

OVERSEAS FILIPINO BANK (OFBANK)  
2024 1<sup>ST</sup> QUARTER PERFORMANCE SCORECARD

Component					Approved Target		First Quarter Performance for Calendar Year 2024			
	Strategic Objective (SO)/ Strategic Measure (SM)		Formula	Weight	Rating System	Annual Target	1 <sup>st</sup> Quarter	Actual	Difference Over/(Under)	Percentage of Accomplishment
SOCIO-ECONOMIC IMPACT	SO 1	Support the Government’s Programs on Digital Transformation to Promote Greater Financial Inclusion								
	SM 1a	No. of Conducted Financial Trainings / Webinars, PDOS, and Other Marketing Activities <sup>1</sup>	Actual Accomplishment	5%	(Actual/ Target) x Weight	1000 webinars/PDOS/ financial literacy/inclusion sessions	200 webinars/PDOS/ financial literacy/inclusion sessions	352 webinars/PDOS/Financial literacy/inclusion sessions	152 Sessions	35.2 %
	SM 1b	Increase in Total Number of DOBSAI Accounts	Actual Increase in Total Number of DOBSAI Accounts	5%	(Actual / Target) x Weight	Additional 200,000	25,000	11,175	(13,825)	44.7%
	Sub-Total			10%						
FINANCIALS	SO 2	Improve Budget Utilization								
	SM 2	Efficient Utilization of Corporate Operating Budget	Total Disbursement / Total Board Approved Corporate Operating Budget	5%	(Actual/Target) x Weight	At least 90%	N/A	N/A	N/A	On-going
	SO 3	Improve Profitability								
	SM 3	Net Income After Tax	(Interest Income + Other Operating Income) – (Interest Expense + Provision for Losses + Other Operating Expenses)	10%	(Actual/Target) x Weight	P 14.4 Million Net Income	P3.6 Million Net Income	P17.796 Million Net Income	P14.196 Million	123.58%

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

	SO 4	Grow Deposit Base								
	SM 4	Total Outstanding Volume of Deposit	Actual End of Year Outstanding Deposit	10%	(Actual/Target) x Weight	P 4.03 Billion	No Quarterly target	3.29 Billion	0.74 Billion	81.64%
	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	P 2.04 Million	No Quarterly target	1.77 Billion	0.27 Billion	86.94%
	Sub-Total			35%						
CUSTOMERS/ STAKEHOLDERS	SO 6	Increase Customer Satisfaction								
	SM 6	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 by 3 <sup>rd</sup> Quarter

	SO 7	Launch Innovative Products and Services								
	SM 7	Number of new products/services launched	Absolute Number	15%	(Actual/ Target) x Weight	3 new facilities or enhancements in the MBA	-	Integration of the Facebook messaging to the OFBank Zendesk System 15 March 2024		Implemented the integration of the FB messaging system to OFBank Customer Service Solution
	Sub-Total			20%						
	SO 8	Improve Service Availability								
	SM 8a	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	5%	(Actual/ Target) x Weight	100%	100%	100%		100%
	SM 8b	Percentage of Accounts Opened/Processed within Applicable Turnaround Time (TAT) <sup>3</sup>	Number of accounts opened/ processed within the prescribed period / Total number of account opening applications received	5%	(Actual/ Target) x Weight	100%	100%	100%		100%
	SO 9	Implement Organizational Rationalization Framework (ORF)								


<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 9	Development of the Organizational Rationalization Framework (ORF)	Actual Accomplishment	5%	All or Nothing	Board Approved ORF	-			On-going development of the OFBank ORF
	SO 10	Implementation of Process Improvement								
	SM 10a	Adoption of Quality Management System	Actual Accomplishment	5%	(Actual/ Target) x Weight	1. At least 4 Board-Approved Guidelines, Policies and Manuals 2. Improved result of ISO or QMS readiness assessment	Improved result of ISO or QMS readiness assessment (for 1 <sup>st</sup> Semester)			On-going
	SM 10b	Number of Internal Processes Automated	Actual Accomplishment	5%	(Actual/ Target) x Weight	At least 2 internal processes automated	1 internal process automated (within the 1 <sup>st</sup> semester)	Integration of FB Messaging to the OFBank Customer Service System from manual handling		Integration of FB Messaging to the OFBank Customer Service Solution
	SO 11	Outsource to Third Party Service Providers (TPSP)								
	SM 11	Number of outsourced services	Actual Accomplishment	5%	(Actual/ Target) x Weight	Outsource at least 2 services	-	Outsourcing of the development of the OFBank Customer Service Solution with Chatbot Capability		
	Sub-Total			30%						
LEARNING & GROWTH	SO 12	Improve Competency Level of the Organization								
	SM 12	Development of new Competency Framework based on the ORF	Actual Accomplishment	5%	All or Nothing	New Competency Framework based on the ORF	-	On-going		On-going

	Sub-Total	5%						
	TOTAL	100%						

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