

**OVERSEAS FILIPINO BANK (OFBANK)
2023 PERFORMANCE SCORECARD
ACCOMPLISHMENT FOR THE SECOND QUARTER**

COMPONENT							2023 2 ND 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								
SM 1	Number of New Products/Services Launched	Absolute Number	15%	(Actual/Target) x Weight	4 new facilities/enhancements via the MBAs	1. USD Account Opening Facility (Annex A) 2. Enabled investment to the Retail Treasury Bond 29 (RTB 29) of the Bureau of the Treasury (Annex B)		
Sub-Total		15%						
SO 2 : Maintain Compliance on Capital Adequacy Requirement								
SM 2	Net Equity for a Digital Bank	Absolute Number	20%	All or Nothing	Not Less than Php 1.0 Billion	Php 1.3 Billion (Annex D)		
SO 3 : Improve Liquidity Position								
SM 3a	Total Outstanding Deposit Amount	Actual End of Year Outstanding Deposit Amount	5%	(Actual/Target) x Weight	Php 3.8 Billion	Php 3.16 Billion (Annex D)		
SM 3b	Increase in Total Number of DOBSAI accounts	Actual Increase in Total Number of DOBSAI Accounts	5%	(Actual/Target) x Weight	105,600	15,169 accounts with the following breakdown (Annex E):		
SO 4 : Improve Profitability by Generating Income								
SM 4	Net Income After Tax	(Interest Income + Other Operating Income) – (Interest Expense + Provision for	5%	(Actual/Target) x Weight	Php 100 Million	Php 58.17 Million (Annex F)		
FINANCIAL								
SOCIO-ECONOMIC IMPACT								

COMPONENT						2023 2 ND QUARTER	
Strategic Objective (SO)/ Strategic Measure (SM)		Formula	Weight	Rating System	Annual Target	Accomplishment	
CUSTOMERS/ STAKEHOLDERS		Losses + Other Operating Expenses)					
	SO 5 : Improve Budget Utilization						
	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	90%	33% (Annex G) The Bank accrues its operating expenses on a monthly basis and pay the obligations when it becomes due.
	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	Php 1,929 Million (Additional Php 85 Million from the 31 December 2022 loan balance of P1,844.50 Million)	Php 1,772.16 Million (Annex H)
Sub-Total			57.50%				
CUSTOMERS/ STAKEHOLDERS	SO 7 : Timely, Reliable Products and Services						
	SM 7	Percentage of Satisfied Customers	Total Number of Respondents who gave a rating of at least Satisfactory / Very Satisfactory	5%	(Actual / Target) x Weight Below 80% = 0%	At least 90% Satisfactory rating by at least 500 respondents	Survey to start in Q3
	SO 8 : Synergize Marketing Efforts						
	SM 8	Total Number of Conducted Financial Trainings / Webinars, PDOs, and other Marketing Activities ¹	Actual Accomplishment	10%	(Actual/Target) x Weight	800 webinars/online PDOs	548 webinars/financial literacy trainings/PDOs (Annex I)

¹ With minimum 50 attendees for OFBank-led webinars and PDOs; With minimum 10 attendees if webinar is co-organized with other agencies.

COMPONENT					2023 2 ND QUARTER	
Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System	Annual Target	Accomplishment	
Sub-total		15%				
SO 9 : Implementation of Process Improvement						
SM 9a	Percentage of Loan Application Processed within Applicable Turnaround Time (TAT) ²	Number of Loan Transactions Processed within the Prescribed Period / Total Number of Loan Applications Received	2.5%	(Actual/T target) x Weight	100%	100%
SM 9b	Percentage of Accounts Opened/ Processed within the Applicable Turnaround Time (TAT) ³	Number of accounts opened/ processed within the prescribed period / Total number of account opening applications received	2.5%	(Actual/T target) x Weight	100%	100%
SM 9c	Develop Quality Management System	Actual Accomplishment	2.5%	(Actual/T target) x Weight	Conduct: 1. IMS Briefing/ Refresher 2. Readiness Assessment 3. Update Operations Manual	1. IMS Briefing and Cascade Session were conducted by the LBP-QIMD on March 15 and May 24 2. Readiness Assessment was conducted by the LBP-QIMD on 22 March 2023 (Annex J) 3. Three guidelines were approved by the Board (Annexes K)
INTERNAL PROCESS						
SO 10 : Compliance to Sustainable Finance						
SM 10	Implement Sustainable Finance Framework	Actual Accomplishment	2.5%	(Actual/T target) x Weight	Implement:	1. OFBank personnel will attend the once LANDBANK made this available via the LEAP.

² Applicable TAT shall be in accordance with OFB's Citizen's Charter in compliance with RA No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

³ Applicable TAT shall be in accordance with OFB's Citizen's Charter in compliance with RA No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

						1. SFF Briefing and Assessment via a learning portal (LEAP)	2. Risk Management Manuals being reviewed by LBP-RMG. This will be presented to the ManCom, CGRMC and the Board for approval in Q3 2023.
	Sub-Total			10%			
LEARNING AND GROWTH	SO 11 : Establish a Competitive Structure						
	SM 11	Improvement on the Competency Level of the Organization	Actual Accomplishment	2.5%	(Actual/Target) x Weight	Implement the Competency Baseline of the Bank or the result of the Competency Assessment of OFB Personnel	Competency Assessment Guidelines for presentation to ManCom, CGRMC and the Board for approval in Q3 2023.
		Sub-Total		2.5%			
		TOTAL		100%			

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