

Overseas Filipino Bank (OFBank)

2024 PERFORMANCE SCORECARD

Accomplishment for the 4th Quarter

Component					2024 Fourth Quarter	
Strategic Objects (SO) / Strategic Measures (SM)		Formula	Weight	Rating System	Annual Target	Accomplishment
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	1000 webinars/PDOS/ financial literacy/inclusion sessions	915 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	5%	(Actual / Target) x Weight	Additional 200,000	41,967 Annex "B"
	Sub-Total		10%			
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%	92.00% Annex "C"
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	P 84.94 Million Net Income Annex "D"
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	P 3.423 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 2.04 Million	P 1.695 Billion Annex “E”
		Sub-Total		35%			
	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	72.84% 1. CNBC Awardee as Best Bank in Asia-Pacific 2024 2. Forbes Awardee as Best Bank in the Philippines 2024 Annex “F”
	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	1. Integration of the Facebook messaging to the OFBank Zendesk System (Customer Service Solution with Chatbot) 15 March 2024 Annex “G” 2. Incorporated the OFBank email system into the OFBank Zendesk System Annex “G” 3. Posting of the Help Center Link of the Customer Service Solution in the OFBank Website 4. Mobile Banking App (MBA) Enhancements <ul style="list-style-type: none"> • Deactivation of OTP email during Account Opening • Use-Prompt of activation of OTP Generator • Auto ID Selection • Updating of MBA Terms and Conditions • iAccess Website redirection link • New QR Code Design • Enterprise Fraud Management System Phase 1 -Monitoring of transactions in OFBank MBA - Annex “G”
		Sub-Total		20%			
	SO 8	Improve Service Availability					
	SM 8a	Percentage of Loan Application Processed within	Number of loan transactions processed within the prescribed	5%	(Actual/ Target) x Weight	100%	100.00%

		Applicable Turnaround Time (TAT) ²	period / Total number of loan applications received				Annex "H"
	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%	100.00% Annex "I"
	SO 9	Implement Organizational Rationalization Framework (ORF)					
	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	<ol style="list-style-type: none"> At least 4 Board-Approved Guidelines, Policies and Manuals Improved result of ISO or QMS readiness assessment 	<p>The Board approved a total of eight (9) manuals/guidelines.</p> <p>August 9, 2024:</p> <ul style="list-style-type: none"> OFBank Operation Manual (Revised EO 1) Central Point of Contact Unit (CPCU) Manual OFBank Administrative Policies and Procedures Technology Management Unit (TMU) Manual Guidelines on the Accounting of Bank Premises, Furnitures, Fixtures and Equipment <p>September 4, 2024:</p> <ul style="list-style-type: none"> OFBank Data Privacy Policy <p>July 28, 2024:</p> <ul style="list-style-type: none"> 2024 OFBank Recovery Plan Amended Money Laundering And Terrorism Financing Prevention (MTPP) Manual

							December 6, 2024 • Guidelines in Succession Planning of OFBank Annex "J" • Three (3) personnel attended the ISO 90-01 Training Course (QMS Requirements and Documents; and • Passed the QMS Readiness Evaluation Annex "K"
	SM 10b	Number of Internal Processes Automated	Actual Accomplishment	5%	(Actual/ Target) x Weight	At least 2 internal processes automated	1. Integration of FB Messaging to the OFBank Customer Service System from manual handling Annex "G" 2. Incorporating the OFBank email system to the OFBank Customer Service Solution. Annex "G" 3. Report preparation of Financial Reporting Package System (Soft-launch).
	SO 11						
	SM 11	Number of outsourced services	Actual Accomplishment	5%	(Actual/ Target) x Weight	Outsource at least 2 services	1.Outsourcing of the development of the OFBank Customer Service System with Chatbot Capability/ Annex "G" 2.Outsourcing of the development of the XML converter facility in compliance with the BSP Memorandum No. 2021-052 dated 21 October 2021 where banks are required to migrate to the Application Programming Interface (API) – based prudential report submission
		Sub-total		30%			
	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
		Sub-Total		5%			
		TOTAL		100%			

Prepared by

REYNANTE A. BAZAR

Head, PCPU

Approved by:

ELCID C. PANGILINAN

OIC President & CEO