



02 March 2023

**CECILIA C. BORROMEIO**

*Chairperson*

**MR. RANDOLPH L. MONTESA**

*President and CEO (PCEO)*

**OVERSEAS FILIPINO BANK (OFBANK)**

OFBank Center, Liwasang Bonifacio

Manila

**RE: TRANSMITTAL OF 2023 PERFORMANCE SCORECARD**

Dear Chairperson Borromeo and PCEO Montesa,

This is to formally transmit the 2023 Charter Statement and Strategy Map (**Annex A**) and 2023 Performance Scorecard (**Annex B**) of OFBANK. The same is to be posted in OFBANK's website, in accordance with Section 43 of GCG Memorandum Circular (M.C.) No. 2012-07.<sup>1</sup>

The OFBANK proposed Charter Statement, Strategy Map and Performance Scorecard submitted through letter dated 14 November 2022<sup>2</sup> were **MODIFIED** based on the discussions made during the Technical Panel Meeting (TPM) held on 21 November 2022 and finalized during the Performance Target Conference (PTC) held on 01 March 2023.

We take this opportunity to remind OFBANK that Item 7 of GCG M.C. No. 2023-01<sup>3</sup> mandates GOCCs to submit Quarterly Monitoring Reports and upload the same in the GOCC's website within thirty (30) calendar days from the close of each quarter. OFBANK is thus directed to submit its revised Quarterly Targets based on the attached Scorecard within fifteen (15) calendar days from receipt of the GCG-approved Performance Scorecard. The Quarterly Monitoring Reports should disclose substantial changes in circumstances that were unforeseen during the TPM that may affect the timely achievement of targets.

**FOR OFBANK'S INFORMATION AND COMPLIANCE.**

Very truly yours,

**Justice ALEX L. QUIROZ (ret.)**

*Chairperson*

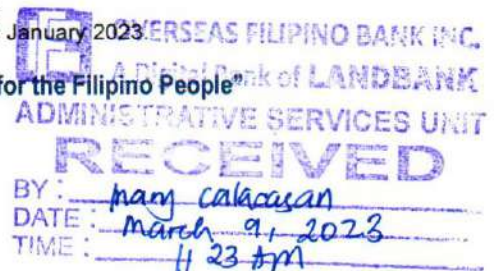
cc: OFBANK Employees Association

<sup>1</sup> CODE OF CORPORATE GOVERNANCE FOR GOCCs, dated 28 November 2012.

<sup>2</sup> Officially received by the Governance Commission on 14 November 2022.

<sup>3</sup> PERFORMANCE EVALUATION SYSTEM (PES) FOR THE GOCC SECTOR, dated 19 January 2023.

**"Upholding a Transparent and Responsive GOCC Sector for the Filipino People"**





OVERSEAS FILIPINO BANK (A Savings Bank of LANDBANK)

PES Form 1 - Strategy Map



MISSION:

To our Clients

OFBank is the first officially licensed Digital Bank in the country and the official Digital Bank of the government of the Philippines committed to provide convenient, reliable and secure banking solutions responsive to the needs of the Global Filipinos.

We are focused on developing long-term relationships with our customers and other stakeholders through strategic alliances and partnerships.

To our Employees

We are dedicated to nurturing our employees in an enabling environment and providing opportunities for professional growth.

CORE VALUES:

Uphold the highest ethical standards with honesty and integrity

Innovation and creativity to develop reliable products and services for Overseas Filipinos/OFWs and their beneficiaries

