Annex A

LBP Insurance Brokerage, Inc. 2015 Performance Scorecard

Customer/Stake	holders				Finar	ncial			Production of the state of the
SM 2		SO 2			ON N		SO 1	ဥ္	Co
Customer Satisfaction Survey		Improve Service Delivery	Sub-total		EBI LUA Wargin		Ensure Sustainable Financial Growth	Objective/Measure	Component
All or Nothing		livery			l arget x Weight	Actual/	Financial Gro	Rating Scale	
Good					/9%		owth	Target	Agreed
10%			35%		35%	}		Weight	
93,18%					68%			Actual	LIBI Submission
10%			30.12%		30.12%			Rating	nission
93.18%	7				67.77%			Actual	GCG Validation
10%			30.02%		30.02%			Rating	dation
Survey Result					Statement	2015 COA Audited Financial		Documents	Supporting
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	Based on the in-house survey conducted, 93.18% of the			EBITDA Margin: 67.77%	EBITDA: ₱ 93,617,217 Total Revenue: ₱ 138,132,355	Income before Tax – 91,166,571.00 Add: Depreciation – 9 2,450,646.00		Remarks	

SM 4	SO 4	SM 3	SO 3		<b>Q</b>	င္ပ
No. of Products with Improved Market Access	Provide Wider Market Reach for Banccassurance Products for Agricultural Development	Accredited Counterparty for FX rate canvassing	Offer Competitive FX		Objective/Measure	Component
50% = products developed 50% = products developed	et Reach for E	Actual/ Target x Weight	X Rates		Rating Scale	
ω	3anccassuran	O1			Target	Agreed
10%	ce Products	5%			Weight	
ω	for Agricult	Cη			Actual	LIBI Submission
10%	ural Develo	5%			Rating	nission
ω	pment	<b>C</b> h			Actual	GCG Validation
10%		5%			Rating	dation
-Board Reso 2015-012-039 for the approval of implementatio n of new products developed and offered to enhance market access		-List of Accredited Counterparties for 2015 -Certification from LBP-Financial Institution Department (FID)	And the second s		Documents	Supporting
- 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		1. RCBC Forex Corporation 2. UCPB 3. BPI Forex Corporation 4. PETNET, Inc 5. World Reliance Trading Corporation	e de la companya de l	be 80% or above. There were 44 respondents, only 3 of which gave a rating of 2.	Remarks	

	In	ternal Process			4664		***************************************		
SM 7	S07	SM 6	SO 6		SM 5	SO 5		<u> </u>	CC
Manualization of Core Operations in Preparation for ISO/GQMSS	Enhance Existing Processes Comparable with the Industry	Average Number of Days to Process Insurance Coverage	Improve Efficiency	Sub-total	No. of New Products Offered	Provide Wider Market Reach for Banccassurance Products for Financial Via		Objective/Measure	Component
Actual/ Target x Weight	ocesses Col	(1- ((Actual- Target)/ Target)) x Weight	and Quality c		50% = products developed 50% = products developed	et Reach for		Rating Scale	
4 Manuals: 1. Marketing	mparable with t	5 working days	Efficiency and Quality of Insurance Process			Banccassuran		Target	Agreed
10%	he Industry	5%	)cess	35%	10%	e Products		Weight	
4 Manuals: 1.Marketing		7 working days			>	for Financia		Actual	LIBI Submission
10%		3%		35%	10%	al Viability		Rating	nission
4 Manuals: 1. Marketing		7 working days						Actual	GCG Validation
10%		3%		35%	10%			Rating	dation
LIBI Website		Turn Around Time Report		, and the second	-List of existing products and identified the new product -Statement of Account		that promote inclusive growth -Statement of Account	Documents	Supporting
Marketing Manual- Processing of	The state of the s	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			Other Perils (Hailstorm)			Remarks	
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			Certification for Quality Service	Objective/Measure	Component
				Rating Scale	
			2. Accounting 3. Admin 4. Forex	Target	Agreed
				Weight	and the state of t
			2. Accounting 3. Admin 4. Forex	Actual	LIBI Submission
				Rating	nission
m			2. Accounting 3. Admin 4. Forex	Actual	GCG Validation
				Rating	dation
				Documents	Supporting
Administrative - Files/Records Management and Other Administrative Functions	Accounting - Cashiering - Billing and Collection - Remittance - Disbursement - Monitoring, Reconciliation and Reporting	FOREX - Purchase of Foreign Currency - Sale of Foreign Currency - Replenishment of Revolving Fund - Brokering of Foreign Currency	Bidding/Request for Insurance Quotation - Processing of Request for Insurance Coverage/Renewal/ Endorsement - Monitoring/Renewal of Existing Policies - Processing of Claims	Remarks	

