

### STATUS OF LANDBANK 2020 PERFORMANCE SCORECARD (AS OF MARCH 31, 2020)

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Com	nponen	t Objective/Measure	Weight	Rating	Target	Accomplishment December 2019	Status as of 31 March 2020
SO 1 Promote inclusive growth by being the catalyst of financial inclusion in the unbanked and und of the country							
CI SM 1 Amount of Outstanding Loans under the following sectors/programs:							
		a. 20 Poorest Provinces* identified by the PSA	15%	(Actual/ Target) x Weight	P 46.725 B	P52.13 B 117.15%	P38.513B 82.42%



				(10 mars	. 2020)					
	Componer	nt Objective/Measure	Weight	Rating	Target	Accomplishment December 2019	Status as of 31 March 2020			
s o	SO 1	Promote inclusive grown of the country	wth by being	the catalyst of	financial inclus	sion in the unbanked and	underserved areas			
CI O-	SM 1	Amount of Outstanding Loans under the following sectors/ programs:								
E C O N O MI C		b. Agriculture and Fisheries Sector (including the Small Farmers and Fishers)	15%	(Actual/ Target) x Weight	P265.00 B	P236.45 B 102.25%	P229.85 B 86.74%			



	Componer	nt Objective/Measure	Weight	Rating	Target	Accomplishment December 2019	Status as of 31 March 2020
s o	SO 1	Promote inclusive ground of the country	wth by being	the catalyst of	f financial inclus	sion in the unbanked and	l underserved areas
CIO - E C O N O M IC	SM 2	Loan releases to small farmers and fishers under the programs administered by LANDBANK in partnership with DA, DAR, and other government agencies	5%	(Actual/ Target) x Weight	100% Release of the Funds Downloaded to LANDBANK	N/A	Total downloaded funds for Jan-Mar 2020 – P1.467B (ACEF & SUREAid); of these, P701.92M were released for ACEF or 52%  Total Releases Jan-Mar 2020 (including funds downloaded in 2019) - P1.586 B



	(10 march 2020)									
	Componer	nt Objective/Measure	Weight	Rating	Target	Accomplishment December 2019	Status as of 31 March 2020			
s	SO 1	Promote inclusive grow the country	th by being t	he catalyst of	financial inclusi	on in the unbanked and	underserved areas of			
COECONOMC	SM 3	Increase in Number of Farmers Assisted  (total number of farmers assisted in the unbanked and underserved areas)	5%	(Actual/ Target) x Weight	Additional 1 million farmers from year-end 2019 figure  (total number of farmers assisted in the unbanked and underserved areas)	N/A	1,237,114 (1,179,942 – loans; 57,172 – direct cash assistance thru RFFA)			



	Componer	nt Objective/Measure	Weight	Rating	Target	Accomplishment December 2019	Status as of 31 March 2020
S O Cl	SO 2		, Communicat	ions, Transporta		nd MSMEs in Support of Oducation, Health Care, Env	
OECONOMC	SM 4	Amount of Outstanding Loans Supporting Other Government Programs	10%	(Actual/ Target) x Weight	P551.48B	P540.62 B 106.20%	P551.51B 100.01%



	Componer	nt Objective/Measure	Weight	Rating	Target	Accomplishment December 2019	Status as of 31 March 2020
FI N	SO 3	Strengthen the Capital	Level of the B	ank to Suppor	t Its Growth and	I Expansion Requirement	s
A N CI A L	SM 5	Increase Net Income	10%	(Actual/ Target) x Weight	P20.01B	P18.513 B 111.27%	P5.388 B



			(10 mars	11 2020)		
Compone	nt Objective/Measure	Weight	Rating	Target	Accomplishment December 2019	Status as of 31 March 2020
SO 4	Provide timely, accessib	le & respons	ive products a	nd services on	multiple platforms & cus	tomer touchpoints
SM 6	Percentage of Loan Application Processed within the Applicable Turnaround Time (TAT)	5%	(Actual/ Target) x Weight	100% (based on the TAT submitted to ARTA)	99.95%	100%



