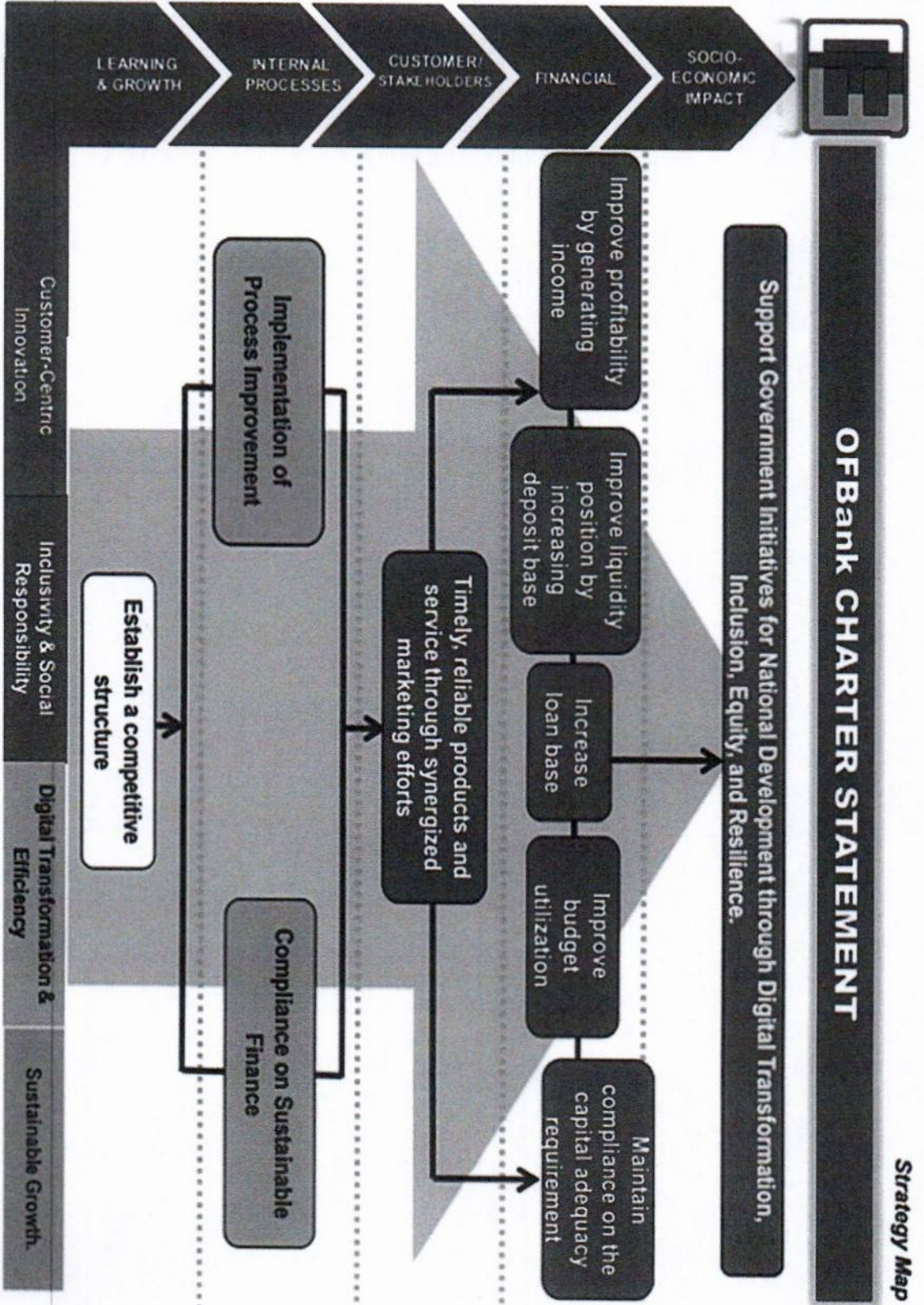


VISION:
"OFBank will be the most trusted and leading bank dedicated to Overseas Filipinos and their families, supporting national development while fostering inclusive financial services with commitment to resilience, equality and social inclusion."

