

# LANDBANK PERFORMANCE SCORECARD\*

**AS OF JUNE 2020** 

\*GCG-Modified as of March 2020

# GCG-Modified 2020 LANDBANK Performance Scorecard

C	Component Objective/Measure			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 Loan	ns under the	e following sectors/programs	:							
SOCIO · ECONOM · 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> <li>Total downloaded funds for Jan-Jun 2020 – P3.707 B</li> <li>Total Releases Jan-June 2020 (from funds downloaded in 2020) – P2.119 B</li> <li>57.16% accomplishment</li> </ul>						



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С	ompoi	nent Objective/Measure	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								
S O C I O - E C O	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)	1,976,689 farmers and fishers assisted • 1,290,240 – Ioans • 218,530 – RFFA • 467,919 – FSRF  97.23% accomplishment				
N O M I	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									
С	SM 4	Amount of Outstanding Loans Supporting Other Government Programs	10%	(Actual/ Target) x Weight	P551.48B	P544.401 B 98.72% accomplishment				



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С	Component Objective/Measure		Weight	Rating	2020 Target	Status as of 30 June 2020					
F	SM 3	SM 3 Strengthen the Capital Level of the Bank to Support Its Growth and Expansion Requirements									
N A N C I A L	SM 5	Increase Net Income	10%	(Actual/ Target) x Weight	P20.01B	P 10.02 B 50.07% accomplishment					
S	SM 4 Provide timely, accessible & responsive products and services on multiple platforms & customer touchpoints										
A K E H O L D E R S	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)	99.86% accomplishment					

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C	Component Objective/Measure			Rating	Target	Status as of 30 June 2020
	SM 4	Provide timely, accessible	& responsi	ve products and serv	ices on multiple platfo	orms & customer touchpoints
S T A K	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
E H O L D E R S	SM 7 b	Percentage of Service Availability of Automated Tellering Machines	2.5%	Actual / Target) x Weight	90% of ATMs with at least 90% service availability	65.00% accomplishment for June (1,447 ATMs with 90% & above availability / 2,226 Total ATMs as of June 2020)  66.91% accomplishment for 2 <sup>nd</sup> Quarter



			<b>2020 LANI</b>	DBANK Perform	ance Scoreca	rd				
	Compo	nent Objective/Measure	Weight	Rating	2020 Target	Status as of 30 June 2020				
S	SM 4	SM 4 Provide timely, accessible & responsive products and services on multiple platforms & customer touchpoints								
AKEHOLDERS	SM 8	Percentage of Satisfied Customers	5%	(Actual/ Target) x Weight Below 80% = 0%	95%	<ul> <li>Revised Implementation Plan already submitted by Nielsen</li> <li>Currently coordinating with Nielsen the methodologies acceptable to comply with the current health protocols in view of the pandemic</li> <li>Questionnaire and guidelines of GCG were provided to Nielsen for alignment;</li> <li>Customer database to be surveyed in 2020 already gathered from bank units concerned;</li> </ul>				
Į.	SO 5 I	Process Land Transfer Claims in	a Timely Man	ner						
NTERNAL PRO	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	94%				
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			2020 LANI	DBANK Performa	ance Scorecard						
(	Compo	nent Objective/Measure	Weight	Rating	2020 Target	Status as of 30 June 2020					
	SO 6	SO 6 Streamline Banking Operations Through Digital Platforms to Support Inclusive Banking									
I N T E R	SM 10	Number of Additional POS Cash-out Machines installed	5%	(Actual/ Target) x Weight	80 additional POS Cash- out Machines	156 additional					
N A	SO 7 Synergize Marketing Efforts to Effectively and Efficiently Deliver Banking Services										
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	<ul> <li>On-boarded additional Agent Banking Partner in 16 new sites</li> <li>(6 – unbanked cities and municipalities: Lubang Occidental Mindoro*; Buenavista Guimaras**; Laak Compostela Valley**; Badian, Iloilo**; Balabac Palawan**; Poblacion Batad Iloilo**</li> <li>4 – no LANDBANK presence: Takungan Pililia Rizal; Jamidan Capiz; Abra de Ilog Occidental Mindoro; Pob Tapaz Capiz)</li> <li>100% accomplishment</li> </ul>					

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<sup>\*</sup> From the list of Unbanked Cities and Municipalities as of May 2019
\*\* From the list of Unbanked Cities and Municipalities as of September 2019

### **GCG-Modified** 2020 LANDBANK Performance Scorecard **Component Objective/Measure** Weight Rating 2020 Target Status as of 30 June 2020 SO 8 Establish a High Performance "One Bank" Culture Ε Improvement on the 5% All or Nothing Improvement on the LANDBANK Board of Directors Competency Level of the Competency of the approved on June 10, 2020 the Organization based on Organization enhanced Position Competency Ν the 2019 year-end Profiles of all Bank units for positions SM assessment Ν 12 up to Group Head, which shall be incorporated in LANDBANK's Competency Framework/Model & Ongoing procurement for the online G Competency Assessment Platform 0 W

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# GCG-Modified 2020 LANDBANK Performance Scorecard

	2020 LANDBANK I CHOIMAINCE OCCICCAIG								
Component Objective/Measure			Weight	Rating	2020 Target	Status as of 30 June 2020			
	so	8 Establish a High Perform	ance "One	Bank" Culture					
LEARNING & GROWTH	SM 13	Implement Quality Management System	5%	All or Nothing	Maintain Certification through Surveillance Audit	<ul> <li>Met with Certification International Philippines (CIP) and discussed manner of surveillance audit (via ICT tool), possible change in schedule and other issues and concerns</li> <li>Consulted with various units regarding readiness of LANDBANK to hold an ICT remote audit, issues and possible options</li> <li>Secured legal opinion on the proposed ICT-based offsite audit of CIP which was contained in CIP's Notice to Clients Due for Audit.</li> <li>Met with IAG regarding possible approach in the conduct of IMS internal assessment.</li> <li>100% submission of field units on the status of actions undertaken on corrections noted during Stage 2 audit</li> <li>Prepared 2nd draft of IMS Guideline</li> <li>Completed review of EMS-related documentation</li> <li>Completed IMS database for easy access of IMS-related Information</li> <li>Sent communications to Units concerned requesting updates/confirmation on the proposed functions under the draft QIC Charter</li> </ul>			