				(18 Marc	n 2020)		
	Compone	nt Objective/Measure	Weight	Rating	Target	Accomplishment December 2019	Status as of 31 March 2020
S T	SO 4	Provide timely, accessib	le & responsi	ve products ar	nd services on mult	iple platforms & custome	er touchpoints
A K E H O L D E R S		Percentage of Service Availability of Internet Banking Services*	2.5%	(Actual / Target) x Weight	90% Average Service Availability of Internet Banking Services (iAccess, WeAccess, MBA)	Average 95.47%	99.95%
	SM 7b	Percentage of Service Availability of Automated Tellering Machines	2.5%	Actual / Target) x Weight	90% of ATMs with at least 90% service availability		71. 13% (1 ,562 ATMs with 90% & above availability / 2,196 Total ATMs as of Mar 2020)



	(10 Mai 611 2020)										
	Componer	nt Objective/Measure	Weight	Rating	Target	Accomplishment December 2019	Status as of 31 March 2020				
S	SO 4	Provide timely, accessib	le & respons	ive products ar	nd services on r	nultiple platforms & cus	tomer touchpoints				
AKEHOLDERS	SM 8	Percentage of Satisfied Customers	5%	(Actual/ Target) x Weight Below 80% = 0%	95%	95.35%	Coordinated with     Nielsen in revising     the implementation     plan ensuring     compliance with     the new 2020     survey guidelines     issued by GCG     Questionnaires sent     by GCG last 3     March 2020 was     transmitted to     Nielsen for     incorporation in the     plan.				



				(18 Marc	n 2020)		
	Compone	nt Objective/Measure	Weight	Rating	Target	Accomplishment December 2019	Status as of 31 March 2020
IN T	SO 5	Process Land Transfer	Claims in a T	mely Manner			
ERNALPROCESS	SM 9	Percentage of Claim Folders processed within the Applicable turn-around time	5%	(Actual/ Target) x Weight	100% Applicable processing time based on the TAT submitted to ARTA	98.87%	100%



	(10 March 2020)									
	Componer	nt Objective/Measure	Weight	Rating	Target	Accomplishment December 2019	Status as of 31 March 2020			
IN T	SO 6	Streamline Banking Ope	rations Throu	igh Digital Plat	forms to Suppo	rt Inclusive Banking				
ERNALPROCESS	SM 10	Number of Additional POS Cash-out Machines installed	5%	(Actual/ Target) x Weight	80 additional POS Cash- out Machines	N/A	92 additional (34 POS for March 2020)			



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	Componer	nt Objective/Measure	Weight	Rating	Target	Accomplishment December 2019	Status as of 31 March 2020
IN TE	SO 7	Synergize Marketing Effo	rts to Effectiv	ely and Efficien	tly Deliver Banki	ng Services	
R N A L P R O C E S S	SM 11	Number of Agent Banking Partners/Sites in the Unbanked and Underserved Areas	5%	(Actual/ Target) x Weight	16 new sites	15	<ul> <li>Approval for the full implementation of the Agent Banking (AB)     Program was issued by BSP on February 13, 2020.</li> <li>Full implementation of the Agent Banking Program effective March 2, 2020.</li> </ul>



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С	omponent (	Objective/Measure	Weight	Rating	Target	Accomplishment December 2019	Status as of 31 March 2020			
LEARING&GROWTH	SO 8	Establish a High Performance "One Bank" Culture								
	SM 12	Improvement on the Competency Level of the Organization	5%	All or Nothing	Improvement on the Competency of the Organization based on the 2019 year-end assessment	100% competency gaps closed	Rescheduled submission of enhanced Position Competency Profiles (PCPs) by Bank Units, as endorsed by their respective Group and Sector Heads, from March 30, 2020 to April 30, 2020 in view of the Enhanced Community Quarantine			



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Component Objective/Measure			Weight	Rating	Target	Accomplishment December 2019	Status as of 31 March 2020				
L E	SO 8	Establish a High Performance "One Bank" Culture									
ARNING&GROWTH	SM 13	Implement Quality Management System	5%	All or Nothing	Maintain Certification through Surveillance Audit	Certified for IMS (QMS & EMS)	Ongoing corrective actions on results of the Stage 2 audit results				

