

|                         | Component         |  |   |               | Proposed Target  |   |  |  |                         |  |
|-------------------------|-------------------|--|---|---------------|--|---|--|--|-------------------------|--|
|                         | Objective/Measure | Formula  | Weight  | Rating System | Annual   | 1 <sup>st</sup> Quarter   | 2 <sup>nd</sup> Quarter  | 3 <sup>rd</sup> Quarter  | 4 <sup>th</sup> Quarter |  |
| <b>Financial</b>        | <b>SO 1</b>       | <b>Ensure Sustainable Financial Growth</b>   |   |               |  |   |  |  |                         |  |
|                         | SM 1              | Increase Net Income After Tax  | Net Income Less Income Tax  | 30%           | Lower than ₱72.21 M = 0%<br>₱72.21 M to ₱75.00 M = 10%<br>₱75.01 M to ₱77.80 M = 20%<br>₱77.81 M to ₱80.66 M = 25%<br>₱80.67 Million and above = 30% | ₱80.67Million   | ₱22.05 Million   | ₱43.04 Million   |                         |  |
|                         |                   | <b>Sub-total</b>   |   | <b>30%</b>    |  |   |  |  |                         |  |
| <b>Stakeholders</b>     | <b>SO 2</b>       | <b>Improve Service Delivery</b>  |   |               |  |   |  |  |                         |  |
|                         | SM 2              | Percentage of Satisfied Customers  | Number of respondents which gave at least Satisfactory rating / Total number of respondents | 10%           | (Actual/Target) x Weight<br><br>0% = if less than 80%  | 90% of respondents gave LIBI at least Satisfactory rating (upper two boxes of a 5-point rating scale) | Waiting for GCG to conduct an orientation before LIBI hire a third party | Requesting GCG that the Method of LIBI for the Customer Satisfaction Survey be changed from Method C to Method B |                         |  |
|                         | <b>SO 3</b>       | <b>Provide Wider Market Reach for Bancassurance Products for Financial Viability</b> |   |               |  |   |  |  |                         |  |
|                         | SM 3              | Increase premium volume  | Absolute Amount   | 20%           | (Actual / Target) x Weight   | ₱699.15 Million   | ₱170.71 Million  | ₱349.30 Million  |                         |  |
|                         |                   | <b>Sub-total</b>   |   | <b>30%</b>    |  |   |  |  |                         |  |
| <b>Internal Process</b> | <b>SO 4</b>       | <b>Improve Efficiency and Quality of Insurance Process</b>                           |   |               |  |   |  |  |                         |  |
|                         | SM 4              | Average Turnaround Time in Issuance of Policy  | Total Processing Time of all Policy Issuance / Total Number Policy Issuance                 | 10%           | 1-((Actual-Target)/Target) x Weight  | 19 working days from request for quotation by Lending Unit  | 2.42%  | 2.41%  |                         |  |

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|                              | Objective/Measure | Formula  | Weight  | Rating System | Annual                     | 1 <sup>st</sup> Quarter   | 2 <sup>nd</sup> Quarter   | 3 <sup>rd</sup> Quarter                                 | 4 <sup>th</sup> Quarter |  |
|                              | <b>SO 5</b>       | <b>Enhance Existing Processes Comparable with the Industry</b>         |   |               |                            |   |   |   |                         |  |
|                              | SM 5              | Improve Processes to Quality Management System                         | Actual Accomplishment   | 10%           | All or Nothing             | Attain ISO 9001:2015 Certification for the following processes:<br>1. Marketing<br>2. Accounting<br>3. Administration | QMS 103 Risk Based Thinking Training Workshop<br>QMS 104 Documentation Management/Preparation and checking of QOP's, Risk Register and Quality Manual | Document Consultancy and System Implementation          |                         |  |
|                              |                   | <b>Sub-total</b>   |   | <b>20%</b>    |                            |   |   |   |                         |  |
|                              | <b>SO 6</b>       | <b>Develop Strategic Skills &amp; Competence of Officers and Staff</b> |   |               |                            |   |   |   |                         |  |
|                              | SM 6              | Percentage of Employees Meeting Required Competencies                  | No. of employees meeting the required competency level for Core Competency / Total no. of employees | 10%           | (Actual / Target) x Weight | 100% of employees have met the required competency level for Core Competencies  | 10%   | 13.04%  |                         |  |
| <b>Learning &amp; Growth</b> | <b>SO 7</b>       | <b>Enhance IT Infrastructure</b>                                       |   |               |                            |   |   |   |                         |  |
|                              | SM 7              | Improvement of Existing Computer System                                | Actual Accomplishment vs Work Program   | 10%           | All or nothing             | 100% Implementation of Structured Re-cabling of Data Center, and Network Security                                     | Procured for the project of Implementation of Structured Re-cabling for Data Center   | Implementation of Structured Re-cabling for Data Center |                         |  |
|                              |                   | <b>Sub-total</b>   |   |               |                            |   |   |   |                         |  |
|                              |                   | <b>TOTAL</b>   |   |               | <b>100%</b>                |   |   |   |                         |  |