

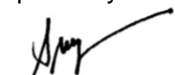
**OVERSEAS FILIPINO BANK (OFBANK)  
2021 PERFORMANCE SCORECARD  
ACCOMPLISHMENTS FOR THE FIRST QUARTER 2021**

Component					2021 First Quarter		
	Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System	Target	Accomplishment	
<b>SOCIO- ECONOMIC IMPACT</b>	<b>SO 1</b>	<b>Support the Programs for OFWs in partnership with Government Agencies</b>					
	<b>SM 1</b>	Number of new products/ services via MBA	(Actual/Target) x Weight	20%	Actual Accomplishment	2 (1 - eBanking Loan Facility; 1 - Remittance Facility)	1 (Investment in Retail Treasury Bond)
	<b>Sub-Total</b>		<b>20%</b>				
<b>FINANCIAL</b>	<b>SO 2</b>	<b>Maintain Compliance on the Capital Adequacy Requirement</b>					
	<b>SM 2</b>	Minimize Net Loss	<ul style="list-style-type: none"> <li>• If Actual is <math>\leq</math> Target - 15%</li> <li>• If Actual is <math>&gt;</math> Target, (1 - [Actual-Target]/Target) x Weight</li> </ul>	15%	Actual Accomplishment	Not more than ₱30.88 Million for the 1 <sup>st</sup> Quarter  (Not more than ₱123.53 Million as of December 31, 2021)	Net Loss as of March 31, 2021 - ₱20.30 Million
	<b>SO 3</b>	<b>Increase Deposit Base of OFWs</b>					
	<b>SM 3</b>	Increase the Total Outstanding Deposit Amount of OFWs and Beneficiaries	(Actual/Target) x Weight	20%	Actual Increase in Total Outstanding Deposit Amount of OFWs and Beneficiaries	₱40 Million Deposits from OFWs and Beneficiaries for the 1 <sup>st</sup> Quarter  (₱160 Million Deposits as of December 31, 2021)	₱174.56 Million Deposits from OFWs and Beneficiaries as of March 31, 2021

Component					2021 First Quarter		
	Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System	Target	Accomplishment	
FINANCIAL	SO 4	<b>Increase Loan Base of OFWs</b>					
	SM 4	Increase the Total Outstanding Loan Amount of OFWs	(Actual/Target) x Weight	10%	Actual Increase in Total Outstanding Loan Amount of OFWs	₱25 Million of Loans to OFWs	Implementation of the facility is dependent upon signing of MOA by OWWA which at present has to prioritize focus on OFW repatriation concerns and other related activities.  A new loan program will be implemented upon approval by the Board.
	<b>Sub-Total</b>			<b>45%</b>			
CUSTOMERS/ STAKEHOLDERS	SO 5	<b>Timely, reliable products and services to OFs/OFWs and their beneficiaries</b>					
	SM 5	Customer Satisfaction Survey (Online Survey)	<ul style="list-style-type: none"> <li>If Actual is <math>\geq</math> Target - 5%</li> <li>If Actual is <math>&lt;</math> Target <math>(1 - [\text{Actual}-\text{Target}]/\text{Target}) \times \text{Weight}</math></li> </ul>	5%	Actual Accomplishment	100% of Customers with at least Satisfactory Rating (10% of existing accounts)	Ongoing sending of Online Survey Link
	<b>Sub-Total</b>			<b>5%</b>			
INTERNAL PROCESS	SO 6	<b>Synergize Marketing Efforts</b>					
	SM 6	No. of onboarded alliance/partnerships to internet / mobile banking	(Actual/Target) x Weight	10%	Actual Accomplishment	2 (iWave ePayment Solution & Remittance Agency Partner)	40 (Forged agreements with international and local remittance companies/agents)
	SO 7	<b>Streamline Banking Operations through Digital Solutions</b>					
	SM 7	Total No. of Digital Channels and Services Implemented	(Actual/Target) x Weight	10%	Actual Accomplishment	1 (Mobile Banking Application Enhancement)	Enhanced OFB MBA to include OFBank customer care and Facebook page for client's queries, comments or suggestions on emails generated during account opening and sending of OTP
<b>Sub-Total</b>			<b>20%</b>				

Component					2021 First Quarter		
	Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System	Target	Accomplishment	
<b>LEARNING &amp; GROWTH</b>	<b>SO 8</b>	<b>Establish a Competitive Employment Structure</b>					
	<b>SM 8</b>	Compliance to BSP Required Trainings	(Actual/Target) x Weight	10%	Actual Accomplishment	100% attendance of the identified employees  Required Trainings and Identified Participants for Y2021: a. Ethics & Etiquettes in the Philippine Financial Markets - EBU personnel b. Risk-Based Audit Methodology - all employees c. Updates on AMLA - all employees d. Updates on PFRS - FMU employees	Ethics & Etiquettes in the Philippine Financial Markets EBU personnel (January 15 and January 30)
		<b>Sub-Total</b>		<b>10%</b>			
		<b>TOTAL</b>		<b>100%</b>			

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