

2ND QUARTER 2019 PERFORMANCE SCORECARD



LANDBANK
WE HELP YOU GROW.

| Component Objective/Measure | | Weight | 2019 Targets | Jan. to June 2019 Targets | Performance/ Accomplishments Jan. to June 2019 | |
|-----------------------------|--|--|--------------|---------------------------|--|---|
| SOCIO-ECONOMIC | SO 1 | Promote inclusive growth by being the catalyst of financial inclusion in the unbanked and underserved areas of the country | | | | |
| | | Amount of Outstanding Loans under the following sectors/ programs: | | | | |
| | SM 1 | a. 20 poorest provinces identified by the PSA | 10% | P 44.50 B | | P 46.324 B |
| | | b. HARVEST Program | 10% | P 0.75 B | | P 61.60 M (Landan PMPC, EKA SALAM, and Polo MPC) |
| | | c. Agriculture and Fisheries Sector (including the Small Farmers and Fishers) | 15% | P 231.25 B | | P 219.62 B |
| | SO 2 | Support National Development Programs including CFIs, LGUs, and MSMEs in support of countryside development micro, small and medium enterprises, communications, transportation, housing (socialized, low cost and medium cost), education, health care, environment-related projects, tourism, utilities and livelihood/salary loans | | | | |
| SM 2 | Amount of loans supporting other government programs (including CFIs, LGUs, and MSMEs in support of countryside development) | 10% | P 508.87 B | | P 524.87 B | |

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| FINANCE | SO 3 | Increase Retail and Private Deposit Base | | | | |
| | SM 3 | Growth in stable deposits (personal individual, and single proprietorship) | 5% | 14% | | -5.19 % (P225.782 B as of 30 June 2019) |
| | SO 4 | Strengthen the Capital Level of the Bank to Support Its Growth and Expansion Requirements | | | | |
| | SM 4 | Increase Net Income | 10% | P 16.638 B | | P 10.58 B 63.59% accomplishment vs. P 16.638 B target |

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| STAKEHOLDERS | SO 5 | Provide timely, accessible & responsive products and services on multiple platforms & customer touchpoints | | | | | | | | | | | |
| | SM 5 | Percentage of Loan Applications Processed within the Applicable Turnaround Time (TAT) | 5% | 100% | 99.88% of loan applications processed within the applicable time | | | | | | | | |
| | SM 6 | Percentage of Service Availability of Automated Telling Machines and Internet Banking Services | 5% | 90% | Average ATM Availability: 93.30% | | | | | | | | |
| | | | | | Internet Banking: | | | | | | | | |
| | | | | | <table border="1"> <thead> <tr> <th>System</th> <th>Average Availability</th> </tr> </thead> <tbody> <tr> <td>Retail Internet Banking System (iAccess)</td> <td>99.52%</td> </tr> <tr> <td>Institutional Internet Banking Facility (WeAccess)</td> <td>99.53%</td> </tr> <tr> <td>LANDBANK Mobile Banking Application (MBA)</td> <td>99.12%</td> </tr> </tbody> </table> | System | Average Availability | Retail Internet Banking System (iAccess) | 99.52% | Institutional Internet Banking Facility (WeAccess) | 99.53% | LANDBANK Mobile Banking Application (MBA) | 99.12% |
| System | Average Availability | | | | | | | | | | | | |
| Retail Internet Banking System (iAccess) | 99.52% | | | | | | | | | | | | |
| Institutional Internet Banking Facility (WeAccess) | 99.53% | | | | | | | | | | | | |
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| STAKEHOLDERS | SO 5 | Provide timely, accessible & responsive products and services on multiple platforms & customer touchpoints | | | |
| | SM 7 | Percentage of Satisfied Customers | 5% | 95% | <ul style="list-style-type: none"> • On 18 March 2019, Nielsen presented the 2018 NCSS results to the LANDBANK Working Team. The results were noted by ManCom under Resolution No. 2019-(03)-10. • On 28 March 2019, CSPDD facilitated a meeting with LANDBANK Working Team to discuss the scores and present the detailed 2018 NCSS report. • On 21 May 2019, GCG responded with the following decisions and corresponding rationale <ol style="list-style-type: none"> a. Approved the use of an on-line tool/ platform or self-accomplishment of the survey questionnaire for the business organization customer segments of the Bank. b. Retained the intercept and telephone interviews for individual customers of the Bank. c. Approved one NCSS for 2019 provided that the sample size shall be 1,000 (Margin of Error of +/3.2% at 95% confidence interval). d. LANDBANK to follow the standardized conduct of NCSS set by GCG |
| | SM 8 | Number of new products and channels developed | 5% | Introduce and Implement the following programs: <ol style="list-style-type: none"> 1. Rice Competitiveness Enhancement Lending Program 2. Greenhouse Financing Program | <ol style="list-style-type: none"> 1. Lending program was endorsed by the Investment and Loans Committee (ILC) last 25 June 2019 and for presentation to the LANDBANK Board on 16 July 2019. 2. Lending Program was endorsed by the Credit Committee last 13 June 2019 and for presentation to the ILC and LANDBANK Board this July/August |

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| INTERNAL PROCESS | SO 6 | Process Land Transfer Claims In A Timely Manner | | | | |
| | SM 9 | Percentage of Claim Folders processed within the Applicable Turnaround Time | 5% | 100% | 100% | 100% |
| | SO 7 | Streamline Banking Operations through Digital Platforms to Support Inclusive Banking | | | | |
| SM 10 | Number of Agent Banks in Unbanked Areas | 5% | 1. Approval of Model 2. Award to Partner 3. Roadmap | | <ul style="list-style-type: none"> BSP issued a “no objection” letter dated June 13, 2019 in response to the Bank’s request to conduct pilot production tests from June to July 2019; The Agent Banking Team has deployed one Agent Banking terminal each at 2 Agent Banking partner locations in Basista, Pangasinan and Lutucan, Sariaya, Quezon Province for pilot production test activities. | |

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| LEARNING AND GROWTH | SO 8 | Establish A High Performance “One Bank Culture” | | | |
| | SM 11 | Percentage of Employees Meeting Required Competency | 5% | 100% of the employees with competency gaps (based on 2016 competency assessment) | <ul style="list-style-type: none"> The competency gaps of 121 of the 303 remaining employees or almost 40% (whose assessment are below 80%) were already addressed. This reduces the number of employees with competency gaps to 182 or 11% of the total number of target personnel (1,592 personnel). |
| | SM 12 | Implement Quality Management System | 5% | Integrated Management System Certification (Integration of Quality Management System and Environmental Management System) | <ul style="list-style-type: none"> Facilitated the initial workshop with the Internal Audit Group for the audit integration Presented to the MANCOM the final results of the Stage 1 audit, the Bank’s cost and benefit of IMS certification, projected costs for the next three years and plan for maintaining the certification including proposed budget for the cascade sessions and hiring of technical consultant (for a period of 6 months) Completed the workplace validation of 20 LBP branches Finalized the module presentation for the conduct of readiness workshop of field units Completed two (2) sessions of Readiness Workshop and one (1) Orientation for Branch PCOs for Field Units Conducted initial briefing with the 3rd party Certification Audit |