

### 2020 Performance Scorecard

		Objective/Measure	Formula	Weight	Rating System	2020 Target	2020 Accomplishments	Rating
Socio-Economic Impact	SO 1	Contribute to Inclusive Growth and Spur Regional Development						
		Increase Total Value of Loans Guaranteed to the following Sectors						
	SM 1	a. Housing	Value of Outstanding Guaranty for the year	15%	(Actual / Target) x Weight	P160.11 Billion	P175.71 Billion	15%
		b. Priority Sector/MSME		10%		P3.6 Billion	P0.348 Billion	0.097%
		c. Agriculture		5%		P3.5 Billion	P4.25 Billion	5%
		Sub-Total		30%				
Stakeholders	SO 2	Develop or Implement Programs as a Reliable Key Partner						
	SM 2a	Percentage Implementation of the MSME Credit Guarantee Program	Actual Accomplishment	5%	(Actual / Target) x Weight	Implemented to 2,000 MSMEs	Implemented to 2,944 MSMEs	5%
	SM 2b	Increase No. of Beneficiaries in the Key Sectors	Actual Accomplishment	0%  (For Monitoring Only)	(Actual / Target) x Weight	4,121 New Housing Loan Borrowers	11,281 New Housing Loan Borrowers	For monitoring only.
						2,000 Businesses	2,944 Businesses	For monitoring only.
						39,000 Agri-based workers	48,038 Agri-based workers	For monitoring only.
	SO 3	Enhance Public Image or Reputation as a Reliable Partner of Progress						
	SM 3	Percentage of satisfied customers	Number of respondents who gave a rating of at least Satisfactory over Total Number of respondents	5%	(Actual / Target) x Weight If less than 80% = 0%	90% Satisfactory Rating	95% Overall Positive Rating	5%

	<b>SO 4</b>	<b>Implement Regulatory and Supervisory Functions over BLAs</b>						
	SM 4	Conduct Operations Audit in Building and Loan Associations	Number of operations audits conducted	5%	(Actual / Target) x Weight	Conducted Operations Audit to all BLAs under the supervision and regulation of PHILGUARANTEE	Completed the conduct of Operations Audit to all BLAs under the supervision and regulation of PHILGUARANTEE	5%
		<b>Sub-Total</b>		<b>15%</b>				
Finance	<b>SO 5</b>	<b>Achieve Sound Financial Results</b>						
	SM 5	Increase Total Comprehensive Income	Total Revenue less total expenses	10%	(Actual / Target) x Weight	P221.79 Million	P796.03 Million	10%
	SM 6	Sales Value of Acquired Asset	Actual Sales Values of Acquired Asset / Target sales value	5%	(Actual / Target) x Weight	P6 Million	P35.02 Million	5%
	SM 7	Improve Collection Efficiency Rate	Value f actual collections during the year / Total Collections for the year	10%	(Actual / Target) x Weight	At least 60% Collection Efficiency	96.61%	10%
		<b>Sub total</b>		<b>25%</b>				
Internal Process	<b>SO 6</b>	<b>Enhance Operational Reliability</b>						
	SM 8	Implement Quality Management	Actual Accomplishment	5%	All or Nothing	ISO 9001:2015 Certification (continuing, with Surveillance Audit process)	ISO 9001:2015 Certification (issued to PHILGUARANTEE by TUV Rheinland after successfully passing the 1 <sup>st</sup> Surveillance Audit)	5%
	SM 9	Development of Internal Policies Focused on Operational Efficiency	Actual Accomplishment	5%	All or Nothing	Board-approved Business Continuity Plan (BCP)	Board-approved Supplemental Business Continuity Plan (BCP)	5%
	SM 10	Implementation of Information Systems Strategic Plans	Actual Accomplishment	5%	All or Nothing	Information Systems Strategic Plan (Phase 1 - 2020 ICT Resource Acquisition (ITRA) Clearance from the	ITRA Clearance was granted by the Department of Information and Communications	5%

						Department of Information and Communications Technology (DICT))	Technology (DICT) on October 26, 2020.	
	<b>SO 7</b>	Digital Transformation						
	SM 11	Automation of Key Process/es	Actual Accomplishment	5%	All or Nothing	Automation of one (1) Key Process (preferably establishment of Digital Payment Platforms)	Board-approved G-Cash money service as one of the Digital Payment Platforms	5%
		<b>Sub-total</b>		<b>20%</b>				
	<b>SO 8</b>	Improve Competencies						
Learning & Growth	SM 12	Development/ Establishment of a Competency Framework	Actual Accomplishment	10%	All or Nothing	Development of the Competency Framework	Completed the Development of Competency Framework and Competency Catalogue with Operational Definitions	10%
		<b>Sub-total</b>		<b>10%</b>				
		<b>Total</b>		<b>100%</b>				<b>90.097%</b>

Certified Correct:

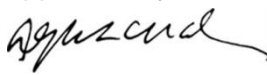


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