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| Project 1 | Project OrgImplement: Rollout of OFBank’s Organizational Rationalization Framework |
| Description | <p>Project OrgImplement is a strategic initiative dedicated to the implementation of the approved Organizational Rationalization Framework (ORF) for OFBank. This project focuses exclusively on operationalizing the rationalized organizational structure and streamlined processes to ensure efficiency, scalability, and compliance with regulatory standards.</p> <p>The initiative guarantees that OFBank’s organizational design is fully aligned with its strategic objectives, enabling the Bank to deliver on its mandate to serve Overseas Filipinos and their families effectively.</p> |
| Objectives | <ul style="list-style-type: none"> • Execute the approved ORF by rolling out the new organizational structure, realigning roles, and integrating streamlined processes across all units. • Ensure regulatory compliance and operational readiness through structured implementation and change management. • Establish a foundation for future competency and performance frameworks by embedding the rationalized structure into all HR and operational systems. |
| Measure Affected | Strategic Measure 10: Implementation of the Organizational Rationalization Framework (ORF) |
| Budget | ₱ 2.00 million |

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| Program 2 | Project SkillSync: Implementing the Competency Framework for Organizational Alignment |
| Description | <p>Project SkillSync focuses on the implementation of a Competency Framework that aligns with OFBank’s newly developed Organizational Rationalization Framework (ORF) and approved organizational structure. This initiative ensures that the Bank’s workforce possesses the skills, behaviors, and capabilities required to thrive in a digital-first, customer-centric, and innovation-driven environment.</p> <p>The Competency Framework will serve as the foundation for talent management, performance evaluation, and capability-building programs, ensuring that every role within the rationalized structure is supported by clearly defined competencies. This alignment will enable OFBank to deliver on its mandate to serve Overseas Filipinos and their families effectively, while fostering a culture of continuous learning, adaptability, and operational excellence.</p> |
| Objectives | <ul style="list-style-type: none"> • Align workforce capabilities with the new organizational structure and ORF. • Institutionalize a competency-based HR system for recruitment, training, and performance management. • Promote a culture of innovation and customer-centricity through targeted competency development. • Support digital transformation by embedding digital and data-driven skills across all levels. |

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| Measures Affected | <ul style="list-style-type: none">• Strategic Measure 13a: Development and implementation of the Competency Framework based on the ORF• Strategic Measure 6: Percentage of Satisfied Customers |
| Budget | ₱ 1.89 million |

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| Program 3 | Project Yani-Remit: Transforming Global Remittances through Digital Innovation |
| Description | <p>Project Yani-Remit is a continuing flagship initiative of OFBank, designed to revolutionize the remittance experience for Overseas Filipinos and their families. This next-generation solution enables direct account-to-account international fund transfers through trusted global partners such as Visa, ensuring speed, transparency, and cost efficiency.</p> <p>By leveraging cutting-edge technology and strategic alliances, Yani-Remit strengthens OFBank’s position as the premier digital bank for the global Filipino community, delivering secure, affordable, and convenient financial services that align with the Bank’s mandate of promoting financial inclusion worldwide.</p> |
| Objectives | <ul style="list-style-type: none"> • Provide a secure, fully digital remittance platform with minimal transaction fees. • Reduce remittance costs significantly—from the industry average of 4% to as low as 1%. • Ensure real-time transparency and reliability through advanced tracking and notifications. • Advance OFBank’s digital transformation and financial inclusion mandate for Overseas Filipinos. |

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| Measures Affected | <ul style="list-style-type: none"> • Strategic Measure 6: Percentage of Satisfied Customers • Strategic Measure 8: Number of New Products/Services Launched • Strategic Measure 1b: Increase in Total Number of DOBSAI Accounts • Strategic Measure 7: Percentage Increase in Beneficiary Accounts • Strategic Measure 3: Net Income After Tax • Strategic Measure 4: Total Outstanding Volume of Deposits |
| Budget | ₹ 5.00 million |

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| Program 4 | Project OFBank Connect: Integrated Marketing and Service Enhancement Campaign |
| Description | <p>OFBank Connect is a comprehensive, multi-channel marketing and engagement initiative designed to strengthen OFBank’s brand presence while showcasing its continuous efforts to enhance systems, products, and services for Overseas Filipinos and their families.</p> <p>This campaign will not only increase awareness and trust in OFBank but also highlight the Bank’s digital innovations, new product offerings, and service improvements, positioning OFBank as the premier digital financial partner for the global Filipino community.</p> |
| Objectives | <ul style="list-style-type: none"> • Boost Brand Awareness: Position OFBank as the trusted, innovative digital bank for OFWs. • Promote Continuous Enhancements: Communicate ongoing improvements in technology, security, and customer experience. • Drive Customer Acquisition: Launch targeted campaigns and promotions to increase account openings and product adoption. • Strengthen Retention and Advocacy: Build loyalty through personalized engagement and advocacy programs. |

