

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

COMPONENT					2023 3 RD QUARTER	
	Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System	Annual Target	Accomplishment
SOCIO-ECONOMIC IMPACT	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 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) 3. FT ¹ transactions were updated to maximum of 20 transactions per day from the previous 3 limit (Annex C) 4. Enabled investment to Retail Dollar Bonds 2 (Annex D)
	Sub-Total		15%			
FINANCIAL	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 1.32 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 3.2 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 Opened 29,075 accounts (Annex E) with the following breakdown: 1. Peso 23,563 2. Dollar 5,512

¹ Pertains only to fund transfers from OFBank account to another OFBank and/or LANDBANK account.

COMPONENT					2023 3 RD QUARTER	
	Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System	Annual Target	Accomplishment
	SO 4 : Improve Profitability by Generating Income					
	SM 4	Net Income After Tax	(Interest Income + Other Operating Income) – (Interest Expense + Provision for Losses + Other Operating Expenses)	5%	(Actual/Target) x Weight	Php 100 Million Php 73.36 Million (Annex F)
	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% 59.84% (Annex G) The Bank accrues its operating expenses on a monthly basis and pays the obligation 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 1.93 Billion (Additional Php 85 Million from the 31 December 2022 loan balance) Php 1.83 Billion (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 October 2023

COMPONENT					2023 3 RD QUARTER		
	Strategic Objective (SO)/ Strategic Measure (SM)		Formula	Weight	Rating System	Annual Target	Accomplishment
	SO 8 : Synergize Marketing Efforts						
	SM 8	Total Number of Conducted Financial Trainings / Webinars, PDOS, and other Marketing Activities ²	Actual Accomplishment	10%	(Actual/Target) x Weight	800 webinars/online PDOS	935 webinars/financial literacy trainings/PDOS (Annex I)
	Sub-total			15%			
INTERNAL PROCESS	SO 9 : Implementation of Process Improvement						
	SM 9a	Percentage of Loan Application Processed within Applicable Turnaround Time (TAT) ³	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) ⁴	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	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 K)

² With minimum 50 attendees for OFBank-led webinars and PDOS; With minimum 10 attendees if webinar is co-organized with other agencies.

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.

⁴ 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. Update Operations Manual	3. Four guidelines were approved by the Board (Annex L) 4. IMS Cascade Session was conducted by LBP-QIMD last 24 May 2023 (Annex M)
LEARNING AND GROWTH	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 briefing once LANDBANK makes this available via the LEAP. 2. Risk Management Manual for Approval of the ManCom, CGRMC and BOD in Q4 2023.
	Sub-Total			10%			
	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 ManCom and BOD for approval in Q4 2023.
	Sub-Total			2.5%			
	TOTAL			100%			

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