

LBP INSURANCE BROKERAGE, INC.
2015 Performance Scorecard

Annex A

Customer/Stakeholders	Component	Agreed				LIBI Submission		GCG Validation		Supporting Documents	Remarks
		Objective/Measure	Rating Scale	Target	Weight	Actual	Rating	Actual	Rating		
	SO 1	Ensure Sustainable Financial Growth									
	SM 1	EBITDA Margin	Actual/ Target x Weight	79%	35%	68%	30.12%	67.77%	30.02%	2015 COA Audited Financial Statement	Income before Tax – ₱ 91,166,571.00 Add: Depreciation – ₱ 2,450,646.00 EBITDA: ₱ 93,617,217 Total Revenue: ₱ 138,132,355 EBITDA Margin: 67.77%
		<i>Sub-total</i>			35%		30.12%		30.02%		
	SO 2	Improve Service Delivery									
SM 2	Customer Satisfaction Survey	All or Nothing	Good	10%	93.18%	10%	93.18%	10%	Survey Result	Based on the in-house survey conducted, 93.18% of the respondents gave a good to excellent or 3 to 5 ratings. The survey is to evaluate the service level of LIBI and its office environment. As agreed, the over-all satisfaction rating should	

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									be 80% or above. There were 44 respondents, only 3 of which gave a rating of 2.
SO 3	Offer Competitive FX Rates								
SM 3	Accredited Counterparty for FX rate canvassing	Actual/Target x Weight	5	5%	5	5%	5	5%	<ul style="list-style-type: none"> -List of Accredited Counterparties for 2015 -Certification from LBP- Financial Institution Department (FID) 1. RCBC Forex Corporation 2. UCPB 3. BPI Forex Corporation 4. PETNET, Inc 5. World Reliance Trading Corporation
SO 4	Provide Wider Market Reach for Bancassurance Products for Agricultural Development								
SM 4	No. of Products with Improved Market Access	50% = products developed 50% = products developed	3	10%	3	10%	3	10%	<ul style="list-style-type: none"> -Board Reso 2015-012-039 for the approval of implementation of new products developed and offered to enhance market access and products - Policy for the Risk Based Insurance Structuring - Policy for Automatic Coverage for Whirlwind (ipo-ipo) and Windstorm - Policy for Port Operator's Liability and High-Valued Per Equipment

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SO 5	Provide Wider Market Reach for Bancassurance Products for Financial Viability								
SM 5	No. of New Products Offered	50% = products developed 50% = products developed	1	10%	1	10%	1	10%	-List of existing products and identified the new product -Statement of Account Other Perils (Hailstorm)
	<i>Sub-total</i>			35%		35%		35%	
SO 6	Improve Efficiency and Quality of Insurance Process								
SM 6	Average Number of Days to Process Insurance Coverage	(1-((Actual-Target)/Target)) x Weight	5 working days	5%	7 working days	3%	7 working days	3%	Turn Around Time Report The total insurance request processed is 277. Out of 277 requests, 14 are processed in 3 days, 40 are processed in 5 days and 43 are processed in 7 days
SO 7	Enhance Existing Processes Comparable with the Industry								
SM 7	Manualization of Core Operations in Preparation for ISO/GQMSS	Actual/Target x Weight	4 Manuals: 1. Marketing	10%	4 Manuals: 1. Marketing	10%	4 Manuals: 1. Marketing	10%	LIBI Website Marketing Manual-Processing of

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Certification for Quality Service		2. Accounting 3. Admin 4. Forex		2. Accounting 3. Admin 4. Forex		2. Accounting 3. Admin 4. Forex				<ul style="list-style-type: none"> - Bidding/Request for Insurance Quotation - Processing of Request for Insurance Coverage/Renewal/Endorsement - Monitoring/Renewal of Existing Policies - Processing of Claims <p>FOREX</p> <ul style="list-style-type: none"> - Purchase of Foreign Currency - Sale of Foreign Currency - Replenishment of Revolving Fund - Brokering of Foreign Currency <p>Accounting</p> <ul style="list-style-type: none"> - Cashiering - Billing and Collection - Remittance - Disbursement - Monitoring, Reconciliation and Reporting <p>Administrative</p> <ul style="list-style-type: none"> - Files/Records Management and Other Administrative Functions 	

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SO 9 Enhance IT Infrastructure									
SM 9	Improvement of Existing Computer System	All or Nothing	Upgrade of Server System to Improve Capacity and Response Time	Purchase of New Server and Migration of System	5%	Upgrade of Server System to Improve Capacity and Response Time	5%	-Summary of Resolutions/Agreements/ Completed Tasks and/or Deliverables -Requisition and Issue Voucher -Purchase Order of the Server	System provider is Asian Business Solutions, Incorporated. Project name and the existing system is Integrated Insurance Brokerage System (IIBS) V33. LIBI purchased 1 unit of LENOVO SYSTEM x 3650 MS Rack Server amounting P424,500 from Accel Prime Technologies, Inc. The system is internal and used more on marketing and accounting.
	<i>Sub-total</i>				15%				
	TOTAL				100.00%		93.12%		93.02%