

16 June 2022

MS. CECILIA C. BORROMEIO

Chairperson

MS. LEILA C. MARTIN

President and CEO (PCEO)

OVERSEAS FILIPINO BANK (OFBANK)

OFBank Center, Liwasang Bonifacio
Manila

RE : TRANSMITTAL OF 2022 PERFORMANCE SCORECARD

Dear Chairperson Borromeo and PCEO Martin,

This is to formally transmit the 2022 Charter Statement and Strategy Map (**Annex A**) and 2022 Performance Scorecard (**Annex B**) of OFBank. The same is to be posted on OFBank's website, in accordance with Section 43 of GCG Memorandum Circular (M.C.) No. 2012-07.¹

The OFBank proposed Charter Statement, Strategy Map, and Performance Scorecard submitted through a letter dated 17 November 2021² were **MODIFIED** based on the discussions made during the Technical Panel Meeting (TPM) held on 06 December 2021, and revised documents submitted through OFBank's letter dated 27 December 2021,³ and 31 January 2022.⁴

We take this opportunity to **REMIND** OFBank that Item 5 of GCG M.C. No. 2017-02⁵ mandates GOCCs to submit Quarterly Monitoring Reports and upload the same to the GOCC's website within thirty (30) calendar days from the close of each quarter. OFBank is requested to submit its revised Quarterly Targets based on the attached scorecard upon submission of its Quarter Monitoring Report for 2022.

Finally, under GCG M.C. No 2017-02, GOCCs can no longer renegotiate the targets set in their Performance Scorecards for the current year. Thus, any request for modification in the 2022 Performance Scorecard will instead be considered during the validation of the reported annual accomplishments.

FOR OFBANK'S INFORMATION AND COMPLIANCE.

Very truly yours,

SAMUEL G. DAGPIN, JR.

Chairman

JAYPEE O. ABESAMIS
*OLC-Commissioner**

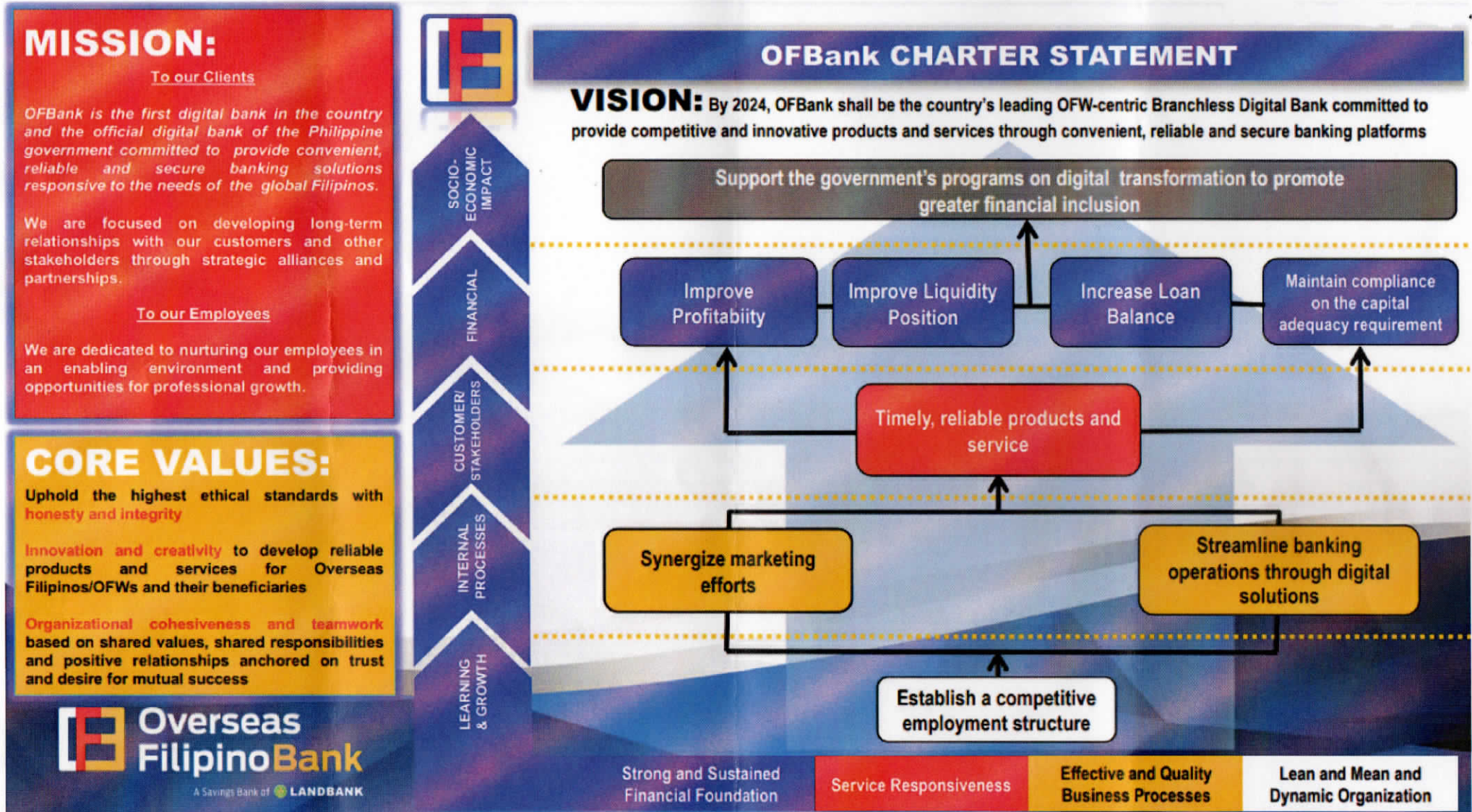
MARITES C. DORAL
Commissioner

¹ Code of Corporate Governance for GOCCs dated 28 November 2012.
² Officially received by the Governance Commission on 18 November 2021.
³ Officially received by the Governance Commission on 28 December 2021.
⁴ Officially received by the Governance Commission on 02 February 2022.
⁵ INTERIM PES FOR THE GOCC SECTOR, dated 30 June 2017.

