

**OVERSEAS FILIPINO BANK (OFBANK)
2022 PERFORMANCE SCORECARD
ACCOMPLISHMENT FOR THE THIRD QUARTER**

COMPONENT					2022 3 rd QUARTER	
	Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System	Annual Target	Accomplishment
SOCIO-ECONOMIC IMPACT	SO 1					
	SM 1a	Number of New Products/Services Launched	Absolute Number	10%	(Actual/Target) x Weight	2 New Lending Products and 2 New Facilities via MBA 1. Salary Loan (PRP) 2. MBA enhancement on Account Opening facility to include GAD requirement on gender information
	SM 1b	Number of Onboarded Alliances/Partnerships to Internet/Mobile Banking	Absolute Number	10%	(Actual/Target) x Weight	2 Alliances / Partnerships (1.MBA Digital CVV Facility 2.Optical Character Recognition (OCR)) 1. MBA Digital CVV Facility 2. Optical Character Recognition (OCR)
	SM 1c	Increase in Total Number of DOBSAI Accounts	Actual Increase in Total Number of DOBSAI Accounts	5%	(Actual/Target) x Weight	Additional 87,769 38,513
		Sub-Total		25%		
FINANCIAL	SO 2					
	SM 2	Net Equity for a Digital Bank	Absolute Number	5%	All or Nothing	P1.0 Billion P 1.24 Billion

COMPONENT						2022 3 rd QUARTER	
	Strategic Objective (SO)/ Strategic Measure (SM)		Formula	Weight	Rating System	Annual Target	Accomplishment
	SO 3						
	SM 3	Increase Total Outstanding Deposit Amount (DOBSAI Accounts)	Actual Increase in Total Outstanding Deposit	10%	(Actual/Target) x Weight	Additional P438.85 Million from the previous year's Total Outstanding Deposits	P333 Million
	SO 4						
	SM 4	Generate Income	(Interest Income + Other Operating Income) – (Interest Expense + Provision for Losses & Other Expenses)	10%	(Actual/Target) x Weight	P26.15 Million Net Income	(P21.78 M)
	SO 5						
	SM 5	Efficient Utilization of Corporate Operation Budget	Total Disbursement / Total DBM Approved Corporate Operating Budget (both net of PS)	5%	(Actual/Target) x Weight	90%	44%
	SO 6						
	SM 6	Increase the Total Outstanding Loan Balance	Actual Increase in Total Outstanding Loan Balance	10%	(Actual/Target) x Weight	Additional P2,015.57 from the previous year's Total Outstanding Loans	P 1,906.12 Million
		Sub-Total		40%			

COMPONENT					2022 3 rd QUARTER		
	Strategic Objective (SO)/ Strategic Measure (SM)		Formula	Weight	Rating System	Annual Target	Accomplishment
CUSTOMERS/ STAKEHOLDERS	SO 7						
	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%	At least 90% Satisfactory rating by at least 500 respondents	Survey questionnaires sent to clients via email starting September 28, 2022. As of end September, a total of 401 survey links were sent.
	SO 8						
	SM 8	Total Number of Conducted Financial Trainings / Webinars, PDOS, and other Marketing Activities	Actual Accomplishment	10%	(Actual/Target) x Weight	315 webinars/online PDOS	757 webinars/online PDOS
		Sub-Total		15%			
INTERNAL PROCESS	SO 9						
	SM 9a	Percentage of Loan Application Processed within Applicable Turnaround Time (TAT)	Number of Loan Transactions Processed within the Prescribed Period / Total Number of Loan Applications Received	10%	(Actual/Target) x Weight	100% ¹	All salary loan renewals (3,115 loan accounts) have been processed within the TAT as of end September 2022.
	SM 9b	Develop Quality Management System	Actual Accomplishment	5%	(Actual/Target) x Weight	Board-Approved: 1. Quality Policy 2. Quality Management System Manual	The following Board approved Guidelines form part of the Quality Management

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

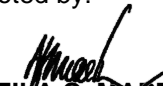
Component						2022 3 rd Quarter	
	Strategic Objective (SO)/ Strategic Measure (SM)		Formula	Weight	Rating System	Annual Target	Accomplishment
						3. Quality Management Procedure	System Manual and Procedure. <ul style="list-style-type: none">▪ Freedom of Information Manual▪ Implementing Guidelines on Reimbursable Expenses of OFBank Board of Directors▪ Outsourcing Framework▪ Guidelines on Purchase of Receivables▪ Guidelines on the Administration, Management, and Monitoring of Overseas Filipino Bank Information Technology and Infrastructure▪ Investment Guidelines and Strategy of the Bank▪ Manual on Money Laundering and Terrorist Financing Program(MTPP)

COMPONENT					2022 3 rd QUARTER	
	Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System	Annual Target	Accomplishment
		Sub-Total	15%			
LEARNING AND GROWTH	SO 10					
	SM 10	Improvement on the Competency Level of the Organization	Actual Accomplishment	5%	(Actual/Target) x Weight	Board Approved Competency framework: 1. Competency Catalogue 2. Competency Tables 3. Competency Matrix 4. Position Profiles 5. Competency Job Based Description Competency Framework aligned to that of LANDBANK (parent bank) submitted February 08, 2022 and acknowledged by GCG on February 09, 2022.
		Sub-Total	5%			
	TOTAL		100%			

Prepared by:


MARIA CHONA P. GREGORIO
 Central Point of Contact

Noted by:


LEILA C. MARTIN
 President & CEO