



LANDBANK PERFORMANCE SCORECARD*

AS OF JUNE 2020

*GCG-Modified as of March 2020

GCG-Modified 2020 LANDBANK Performance Scorecard

Component Objective/Measure	Weight	Rating	Target	Status as of 30 June 2020	
SO1 Promote inclusive growth by being the catalyst of financial inclusion in the unbanked and underserved areas of the country					
SM1 Amount of Outstanding Loans under the following sectors/programs:					
S O C I O - E C O N O M I C	SM 1	a. 20 Poorest Provinces identified by the PSA*	15%	(Actual/ Target) x Weight	P 46.725 B P 37.465 B 80.18% accomplishment
	SM 1	b. Agriculture and Fisheries Sector (including the Small Farmers and Fishers)	15%	(Actual/ Target) x Weight	P265.00 B P 227.53 B 85.86% accomplishment
	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 <ul style="list-style-type: none"> Total downloaded funds for Jan-Jun 2020 – P3.707 B Total Releases Jan-June 2020 (from funds downloaded in 2020) – P2.119 B 57.16% accomplishment

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S O C I O - E C O N O M I C	SO1 Promote inclusive growth by being the catalyst of financial inclusion in the unbanked and underserved areas of the country					
	SM 3	Increase in Number of Farmers Assisted <i>(total number of farmers assisted in the unbanked and underserved areas)</i>	5%	(Actual/ Target) x Weight	Additional 1 million farmers from year-end 2019 figure <i>(total number of farmers assisted in the unbanked and underserved areas)</i>	<p style="text-align: center;">1,976,689 farmers and fishers assisted</p> <ul style="list-style-type: none"> • 1,290,240 – loans • 218,530 – RFFA • 467,919 – FSRF <p style="text-align: center;">97.23% accomplishment</p>
	SO2 Support National Development Programs including CFIs, LGUs, and MSMEs in Support of Countryside Development - MSMEs, Communications, Transportation, Housing, Education, Health Care, Environment-related projects, Tourism, Utilities, and Others					
SM 4	Amount of Outstanding Loans Supporting Other Government Programs	10%	(Actual/ Target) x Weight	P551.48B	<p style="text-align: center;">P544.401 B</p> <p style="text-align: center;">98.72% accomplishment</p>	

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Component Objective/Measure		Weight	Rating	2020 Target	Status as of 30 June 2020
F I N A N C I A L	SM 3 Strengthen the Capital Level of the Bank to Support Its Growth and Expansion Requirements				
	SM 5	Increase Net Income	10%	(Actual/ Target) x Weight	P20.01B
S T A K E H O L D E R S	SM 4 Provide timely, accessible & responsive products and services on multiple platforms & customer 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)

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S T A K E H O L D E R S	SM 4 Provide timely, accessible & responsive products and services on multiple platforms & customer touchpoints					
	SM 7 a	Percentage of Service Availability of Internet Banking Services	2.5%	(Actual / Target) x Weight	90% Average Service Availability of Internet Banking Services (iAccess, WeAccess, Mobile Banking App)	99.97% accomplishment
	SM 7 b	Percentage of Service Availability of Automated Telling Machines	2.5%	Actual / Target) x Weight	90% of ATMs with at least 90% service availability	65.00% accomplishment for June <i>(1,447 ATMs with 90% & above availability / 2,226 Total ATMs as of June 2020)</i> 66.91% accomplishment for 2 nd Quarter

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S T A K E H O L D E R S	SM 4 Provide timely, accessible & responsive products and services on multiple platforms & customer touchpoints				
	SM 8	Percentage of Satisfied Customers	5%	(Actual/ Target) x Weight Below 80% = 0%	95%
I N T E R N A L P R O C E S S	SO 5 Process Land Transfer Claims in a Timely Manner				
	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



LANDBANK

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I N T E R N A L P R O C E S S	SO 6 Streamline Banking Operations Through Digital Platforms to Support Inclusive Banking					
	SM 10	Number of Additional POS Cash-out Machines installed	5%	(Actual/ Target) x Weight	80 additional POS Cash- out Machines	156 additional 195%
	SO 7 Synergize Marketing Efforts to Effectively and Efficiently Deliver Banking Services					
	SM 11	Number of Agent Banking Partners/Sites in the Unbanked and Underserved Areas	5%	(Actual/ Target) x Weight	16 new sites	<ul style="list-style-type: none"> • On-boarded additional Agent Banking Partner in 16 new sites • (6 – unbanked cities and municipalities: Lubang Occidental Mindoro*; Buenavista Guimaras**; Laak Compostela Valley**; Badian, Iloilo**; Balabac Palawan**; Poblacion Batad Iloilo** • 4 – no LANDBANK presence: Takungan Pililia Rizal; Jamidan Capiz; Abra de Ilog Occidental Mindoro; Pob Tapaz Capiz) • 100% accomplishment

* From the list of Unbanked Cities and Municipalities as of May 2019

** From the list of Unbanked Cities and Municipalities as of September 2019

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Component Objective/Measure		Weight	Rating	2020 Target	Status as of 30 June 2020
L E A R N I N G & G R O W T H	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

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Component Objective/Measure		Weight	Rating	2020 Target	Status as of 30 June 2020
L E A R N I N G & G R O W T H	SO 8 Establish a High Performance “One Bank” Culture				
	SM 13	Implement Quality Management System	5%	All or Nothing	Maintain Certification through Surveillance Audit