Overseas Filipino Bank, Inc.
A Savings Bank of Landbank
OFFICE OF THE PRESIDENT
Received By: *malabanan*
Date: *June 27, 2022*
Time: *11:06 AM*

2022 CHARTER STATEMENT AND STRATEGY MAP (Annex A)

OVERSEAS FILIPINO BANK (A Savings Bank of LANDBANK)



2022 PERFORMANCE SCORECARD (Annex B)

OVERSEAS FILIPINO BANK (A Savings Bank of LANDBANK)

Component					Baseline Data		Target		
Objective/Measure		Formula	Weight	Rating System	2019	2020	2021	2022	
SOCIO-ECONOMIC IMPACT	SO 1	Support the Government's Programs on Digital Transformation to Promote Greater Financial Inclusion							
	SM 1a	Number of New Products/Services Launched	Absolute Number	10%	(Actual / Target) x Weight	N/A	N/A	2 new lending products (1 – loan facility; 1 – Remittance Facility)	2 new lending products and 2 new facilities via MBA
	SM 1b	Number of Onboarded Alliances/Partnerships to Internet/Mobile Banking	Absolute Number	10%	(Actual / Target) x Weight	N/A	1 partnership (Promotion Agreement between VISA)	2 alliances / partnerships (1 ePayment Solution Partner and 1 Blockchain-capable Remittance Agency Partner)	2 Alliances / Partnerships (Prepaid Airload Facility and Prepaid Card with CVV)
	SM 1c	Increase in Total Number of DOBSAI Accounts	Actual Increase in Total Number of DOBSAI Accounts	5%	(Actual / Target) x Weight	N/A	N/A	N/A	Additional 87,769
		Sub-Total		25%					

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2019	2020	2021	2022	
FINANCIAL	SO 2	Maintain Compliance on Capital Adequacy Requirement							
	SM 2	Net Equity for a Digital Bank	Absolute Amount	5%	All or Nothing	N/A	N/A	N/A	₱1.0 Billion
	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	N/A	₱104.565 Million	Additional ₱525.62 Million from the previous year's Total Outstanding Deposit (OFW accounts)	Additional ₱438.85 Million from the previous year's Total Outstanding Deposits
	SO 4	Improve Profitability							
	SM 4	Generate Income	(Interest Income + Other Operating Income) – (Interest Expense + Provision for Losses + Other Operating Expenses)	10%	(Actual / Target) x Weight	N/A	₱(123.43) Million	₱(89.12) Million	₱38.29 Million

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2019	2020	2021	2022	
CUSTOMER/ STAKEHOLDERS	SM 5	Efficient Utilization of Corporate Budget	Total Disbursement / Total DBM Approved Corporate Operating Budget (both net of PS)	5%	(Actual / Target) x Weight	N/A	N/A	N/A	90%
	SO 5	Increase Loan Balance							
	SM 6	Increase in the Total Outstanding Loan Balance	Actual Increase in Total Outstanding Loan Balance	10%	(Actual / Target) x Weight	N/A	N/A	Additional ₱1,930 Million from the previous year's Total Outstanding Loans (OFW accounts)	Additional ₱2.501 Billion from the previous year's Total Outstanding Loans
		Sub-Total		40%					
CUSTOMER/ STAKEHOLDERS	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%	N/A	N/A	100% of Customers with at least a Satisfactory Rating (10% of existing accounts)	90%

Component					Baseline Data		Target		
Objective/Measure		Formula	Weight	Rating System	2019	2020	2021	2022	
	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	N/A	N/A	N/A	315 webinars/online PDOS
		Sub-Total		15%					
	SO 9	Implementation of Process Improvement							
INTERNAL PROCESS	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	10%	(Actual/Target) x Weight	N/A	Unverifiable	100%	100% ¹
	SM 9b	Develop Quality Management System	Actual Accomplishment	5%	(Actual/Target) x Weight	N/A	N/A	N/A	Board-approved: a. Quality Policy b. Quality Management System Manual c. Quality Management System Procedure
		Sub-Total		15%					

¹ 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	2019	2020	2021	2022
LEARNING AND GROWTH	SO 10	Establish a Competitive Structure						
	SM 10	Improvement on the Competency Level of the Organization	Actual Accomplishment	5%	(Actual/Target) x Weight	N/A	N/A	Board-approved Competency Framework ² with the following documents: 1. Competency Catalogue 2. Competency Framework Tables 3. Competency Matrix 4. Position Profiles 5. Competency-Based Job Description
								Board-approved Competency Framework ² with the following documents: 1. Competency Catalogue 2. Competency Framework Tables 3. Competency Matrix 4. Position Profiles 5. Competency-Based Job Description 6. Competency-Based Job Description
		Sub-total	5%					
		Total	100%					

² Deliverables should comply with the minimum requirements provided in the FAQs on Competency Framework published on GCG Website