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| Measures Affected | <ul style="list-style-type: none"> • Strategic Measure 1a: Increase in awareness among PDOS attendees • Strategic Measure 1b: Increase in number of DOBSAI accounts • Strategic Measure 7: Percentage increase in beneficiary accounts • Strategic Measure 3: Net Income After Tax • Strategic Measure 4: Total Outstanding Volume of Deposits • Strategic Measure 5: Total Outstanding Loan Balance – Net |
| Budget | ₱ 8.65 million |

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| Project 5 | Project Foreign Passport Integration: Enabling Acceptance of Foreign-Issued Passports for Account Opening |
| Description | <p>There are an estimated 10.2 million Overseas Filipinos (OFs) worldwide, yet a significant number remain unbanked due to the lack of valid Philippine government-issued IDs—a key requirement for account opening. This gap limits their access to OFBank’s digital financial services, which are designed to empower OFWs and their families.</p> <p>Project Global Access aims to remove this barrier by enhancing OFBank’s electronic Know Your Customer (eKYC) process to accept foreign-issued passports as valid identification. To ensure compliance and security, additional verification will be coordinated with Philippine Embassies to confirm citizenship.</p> <p>This initiative is a critical step toward financial inclusion, enabling more Overseas Filipinos to open accounts and benefit from OFBank’s secure, convenient, and fully digital banking services—fulfilling the Bank’s mandate to serve the global Filipino community.</p> |

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| Objectives | <ul style="list-style-type: none"> • Expand financial access for Overseas Filipinos by accepting foreign-issued passports in the eKYC process. • Ensure regulatory compliance and security through embassy-based citizenship verification. • Promote financial inclusion by simplifying account opening for OFWs and their families. |
| Measures Affected | <ul style="list-style-type: none"> • Strategic Measure 6: Percentage of Satisfied Customers • Strategic Measure 8: Number of New Products/Services Launched • Strategic Measure 3: Net Income After Tax • Strategic Measure 4: Total Outstanding Volume of Deposits |
| Budget | ₱ 5.00 million |

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| Project 6 | Project eGov Link: Seamless Account Opening through eGov PH Integration |
| Description | <p>To strengthen financial inclusion and simplify account onboarding for Overseas Filipinos and other clients, OFBank will partner with the eGov PH Super App to enable direct account opening within the eGov platform.</p> <p>Through this integration, users who access government services via the eGov app can seamlessly open an OFBank account with just one click, leveraging existing verified credentials for secure and compliant eKYC. This initiative aligns with OFBank’s mandate to provide accessible, convenient, and fully digital banking services to Filipinos worldwide, while supporting the government’s digitalization agenda.</p> |
| Objectives: | <ul style="list-style-type: none"> • Enable one-click OFBank account opening through the eGov PH app using verified credentials. • Enhance customer convenience by reducing manual steps and redundant identity verification. • Increase account acquisition by tapping into the eGov user base, including OFWs and their beneficiaries. • Strengthen OFBank’s role as the government’s digital banking arm for financial inclusion. |

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| Measures Affected | <ul style="list-style-type: none">• Strategic Measure 6: Percentage of Satisfied Customers• Strategic Measure 8: Number of New Products/Services Launched• Strategic Measure 3: Net Income After Tax• Strategic Measure 4: Total Outstanding Volume of Deposits |
| Budget | ₹ 5.00 million |

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| Project 7 | Project PhilSys Link: Fast-Track Account Opening via National ID Integration |
| Description | <p>To further simplify and accelerate account opening for Filipinos, OFBank will integrate its Mobile Banking Application (MBA) with the PhilSys API-enabled service. This enhancement will allow clients with a PhilSys ID (National ID) to open an OFBank account by simply encoding their name, birthdate, and captured photo, leveraging PhilSys for real-time identity verification.</p> <p>This initiative complies with Memorandum Circular No. 95 issued by the Office of the President on 07 February 2022, which mandates the integration of the Philippine Identification System into government processes and services. By using PhilSys as a trusted identity source, OFBank will reduce onboarding friction, improve security, and promote financial inclusion, particularly for Overseas Filipinos and their families.</p> |
| Objectives | <ul style="list-style-type: none"> • Enable seamless account opening using PhilSys ID credentials with minimal data entry. • Ensure secure and real-time identity verification through PhilSys API integration. • Enhance customer experience by reducing manual steps and processing time. • Support the government’s digitalization and financial inclusion agenda. |

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| Measures Affected | <ul style="list-style-type: none">• Strategic Measure 6: Percentage of Satisfied Customers• Strategic Measure 7: Number of New Products/Services Launched• Strategic Measure 3: Net Income After Tax• Strategic Measure 4: Total Outstanding Volume of Deposits |
| Budget | ₱ 5.00 million |