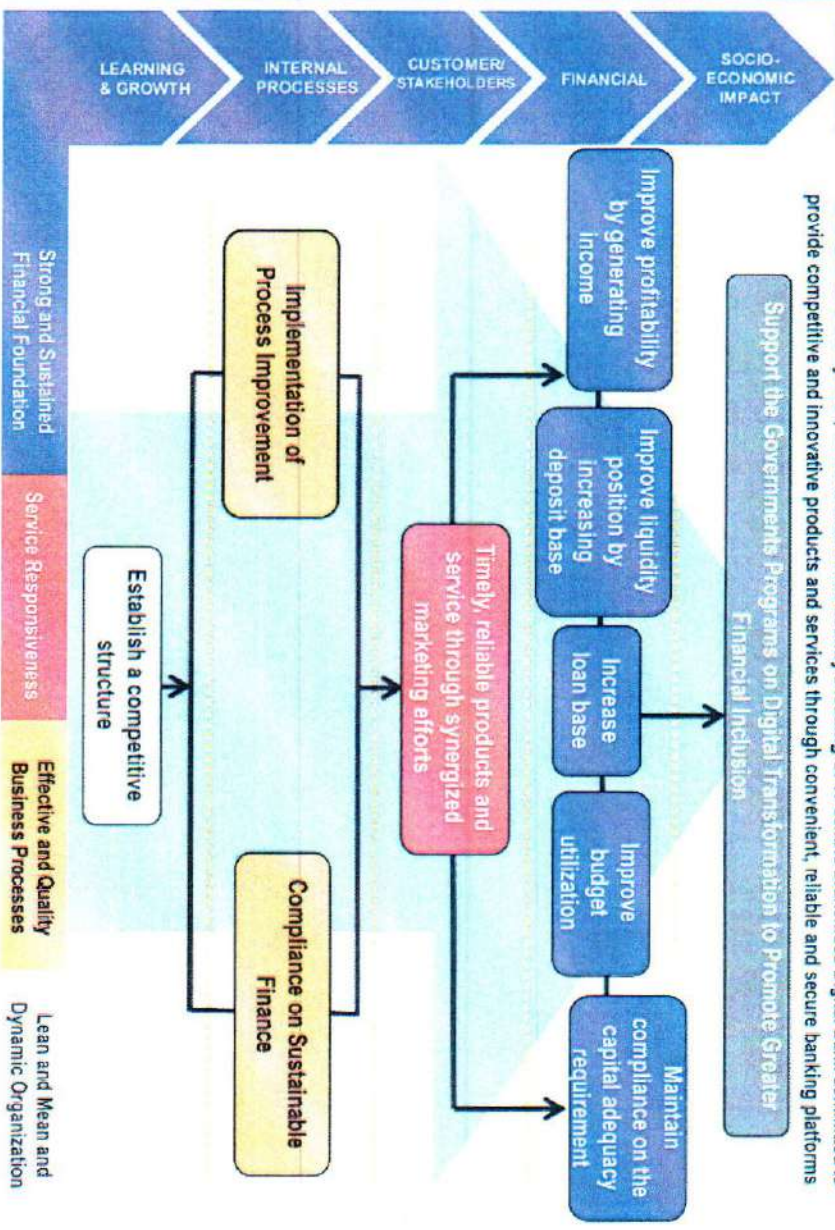
Organizational cohesiveness and unity based on shared values, shared responsibilities and positive relationships anchored on trust and desire for mutual success

OFBank CHARTER STATEMENT

VISION:

By 2024, OFBank shall be the country's leading OFW-centric Branchless Digital Bank committed to provide competitive and innovative products and services through convenient, reliable and secure banking platforms

Support the Government's Programs on Digital Transformation to Promote Greater Financial Inclusion





## OVERSEAS FILIPINO BANK (A Savings Bank of LANDBANK)

Component					Baseline Data			Target	
	Objective/Measure	Formula	Weight	Rating System	2020	2021	2022	2023	
Support the Government's Programs on Digital Transformation to Promote Greater Financial Inclusion									
SO 1									
SM 1	Number of New Products/Services Launched	Absolute Number	15%	(Actual / Target) x Weight	NA	2	1. Retail Treasury Bonds Facility with BTR 2. Retail On-shore Dollar Bonds Investment Facility with BTR	2 new lending products and 2 new facilities via MBA	4 enhancements/ new facilities via the MBA
Sub-Total			15%						
Maintain Compliance on Capital Adequacy Requirement									
SO 2									
SM 2	Net Equity for a Digital Bank	Absolute Amount	20%	All or Nothing	N/A	N/A	₱1.0 Billion	Not less than ₱1.0 Billion	
Improve Liquidity Position by Increasing Deposit Base									
SO 3									
SM 3a	Increase Total Outstanding Deposit Amount	Actual Increase in Total Outstanding Deposit	5%	(Actual / Target) x Weight	N/A	NA	NA	₱3.8 Billion	