Learning and Growth				***************************************
S M 8	8 OS		95	င္ပ
Percentage of Personnel who have Undergone Technical Trainings/Seminars (Insurance/FOREX)	Develop Strategic Skills	Sub-total	Objective/Measure	Component
Actual/ Target x Weight	kills & Comp	APPANASATA A A A A A A A A A A A A A A A A A	Rating Scale	
100% of Personnel who have Undergone Technical Trainings/Se minars (Insurance & Forex)	& Competence of Officers and Staff	The state of the s	Target	Agreed
10%	ers and Sta	15%	Weight	
100% of Personnel who have Undergon e Technical Trainings/ Seminars (Insurance & Forex)	<b>f</b>		Actual	LIBI Submission
10%		13%	Rating	mission
100% of Personnel who have Undergone Technical Trainings/Se minars (Insurance & Forex)			Actual	GCG Validation
10%		13%	Rating	dation
List of employees who undergone training/seminars			Documents	Supporting
3 of the employees are contractual  The training/seminars attended by employees are:  1. Basic General Non-Life Insurance - 2 Attendees  2. Basic Non-Life Insurance Course - 10 Attendees  3. Orientation/Training on ISO - 37 Attendees  4. Anti-Money Laundering Act - 38 Attendees  5. Corporate Governance Scorecard Orientation - 2 Attendees  6. Agency Procurement Compliance and Performance - 2 Attendees  7. Philippine General Insurance Summit - 1 Attendee (PCEO)  8. Corporate Governance Orientation Program for GOCCs - 1 Attendee (PCEO)			Remarks	

S N O	SO 9		9,		
Improvement of Existing Computer System	Enhance IT Infrastructure		Objective/Measure	Component	
All or Nothing	ıcture		Rating Scale		
Upgrade of Server System to Improve Capacity and Response Time	14000		Target	Agreed	
5%			Weight		
Purchase of New Server and Migration of System			Actual	LIBI Submissio	
5%			Rating	nission	
Upgrade of Server System to Improve Capacity and Response Time			Actual	GCG Validation	
5%			Rating	dation	
-Summary of Resolutions/ Agreements/ Completed Tasks and/or Deliverables -Requisition and Issue Voucher -Purchase Order of the Server			Documents	Supporting	
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.		9. Position Classification for GOCCs - 2 Attendees	Remarks	,	
	stem provider is Asian siness Solutions, orporated. orporated. sing system is egrated Insurance sting system (IIBS) 3. LIBI purchased 1 t of LENOVO STEM x 3650 MS ck Server amounting 24,500 from Accel me Technologies, Inc. e system is internal d used more on rketing and	stem provider is Asian siness Solutions, corporated.  bject name and the sting system is agrated Insurance system (IIBS) 3. LIBI purchased 1 5 of LENOVO 6 STEM x 3650 MS 6 K Server amounting 24,500 from Accel me Technologies, Inc. a system is internal bused more on rketing and counting	Position Classification GOCCs - 2 Attendees stem provider is Asian siness Solutions, orporated. pject name and the sting system is agrated Insurance okerage System (IIBS) 3. LIBI purchased 1 t of LENOVO STEM x 3650 MS ck Server amounting 24,500 from Accel me Technologies, Inc. a system is internal d used more on rketing and retaining and statement of the system is internal to the	Position Classification GOCCs - 2 Attendees stem provider is Asian siness Solutions, orporated. pject name and the sting system is agrated Insurance okerage System (IIBS) 3. LIBI purchased 1 t of LENOVO STEM x 3650 MS ck Server amounting 24,500 from Accel me Technologies, Inc. a system is internal d used more on rketing and retiring and statement of the system is internal to the	

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