4 <sup>th</sup> QUARTER	
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SO 7 : Timely, Reliable Products and Services						
SM 7	Percentage of Satisfied Customers	Number of Respondents who gave a rating of at least Satisfactory / Total Number of Respondents	5%	(Actual/Target) x Weight Below 80% = 0%	At least 90% Satisfactory rating by at least 500 respondents	87.5% rated OFB "very satisfied" and "satisfied" (866 respondents)
SO 8 : Synergized Marketing						
SM 8	Total Number of Conducted Financial Trainings / Webinars, PDOS, and other Marketing Activities	Actual Accomplishment	10%	(Actual/Target) x Weight	315 webinars/online PDOS	Conducted 975 Financial Trainings / Webinars / PDOS

**CUSTOMERS/  
STAKEHOLDERS**



COMPONENT					2022 4 <sup>th</sup> QUARTER		
	Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System	Annual Target	Accomplishment	
	Sub-Total		15%				
SO 9 : Implementation of Process Improvement							
INTERNAL PROCESS	SM 9a	Percentage of Loan Application Processed within Applicable Turnaround Time (TAT)	Number of Loan Transactions Processed within the Prescribed Period / Total Number of Loan Applications Received	10%	(Actual/Target) x Weight	100% <sup>1</sup>	100% of the loan applications are processed within 3 banking days.
	SM 9b	Develop Quality Management System	Actual Accomplishment	5%	(Actual/Target) x Weight	Board-Approved: 1. Quality Policy 2. Quality Management System Manual 3. Quality Management Procedure	1. Quality Policy Statement 2. The following approved Guidelines/Manuals in 2022 form part of the Bank's Quality Management System Manual and Procedure: ▪ Guidelines in the Development and Enhancement of Digital Products and Services ▪ Freedom of Information Manual ▪ Implementing Guidelines on Reimbursable Expenses of OFBank Board of Directors ▪ Outsourcing Framework ▪ Guidelines on the Purchase of Receivables ▪ Guidelines on the Administration, Management, and Monitoring of

<sup>1</sup> Applicable Turnaround Time shall be in accordance with OFBank's Citizen's Charter in compliance with Republic Act No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018



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Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System	Annual Target	Accomplishment
					<ul style="list-style-type: none"><li>Overseas Filipino Bank Information Technology and Infrastructure Investment Guidelines and Strategy of the Bank</li><li>Guidelines on the Increase in Capitalization Threshold of PPE and Monitoring of Semi-Expendable Property</li><li>Accounts Receivable Guidelines</li><li>Accounts Payable Guidelines</li><li>Guidelines in Handling USD Account</li><li>Opening Thru Digital Onboarding System with Artificial Intelligence</li><li>Guidelines for Write-Off of Non-Loan Related Accounts</li><li>Credit Manual</li><li>Manual on Money Laundering and Terrorist Financing Program (MTPP)</li><li>Compliance Manual</li></ul>
Sub-Total		15%			
SO 10 : Establish a Competitive Structure					
SM 10	Improvement on the Competency Level of the Organization	Actual Accomplishment	5%	(Actual/Target) x Weight	Board Approved Competency framework: 1. Competency Catalogue 2. Competency Tables 3. Competency Matrix 4. Position Profiles 5. Competency Job Based Description
LEARNING AND GROWTH					
The Board approved OFB Competency Framework and its Annexes during its 16 December 2022 meeting: 1. Competency Catalogue 2. Position Competency Profile (with Competency Matrix) 3. Competency Tables					



