

OVERSEAS FILIPINO BANK (OFBANK)

Component						Approved Target	2 nd Quarter 2025	
	Strategic Objective (SO) / Strategic Measure (SM)		Formula	Weight	Rating System	Annual Target	Target	Actual
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 ¹	Actual Accomplishment	5%	(Actual / Target) x Weight	1,000 webinars/PDOS/ financial literacy/inclusion sessions	500 webinars/PDOS/ financial literacy/inclusion sessions	523 webinars/PDOS/Financial literacy/inclusion sessions Annex “A”
	SM 1b	Increase in Total Number of DOBSAI Accounts	Actual Increase in Total Number of DOBSAI Accounts	10%	(Actual / Target) x Weight	Additional 70,000	Additional 35,000	Additional 17,270 Annex “B”
	Sub-Total			15%				
FINANCIALS	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	At least 90%	90%	33% Annex “C”
	SO 3	Increase Revenue and Net Income						
	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 95.00 Million	P47.50 Million	P 60.40 Million Annex “D”

¹ 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 3.60 Billion	P 3.60 Billion	P 3.61 Billion Annex “E”
	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 1.756 Billion	P 1.756 Billion	P 1.63 Billion Annex “E”
	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%	90%	90%	Remarks: Survey to start by 3 rd Quarter. With Clarification letter to ARTA
	SO 7	Launch Innovative Products and Services						
	SM 7a	Number of New Products / services Launched	Absolute Numbers	10%	(Actual/ Target) x Weight	5 New Facilities or enhancements	2 New Facility or enhancement	2 New facilities or enhancements Annex “F”
	SM 7b	Remittance Agent Partners	Absolute Numbers	7.5%	(Actual/ Target) x Weight	Additional 5 Remittance Agent Partners (RAPs) onboarded in the LBP Remittance Partner Network with OFBank as conduit	Additional 3 Remittance Agent Partners onboarded in the LBP Remittance Partner Network with OFBank as conduit	Pending Compliance

	Sub-Total			22.5%				
SYSTEM PROCESS	SO 8	Improve Service Availability						
	SM 8a	Percentage of Loan Application Processed within Applicable Turnaround Time (TAT) ²	Number of loan transactions processed within the prescribed period / Total number of loan applications received	5%	(Actual/ Target) x Weight	100%	100%	100%
								Annex “G”
	SM 8b	Percentage of Accounts Opened/Processed within Applicable Turnaround Time (TAT) ³	Number of accounts opened/ processed within the prescribed period / Total number of account opening applications received	5%	(Actual/ Target) x Weight	100%	100%	100%
								Annex “H”
	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	Board Approved ORF	Board Approved ORF	1. Received proposal from DAP for revision and procurement; 2. continuous coordination with LBP-PAD re ORF
	SO 10	Regulatory Compliance						
SM 10a	Quality Management Standards / Internal IMS Assessment	Actual Accomplishment	5%	(Actual/ Target) x Weight	1. At least 5 Board Approved Guidelines, Policies and Manuals	3 Board Approved Guidelines, Policies and Manuals	Pending Compliance	

² 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 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.

						2. Attain ISO Certification		
	SM 10b	Board-Approved Public Service Continuity Plan	Actual Accomplishment	5%	All or Nothing	Board approved Public Service Continuity Plan (PSCP)	Board approved Public Service Continuity Plan (PSCP)	Pending Compliance
	Sub-Total			22.5%				
LEARNING & GROWTH	SO 11	Implement a Learning and Development Plan						
	SM 11	Development of New Competency Framework	Actual Accomplishment	5%	All or Nothing	New Competency Framework (Board Approved)	New Competency Framework (Board Approved)	1. received proposal from DAP for revision and procurement; 2. continuous coordination with LBP-PAD re ORF
	Sub-Total			5%				
	TOTAL			100%				

	BONUS STRATEGIC MEASURE:					
	GAD Budget Utilization	1%	All or Nothing	5% of Total COB	5% of Total COB	Pending Compliance
	ISO Certification on any of the following standards: a. Environment Management System Certification b. Business Continuity Management System	1%	All or Nothing	ISO 14001:2015 Certification ISO 22301:2019 Certification	ISO 14001:2015 Certification ISO 22301:2019 Certification	Pending Compliance

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