

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

Component					2021 4 th 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)	2 1. Retail Treasury Bonds Facility with BTr 2. Retail On-shore Dollar Bonds Investment 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, $(1 - [\text{Actual}-\text{Target}]/\text{Target}) \times \text{Weight}$ 	15%	Actual Accomplishment	Not more than ₱127.88 Million as of December 31, 2021	Actual loss as of Dec.31, 2021 is Php115,295,414.98.
	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	Additional ₱266.31 Million from the previous year's Total Outstanding Deposit (OFW Accounts)	Outstanding deposits of OFWs/OFs and beneficiaries as of 31 December 2021 amounted to P516.15M as against the P104.556M end of year figure of 2020 is P411.59M.

Component					2021 4 th 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	Additional P940.49 Million from the previous year's Total Outstanding Loans of OFWs	<p>The planned acquisition of P2 Billion worth of LBP Salary Loans under the Purchase of Receivables Program was sounded off to BSP during the regular conduct of its examination in October 2021 followed by series of meetings with concerned officials of BSP Financial Supervision Department VII.</p> <p>The Bank was ready to implement within the 4th Quarter of 2021 with all the necessary platform/systems in place as well as the manpower complement to manage the loan portfolio.</p> <p>To ensure that the proposed transaction is compliant and in accordance with applicable laws and regulations, a letter was sent by LBP to BSP seeking clearance/clarification on the proposed transaction. BSP reviewed and evaluated the circumstances surrounding the transaction, however it was only in January 2022 that the Bank received BSP's reply.</p>
	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	90% of Customers with at least Satisfactory Rating (10% of existing accounts)	A total of 46,586 clients were provided with email survey links since April 2021 and received 826 responses. Out of the responses, 60% rated excellent, 27% satisfactory, 5% Fair and 8% rated Needs Improvement.
	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 (1 ePayment Solution Partner & 1 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)	4 1. OFBank customer care and Facebook page for client's queries, comments or suggestions on emails generated during account opening and sending of OTP (completed: April 2021) 2. Cardless withdrawal (completed: June 2021) 3. Merchant Payments via QR codes (completed: October 2021) 4. Updated Bills Payment interface and OFB MBA initial screen to reflect OFBank change to Digital Bank (completed: December 2021)
	SM 8	Percentage of Applications Processed Within the Prescribed Period	(Actual/Target) x Weight	5%	Actual Accomplishment	100% of Transactions Processed Within 24-hour Turn-Around Time ¹	100% of Transactions Processed Within the Prescribed Period
	Sub-Total			25%			

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

Component					2021 4 th Quarter	
	Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System	Target	Accomplishment
LEARNING & GROWTH	SO 9	Establish a Competitive Employment Structure				
	SM9	Improvement on the Competency Level of the Organization	(Actual/Target) x Weight	5%	Actual Accomplishment	<p>Board Approved Competency Framework with</p> <ol style="list-style-type: none"> 1. Competency Catalogue 2. Competency Tables 3. Competency Matrix 4. Position Profiles 5. Competency-Based Job Description <p>In the Technical Panel Meeting with GCG on December 6, 2021, OFBank team highlighted its lean manpower complement and the outsourcing arrangement between the Bank and its parent bank - LANDBANK, covering technology and administrative support among which is related to hiring/recruitment and secondment. The OFBank team requested GCG consideration that the parent bank's competency framework linked to hiring/recruitment processes be applicable to OFBank.</p> <p>Letter dated 07 February 2022 re this was submitted to GCG on 08 February 2022 with attached competency framework of the five units of the Bank – EBU, FMU, ASU, PCPU & TMU.</p>
		Sub-Total		5%		
		TOTAL		100%		

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