

**OVERSEAS FILIPINO BANK (OFBANK)
2021 PERFORMANCE SCORECARD
ACCOMPLISHMENTS FOR THE SECOND QUARTER 2021**

Component					2021 2nd Quarter		
	Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System	Target	Accomplishment	
SOCIO- ECONOMIC IMPACT	SO 1	Support the Programs for OFWs in partnership with Government Agencies					
	SM 1	Number of new products/ services via MBA	(Actual/Target) x Weight	20%	Actual Accomplishment	2 (1 - eBanking Loan Facility; 1 - Remittance Facility)	1 Retail Treasury Bonds Facility with BTr
Sub-Total			20%				
FINANCIAL	SO 2	Maintain Compliance on the Capital Adequacy Requirement					
	SM 2	Minimize Net Loss	<ul style="list-style-type: none"> • If Actual is \leq Target - 15% • If Actual is $>$ Target, (1 - [Actual-Target]/Target) x Weight 	15%	Actual Accomplishment	Not more than ₱61.76 Million for the 2 nd Quarter (Not more than ₱123.53 Million as of December 31, 2021)	Net Loss as of June 30, 2021 - ₱ 61.07 Million
	SO 3	Increase Deposit Base of OFWs					
	SM 3	Increase the Total Outstanding Deposit Amount of OFWs and Beneficiaries	(Actual/Target) x Weight	20%	Actual Increase in Total Outstanding Deposit Amount of OFWs and Beneficiaries	₱ 80 Million Deposits from OFWs and Beneficiaries for the 2 nd Quarter (₱160 Million Deposits as of December 31, 2021)	₱ 291 Million Deposits from OFWs and Beneficiaries as of June 30, 2021

Component					2021 2 nd Quarter		
	Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System	Target	Accomplishment	
FINANCIAL	SO 4	Increase Loan Base of OFWs					
	SM 4	Increase the Total Outstanding Loan Amount of OFWs	(Actual/Target) x Weight	10%	Actual Increase in Total Outstanding Loan Amount of OFWs	₱25 Million of Loans to OFWs	Implementation of the facility is dependent upon signing of MOA by OWWA which at present has to prioritize focus on OFW repatriation concerns and other related activities. Purchase of receivables from LANDBANK is currently being studied by LBP- OFB with target date of implementation within the 4 th quarter of 2021.
	Sub-Total			45%			
CUSTOMERS/ STAKEHOLDERS	SO 5	Timely, reliable products and services to OFs/OFWs and their beneficiaries					
	SM 5	Customer Satisfaction Survey (Online Survey)	<ul style="list-style-type: none"> If Actual is \geq Target - 5% If Actual is $<$ Target (1 - [Actual-Target]/Target) x Weight 	5%	Actual Accomplishment	100% of Customers with at least Satisfactory Rating (10% of existing accounts)	Of the 406 respondents to date, 57.6% rated OFBank excellent while 30.5% rated satisfactory. Survey still ongoing. Online Survey Link made continuously available.. Survey link has been posted to the Bank's website and social media pages for easy access.
	Sub-Total			5%			
INTERNAL PROCESS	SO 6	Synergize Marketing Efforts					
	SM 6	No. of onboarded alliance/ partnerships to internet / mobile banking	(Actual/Target) x Weight	10%	Actual Accomplishment	2 (iWave ePayment Solution & Remittance Agency Partner)	40 Forged agreements with international and local remittance companies/agents
	SO 7	Streamline Banking Operations through Digital Solutions					

	SM 7	Total No. of Digital Channels and Services Implemented	(Actual/Target) x Weight	10%	Actual Accomplishment	1 (Mobile Banking Application Enhancement)	2 <ul style="list-style-type: none"> ▪ OFBank customer care and Facebook page for client's queries, comments or suggestions on emails generated during account opening and sending of OTP (08 April 2021) ▪ Cardless withdrawal (25 June 2021)
		Sub-Total		20%			

Component					2021 2nd Quarter	
	Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System	Target	Accomplishment
LEARNING & GROWTH	SO 8	Establish a Competitive Employment Structure				
	SM 8	Compliance to BSP Required Trainings	(Actual/Target) x Weight	10%	Actual Accomplishment	100% attendance of the identified employees Required Trainings and Identified Participants for Y2021: a. Ethics & Etiquettes in the Philippine Financial Markets - EBU personnel b. Risk-Based Audit Methodology - all employees c. Updates on AMLA - all employees d. Updates on PFRS - FMU employees <ul style="list-style-type: none"> • Ethics & Etiquettes in the Philippine Financial Markets EBU personnel (January 15 and January 30) • Risk Based Audit methodology • Digital Banking Webinar (April 6, 2021) • Crypto Assets Seminar (May 19, 2021)
	Sub-Total			10%		
TOTAL			100%			

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