MISSION:
"OFBank is committed to empowering overseas Filipinos and their families by delivering innovative, inclusive, and sustainable financial solutions. Through the Bank's Overall Financial Wellness Program for Overseas Filipino Workers (OFW4OFW Program), we aim to enhance financial security and well-being while actively supporting national development. Guided by our dedication to resilience, equality, and social inclusion, OFBank strives to be a driving force in shaping a better future for the global Filipino community."



2025 PERFORMANCE SCORECARD (Annex B)

OVERSEAS FILIPINO BANK (OFBANK)

Component		Baseline Data				Target			
Objective/Measure	Formula	Weight	Rating System	2022	2023	2024	2025		
Reported Actual Accomplishment ¹									
SO 1 Support the Governments Programs on Digital Transformation to Promote Greater Financial Inclusion									
SM 1a	No. of Conducted Financial Trainings / Webinars / PDOS / Other Marketing Activities	Actual Accomplishment	5%	(Actual / Target) x Weight	975 Financial Trainings/Webinars/PDOS	1,230 webinars/financial literacy training/PDOS	1,000 webinars/PDOS/financial literacy/inclusion sessions	803 webinars/PDOS/Financial literacy/inclusion sessions	1,000 webinars/financial literacy trainings/PDOS
SM 1b	Increase in Total Number of DOBSAI Accounts	Actual Increase in Total Number of DOBSAI Accounts	10%	(Actual / Target) x Weight	n.d.	n.d.	Additional 200,000	33,555	Additional 70,000
	Sub-total		15%						
SO 2 Efficient Resource Management									
SM 2	Efficient Utilization of Corporate Operating Budget	Total Disbursement / Total Board Approved Corporate Operating Budget	5%	(Actual / Target) x Weight	56.83%	63.12%	90%	n.d.	90%
SO 3 Increase Revenue and Net Income									
SM 3	Net Income After Tax	Interest Income + Other Operating Income) – (Interest Expense + Provision)	10%	(Actual / Target) x Weight	(P13,858.66) Million	P50.38 Million	P14.43 Million	P46.79 Million	P95.00 Million
SO 4 Grow Deposit Base									

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Component		Baseline Data					Target		
Objective/Measure	Formula	Weight	Rating System	2022	2023	Target	2024	2025	
				Reported Actual Accomplishment ¹					
SM 4	Total Outstanding Volume of Deposit	Actual End of the Year Outstanding Deposit	10%	(Actual / Target) x Weight	₱359.44 Million (DOBSAI Accounts)	₱3.253 Billion	₱4.03 Billion	₱3.322 Billion	₱3.60 Billion
SO 5	Grow Loan Base								
SM 5	Total Outstanding Loan Balance – Net	Total Outstanding Loan Balance – Allowance for Probable Losses	10%	(Actual / Target) x Weight	₱1,834.78 Billion	₱1.78 Billion	₱2.036 Billion	₱1.701 Billion	₱1.756 Billion
	Sub-total		35%						
SO 6	Increase Customer Satisfaction								
SM 6	Percentage of Satisfied Customers	Total Number of Respondent who gave a rating of at least Satisfactory / Very Satisfactory	5%	(Actual / Target) x Weight Below 80% = 0%	No Submission	Non-compliant per ARTA CSM Results Report	At least 90% Satisfactory rating by at least 500 respondents	N/A	90%
SO 7	Launch Innovative Product and Services								
SM 7a	Number of New Products / services Launched	Absolute Numbers	10%	(Actual / Target) x Weight	1. One (1) Lending Product 2. Five (5) New Facilities	1. USD Account Opening Facility 2. Enabled Investment to Retail	3 New Facilities or enhancements in the MBA	1. Integration of the Facebook messaging to the OFBank Zendesk System (Customer Service Solution with Chatbot) 15 March 2024	5 New Facilities or enhancements

