

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

COMPONENT					2023 1 <sup>st</sup> QUARTER	
	Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System	Annual Target	Accomplishment
SOCIO-ECONOMIC IMPACT	<b>SO 1 : Support the Government's Programs on Digital Transformation to Promote Greater Financial Inclusion</b>					
	<b>SM 1</b>	Number of New Products/Services Launched	Absolute Number	<b>15%</b>	(Actual/Target) x Weight	4 new facilities/enhancements via the MBA  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)
	<b>Sub-Total</b>		<b>15%</b>			
FINANCIAL	<b>SO 2 : Maintain Compliance on Capital Adequacy Requirement</b>					
	<b>SM 2</b>	Net Equity for a Digital Bank	Absolute Number	<b>20%</b>	All or Nothing	Not Less than Php 1.0 Billion  Php 1.338 Billion (Annex C)
	<b>SO 3 : Improve Liquidity Position</b>					
	<b>SM 3a</b>	Total Outstanding Deposit Amount	Actual End of Year Outstanding Deposit Amount	<b>5%</b>	(Actual/Target) x Weight	Php 3.8 Billion  Php 3.174 Billion (Annex C)
	<b>SM 3b</b>	Increase in Total Number of DOBSAI accounts	Actual Increase in Total Number of DOBSAI Accounts	<b>5%</b>	(Actual/Target) x Weight	105,600  Opened 9,045 accounts (Annex D) with the following breakdown: 1. Peso 7,616 2. Dollar 1,429
	<b>SO 4 : Improve Profitability by Generating Income</b>					
	<b>SM 4</b>	Net Income After Tax	(Interest Income + Other Operating Income) – (Interest Expense + Provision for	<b>5%</b>	(Actual/Target) x Weight	Php 100 Million  Php 28.81 Million (Annex E)

COMPONENT						2023 1 <sup>st</sup> QUARTER	
	Strategic Objective (SO)/ Strategic Measure (SM)		Formula	Weight	Rating System	Annual Target	Accomplishment
			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%	41% (Annex F)  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)	Php 1,820.51 Million (Annex C)
	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 Q2
	SO 8 : Synergize Marketing Efforts						
	SM 8	Total Number of Conducted Financial Trainings / Webinars, PDOS, and other Marketing Activities <sup>1</sup>	Actual Accomplishment	10%	(Actual/Target) x Weight	800 webinars/online PDOS	231 webinars/financial literacy trainings/PDOS (Annex G)
	Sub-total			15%			

<sup>1</sup> With minimum 50 attendees for OFBank-led webinars and PDOS; With minimum 10 attendees if webinar is co-organized with other agencies.

INTERNAL PROCESS	SO 9 : Implementation of Process Improvement						
	SM 9a	Percentage of Loan Application Processed within Applicable Turnaround Time (TAT) <sup>2</sup>	Number of Loan Transactions Processed within the Prescribed Period / Total Number of Loan Applications Received	2.5%	(Actual/Target) x Weight	100%	100%
	SM 9b	Percentage of Accounts Opened/ Processed within the Applicable Turnaround Time (TAT) <sup>3</sup>	Number of accounts opened/ processed within the prescribed period / Total number of account opening applications received	2.5%	(Actual/Target) x Weight	100%	100%
	SM 9c	Develop Quality Management System	Actual Accomplishment	2.5%	(Actual/Target) x Weight	Conduct: 1. IMS Briefing/ Refresher 2. Readiness Assessment 3. Update Operations Manual	1. IMS Briefing was conducted by the LBP-QIMD on 15 March 2023 2. Readiness Assessment was conducted by the LBP-QIMD on 22 March 2023 (Annex H) 3. Three guidelines were approved by the Board (Annex I)
	SO 10 : Compliance to Sustainable Finance						
	SM 10	Implement Sustainable Finance Framework	Actual Accomplishment	2.5%	(Actual/Target) x Weight	Implement: 1. SFF Briefing and Assessment via a learning portal (LEAP) 2. Incorporation of ESRMS in the Bank's Existing Guidelines	1. OFBank personnel will attend the once LANDBANK made this available via the LEAP. 2. Ongoing updating of the Risk Management Manuals. This will be for presentation to the CGRMC and the Board in May 2023
	Sub-Total			10%			
LEAD	SO 11 : Establish a Competitive Structure						

<sup>2</sup> 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.

<sup>3</sup> 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.

	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	Ongoing crafting of competency assessment guidelines. This will be for presentation to The CGRMC and the Board in June 2023.
		Sub-Total		2.5%			
	TOTAL			100%			

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