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| Program 8 | BIRD: Enhanced Customer Service and Communication Platform |
| Description | <p>Project BIRD is a strategic initiative of OFBank aimed at implementing an advanced communication and collaboration platform similar to Microsoft 365 but with enhanced capabilities tailored for customer service excellence and internal coordination. This system will provide secure messaging, integrated document management, real-time collaboration tools, and automated customer interaction features, ensuring faster response times and improved service quality.</p> <p>The platform will also include AI-driven chat support, omnichannel communication (email, chat, voice), and analytics dashboards to monitor service performance. This initiative supports compliance with BSP directives on digital banking service standards and strengthens OFBank’s commitment to customer-centric innovation.</p> |
| Objectives | <ul style="list-style-type: none"> • Deploy a centralized communication platform for internal and customer-facing interactions. • Enhance customer service efficiency and responsiveness through automation and analytics. • Ensure compliance with BSP digital banking service guidelines. • Improve collaboration and productivity across OFBank teams. |
| Measures Affected | <ul style="list-style-type: none"> • Strategic Measure 6: Percentage of Satisfied Customers • Strategic Measure 8: Number of New Products/Services Launched |
| Budget | ₱ 5.00 million |

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| Program 9 | Project ChatBot System Improvement: Enhancing Digital Customer Interaction and Support |
| Description | <p>Project ChatBot System Improvement is a strategic initiative of OFBank aimed at upgrading its existing chatbot platform to deliver smarter, faster, and more personalized customer interactions. The current chatbot provides basic responses, but enhancements are needed to support complex queries, multilingual communication, and integration with OFBank’s core banking systems.</p> <p>This project will incorporate AI-driven natural language processing (NLP), machine learning for predictive responses, and advanced analytics to improve customer engagement. It aligns with OFBank’s commitment to digital innovation, customer satisfaction, and compliance with BSP directives on digital banking service standards.</p> |
| Objectives | <ul style="list-style-type: none"> • Upgrade chatbot capabilities to handle complex and contextual queries. • Integrate chatbot with mobile banking application and core banking systems for real-time transactions. • Ensure compliance with BSP digital banking service guidelines and Data Privacy Act. • Improve customer experience through 24/7 intelligent support and multilingual capability. |
| Measures Affected | <ul style="list-style-type: none"> • Strategic Measure 6: Percentage of Satisfied Customers • Strategic Measure 8: Number of New Products/Services Launched |
| Budget | ₱ 5.00 million |

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| Program 10 | Project Corporate Website Enhancement: Elevating Digital Presence and User Experience |
| Description | <p>Project Corporate Website Enhancement is a strategic initiative of OFBank aimed at revamping and upgrading the corporate website to deliver a modern, user-friendly, and secure digital experience. The current website serves as a primary information hub for customers and stakeholders; however, enhancements are necessary to improve navigation, accessibility, security, and integration with digital banking services.</p> <p>This project will introduce responsive design, optimized content architecture, and advanced security protocols, ensuring compliance with BSP guidelines on digital platforms and accessibility standards. It will also integrate interactive features, real-time updates, and multilingual support to cater to the global Filipino community.</p> |
| Objectives | <ul style="list-style-type: none"> • Improve user experience and accessibility across devices. • Enhance website security and compliance with BSP digital banking directives. • Integrate interactive tools and self-service features for customers. • Strengthen OFBank’s brand presence and digital engagement. |
| Measures Affected | <ul style="list-style-type: none"> • Strategic Measure 6: Percentage of Satisfied Customers • Strategic Measure 8: Number of New Products/Services Launched |
| Budget | ₱ 5.00 million |

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| Program 11 | Project Digiloans System: Digital Loan Offering through Third-Party Partnership |
| Description | <p>Project Digiloans System is a strategic initiative of OFBank aimed at introducing digital loan products through a partnership with a third-party software provider under a revenue-sharing arrangement. This collaboration will enable OFBank to offer personal loans, salary loans, and other credit facilities directly through its digital platform, leveraging the partner’s advanced loan origination and credit scoring technology.</p> <p>The project supports OFBank’s mandate to expand financial inclusion by providing accessible, secure, and convenient loan services to customers, while ensuring compliance with BSP lending regulations and data privacy standards.</p> |
| Objectives | <ul style="list-style-type: none"> • Launch a fully digital loan application and approval system integrated with OFBank’s mobile app. • Ensure compliance with BSP lending guidelines and Data Privacy Act. • Enhance customer experience through fast, automated loan processing. • Generate additional revenue through a shared income model with the technology partner. |