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Component					Baseline Data		Target	
Objective/Measure	Formula	Weight	Rating System	2022	2023	Target	2024	2025
							Reported Actual Accomplishment ¹	
					Treasury Bond 29 of the BOT 3. Enabled Investment to Retail Dollar Bonds 2 4. Instapay and Pesonet waived service fee for transactions below ₱1,000		2. Incorporated the OFBank email system into the OFBank Zendesk System 3. Posting of the Help Center Link of the Customer Service Solution in the OFBank Website 4. Mobile Banking App (MBA) Enhancements 5. Deactivation of OTP email during Account Opening 6. Use-Prompt of activation of OTP Generator 7. Auto ID Selection 8. Updating of MBA Terms and Conditions 9. iAccess Website 10. New QR Code Design	
SM 7b	Remittance Agent Partners	Absolute Numbers	7.5%	(Actual / Target) x Weight	N/A	N/A	N/A	Additional 5 Remittance Agent Partners

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Component					Baseline Data		Target		
Objective/Measure	Formula	Weight	Rating System		2022	2023	2024	Reported Actual Accomplishment ¹	2025
									(RAPs) onboarded in the LBP Remittance Partner Network with OFBank as conduit
	Sub-total	22.5%							
SO 8	Improve service availability								
SM 8a	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	5%	(Actual / Target) x Weight	99.30%	100%	100%	100%	100%
SM 8b	Percentage of Accounts opened / Processed within the applicable Turnaround Time (TAT)	Number of accounts opened/processed within the prescribed period / Total Number of accounts opening application received	5%	(Actual / Target) x Weight	N/A	65.39%	100%	100%	100%
SO 9	Develop and Implement an Organizational Rationalization Framework								
SM 9	Development of the Organizational Rationalization Framework (ORF)	Actual Accomplishment	2.5%	(Actual / Target) x Weight	N/A	N/A	Board-Approved Organizational Rationalization Framework (ORF)	No reported accomplishment	Board Approved ORF

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Component					Baseline Data		Target	
Objective/Measure		Formula	Weight	Rating System	2022	2023	2024 Target	2025 Reported Actual Accomplishment ¹
SO 10	Regulatory Compliance							
SM 10a	Quality Management Standards /Internal IMS Assessment	Actual Accomplishment	5%	(Actual / Target) x Weight	N/A	N/A	1. At least 4 Board Approved Guidelines, Policies and Manuals 2. Improved results of ISO and QMS readiness assessment	Improved result of ISO or QMS readiness assessment (for 1st Semester)
SM 10b	Board-Approved Public Service Continuity Plan	Actual Accomplishment	5%	All or Nothing	N/A	N/A	N/A	N/A
	Sub-total		22.5%					Board approved Public Service Continuity Plan (PSCP)
SO 11	Implement a Learning and Development Plan							
SM 11	Development of New Competency Framework	Actual Accomplishment	5%	All or Nothing	N/A	Assessment was not completed within the prescribed period	New Competency Framework based on the ORF (Board Approved)	On-going
	Sub-total		5%					
	Total		100%					
BONUS STRATEGIC MEASURE:								

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Component			Baseline Data			Target		
Objective/Measure	Formula	Weight	Rating System	2022	2023	2024	2025	
GAD Budget Utilization		1%	All or Nothing	n.d.	n.d.	n.d.	n.d.	5% of Total COB
ISO Certification on any of the following standards: a. Environment Management System Certification b. Business Continuity Management System		1%	All or Nothing	n.d.	n.d.	n.d.	n.d.	ISO 14001:2015 Certification
								ISO 22301:2019 Certification

For GCG:



ATTY. MARIUS P. CORPUS
Chairperson

For OFBANK:



HON. ELCID C. PANGILINAN
OIC and Chief Executive Officer (CEO)