Component					Baseline Data		Target	
Objective/Measure	Formula	Weight	Rating System		2020	2021	2022	2023
SM 3b Increase in Total Number of DOBSAI Accounts	Actual Increase in Total Number of DOBSAI Accounts	5%	Not applicable		N/A	N/A	Additional 87,769	Additional 105,600
SO 4 Improve Profitability by Generating Income								
SM 4 Increase Net Income after Tax	(Interest Income + Other Operating Income) – (Interest Expense + Provision for Losses + Other Operating Expenses) – Income Tax	15%	(Actual / Target) x Weight		₱(126.43) Million	₱(123.903) Million	₱38.29 Million	₱100 Million
SM 5 Efficient Utilization of Corporate Budget	Total Disbursement / Total DBM Approved Corporate Operating Budget (both net of PS)	2.5%	(Actual / Target) x Weight		N/A	N/A	90%	90%



Component					Baseline Data		Target	
Objective/Measure	Formula	Weight	Rating System		2020	2021	2022	2023
<b>SO 5</b>	<b>Increase Loan Base</b>							
SM 6	Increase in Total Outstanding Loans	Absolute Amount	10%	(Actual / Target) x Weight	N/A	Measure excluded	₱ 2.501 Billion total outstanding loans	Additional ₱ 85 Million from 31 December 2022 loan balance
	<i>Sub-Total</i>		57.5%					
<b>SO 6</b>	<b>Timely, Reliable Products and Service through Synergized marketing efforts</b>							
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%	N/A	Non-compliant	90%	90%
SM 8	Total Number of Conducted Financial Trainings/Webinars, PDOS, and Other Marketing Activities	Actual Accomplishment	10%	(Actual/Target) x Weight	N/A	N/A	315 webinars/online PDOS	800 <sup>1</sup> webinars/PDOS
	<i>Sub-Total</i>		15%					

<sup>1</sup> With minimum 50 attendees for OFBank-led webinars and PDOS. With minimum 10 attendees if webinar is co-organized with other agencies.



Component					Baseline Data		Target	
Objective/Measure	Formula	Weight	Rating System		2020	2021	2022	2023
INTERNAL PROCESS								
SO 7	Implementation of Process Improvement							
SM 9a	Percentage of Loan Application Processed within Applicable Turnaround Time (TAT)	No. of loan transactions processed within the prescribed period / Total number of loan applications received	2.5%	(Actual/Target) x Weight	N/A	NA	100%	100% <sup>2</sup>
SM 9b	Percentage of Accounts Opened within Applicable Turnaround Time	No. of accounts opened/processed within prescribed period / Total number of applications received	2.5%	(Actual/Target) x Weight	NA	NA	NA	100% <sup>3</sup>

<sup>2</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.  
<sup>3</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.





Component					Baseline Data		Target	
Objective/Measure	Formula	Weight	Rating System		2020	2021	2022	2023
SM 9c Develop Quality Management System	Actual Accomplishment	2.5%	(Actual/Target) x Weight		N/A	N/A	Board-approved: a. Quality Policy b. Quality Management System Manual c. Quality Management System Procedure	Conduct the following: 1. IMS Briefing/ Refresher 2. Readiness Assessment 3. Update Operations Manual
SO 8	Compliance on Sustainable Finance							
SM 10 Implement Sustainable Finance Framework	Actual Accomplishment	2.5%	(Actual/Target) x Weight		NA	NA	NA	Implement the following: 1. SFF Briefing and Assessment via a learning portal (LEAP) 2. Incorporation of ESRMS in the Bank's Existing Guidelines
Sub-Total		10%						

Component					Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2020	2021	2022	2023
SO 9	Establish a Competitive Structure							
SM 11	Improvement on the Competency Level of the Organization	Actual Accomplishment	2.5%	(Actual/Target) x Weight	N/A	Unacceptable	Board-approved Competency Framework <sup>4</sup> with the following documents: 1. Competency Catalogue 2. Competency Framework 3. Competency Tables 4. Competency Matrix 5. Position Profiles 6. Competency-Based Job Description	Competency Baseline
		Sub-total	2.5%					
		Total	100%					

For GCG:  
  
 Justice ALEX L. QUIROZ (Ret.)  
 Chairperson

For OFBANK:  
  
 MR. RANDOLPH L. MONTESA  
 President and CEO (PCEO)