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| Measures Affected | <ul style="list-style-type: none">• Strategic Measure 8: Number of New Products/Services Launched• Strategic Measure 3: Net Income After Tax• Strategic Measure 4: Total Outstanding Volume of Loans |
| Budget | No budget required. Fee sharing arrangement |

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| Program 12 | Project Mobile Banking Application Enhancements: Improving Features and Customer Experience |
| Description | <p>Project Mobile Banking Application Enhancements is a strategic initiative of OFBank aimed at upgrading its mobile banking platform to deliver new functionalities, improved user experience, and enhanced security features. These enhancements will include streamlined navigation, faster transaction processing, additional payment options, and integration of advanced security protocols such as multi-factor authentication.</p> <p>The project supports OFBank’s commitment to digital innovation and financial inclusion, ensuring compliance with BSP directives on electronic banking services and global standards for mobile security.</p> |
| Objectives | <ul style="list-style-type: none"> • Introduce new features such as biometric login, real-time notifications, and expanded payment channels. • Improve transaction speed and reliability for fund transfers and bills payment. • Ensure compliance with BSP digital banking guidelines and Data Privacy Act. • Enhance overall customer experience and engagement through intuitive design and personalization. |
| Measures Affected | <p>Strategic Measure 6: Percentage of Satisfied Customers</p> <p>Strategic Measure 8: Number of New Products/Services Launched</p> |
| Budget | ₱ 15.00 million |

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| Program 13 | Project New Records Management (RM): Segregating OFBank Customer Data from Parent Bank Systems |
| Description | <p>Project New RM is a strategic initiative of OFBank designed to establish a dedicated records management system that segregates OFBank customer data from the parent bank, LANDBANK. Currently, OFBank shares customer data with LANDBANK, which poses challenges in maintaining data independence, regulatory compliance, and operational efficiency.</p> <p>This project will implement a secure, standalone data architecture for OFBank, ensuring that customer records are managed exclusively within OFBank’s digital ecosystem. The initiative supports compliance with data privacy regulations, BSP directives on digital banking operations, and aligns with OFBank’s commitment to data integrity and customer confidentiality.</p> |
| Objectives | <ul style="list-style-type: none"> • Achieve full segregation of OFBank customer data from LANDBANK systems. • Ensure compliance with BSP regulations and Data Privacy Act requirements. • Enhance data security and integrity through dedicated infrastructure. • Improve operational efficiency and reporting accuracy for OFBank. |
| Measures Affected | Strategic Measure 8: Number of New Products/Services Launched |
| Budget | ₱ 10.00 million |

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| Program 14 | Project Product Management and Monitoring System: Enhancing Oversight and Compliance |
| Description | <p>Project Product Management and Monitoring System is a strategic initiative of OFBank aimed at establishing a centralized platform for managing and monitoring all bank products and services. This system will enable real-time tracking of product performance, compliance status, and customer adoption metrics, ensuring alignment with BSP directives and internal governance standards.</p> <p>The project will integrate automated dashboards, analytics tools, and compliance alerts, providing management with actionable insights for product lifecycle management. It supports OFBank’s commitment to innovation, operational efficiency, and regulatory compliance, while improving transparency and decision-making.</p> |
| Objectives | <ul style="list-style-type: none"> • Implement a centralized system for product management and monitoring. • Ensure compliance with BSP regulations and internal product governance policies. • Enhance data accuracy and timeliness for product performance reporting. • Improve decision-making through real-time analytics and trend insights. |
| Measures Affected | Strategic Measure 8: Number of New Products/Services Launched |
| Budget | ₱ 5.00 million |

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| Program 15 | Project Proud Management System: Ensuring Governance and Compliance with BSP Directive and AFASA Law |
| Description | <p>Project Proud Management System is a strategic initiative of OFBank aimed at implementing a centralized governance and performance monitoring platform in full compliance with the Bangko Sentral ng Pilipinas (BSP) directive and the Anti-Financial Account Scamming Act (AFASA). This system will enable OFBank to track, evaluate, and report organizational performance and risk metrics, ensuring transparency, accountability, and adherence to regulatory standards.</p> <p>The project will integrate automated dashboards, real-time reporting, and role-based access controls, providing management with actionable insights for decision-making. It aligns with OFBank’s commitment to good governance, operational integrity, and regulatory compliance, while strengthening safeguards against fraudulent activities as mandated by AFASA.</p> |
| Objectives | <ul style="list-style-type: none"> • Establish a centralized platform for governance and performance monitoring. • Ensure compliance with BSP directives and AFASA law on fraud prevention and risk management. • Enhance data accuracy and timeliness for regulatory reporting. |

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| | <ul style="list-style-type: none">• Improve accountability and decision-making through real-time analytics |
| Measures Affected | Strategic Measure 8: Number of New Products/Services Launched |
| Budget | ₱ 5.00 million |