

**LBP INSURANCE BROKERAGE, INC.**  
**2015 Performance Scorecard**

Component		Agreed			LIBI Submission		GCG Validation		Supporting Documents	Remarks
Objective/Measure	Rating Scale	Target	Weight	Actual	Rating	Actual	Rating			
Financial	SO 1	Ensure Sustainable Financial Growth								
	SM 1	EBITDA Margin	Actual/ Target x Weight	79%	35%	68%	30.12%	67.77%	30.02%	2015 COA Audited Financial Statement  Income before Tax – ₱ 91,166,571.00 Add: Depreciation – ₱ 2,450,646.00  EBITDA: ₱ 93,617,217 Total Revenue: ₱ 138,132,355  EBITDA Margin: 67.77%
		<i>Sub-total</i>			35%		30.12%		30.02%	
Customer/Stakeholders	SO 2	Improve Service Delivery								
	SM 2	Customer Satisfaction Survey	All or Nothing	Good	10%	93.18%	10%	93.18%	10%	Survey Result  Based on the in-house survey conducted, 93.18% of the respondents gave a good to excellent or 3 to 5 ratings. The survey is to evaluate the service level of LIBI and its office environment.  As agreed, the over-all satisfaction rating should

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										be 80% or above. There were 44 respondents, only 3 of which gave a rating of 2.
<b>SO 3</b>	<b>Offer Competitive FX Rates</b>									
SM 3	Accredited Counterparty for FX rate canvassing	Actual/Target x Weight	5	5%	5	5%	5	5%	-List of Accredited Counterparties for 2015 -Certification from LBP-Financial Institution Department (FID)	1. RCBC Forex Corporation 2. UCPB 3. BPI Forex Corporation 4. PETNET, Inc 5. World Reliance Trading Corporation
<b>SO 4</b>	<b>Provide Wider Market Reach for Bancassurance Products for Agricultural Development</b>									
SM 4	No. of Products with Improved Market Access	50% = products developed 50% = products developed	3	10%	3	10%	3	10%	-Board Reso 2015-012-039 for the approval of implementation of new products developed and offered to enhance market access and products	- Policy for the Risk Based Insurance Structuring - Policy for Automatic Coverage for Whirlwind (ipo-ipo) and Windstorm - Policy for Port Operator's Liability and High-Valued Per Equipment

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									that promote inclusive growth -Statement of Account		
	<b>SO 5</b>	<b>Provide Wider Market Reach for Bancassurance Products for Financial Viability</b>									
	SM 5	No. of New Products Offered	50% = products developed 50% = products developed	1	10%	1	10%	1	10%	-List of existing products and identified the new product -Statement of Account	Other Perils (Hailstorm)
		<i>Sub-total</i>			<b>35%</b>		<b>35%</b>		<b>35%</b>		
Internal Process	<b>SO 6</b>	<b>Improve Efficiency and Quality of Insurance Process</b>									
	SM 6	Average Number of Days to Process Insurance Coverage	(1- ((Actual-Target)/Target)) x Weight	5 working days	5%	7 working days	3%	7 working days	3%	Turn Around Time Report	The total insurance request processed is 277. Out of 277 requests, 14 are processed in 3 days, 40 are processed in 5 days and 43 are processed in 7 days
	<b>SO 7</b>	<b>Enhance Existing Processes Comparable with the Industry</b>									
	SM 7	Manualization of Core Operations in Preparation for ISO/GQMSS	Actual/Target x Weight	4 Manuals: 1. Marketing	10%	4 Manuals: 1. Marketing	10%	4 Manuals: 1. Marketing	10%	LIBI Website	Marketing Manual-Processing of

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	Certification for Quality Service		2. Accounting 3. Admin 4. Forex		2. Accounting 3. Admin 4. Forex		2. Accounting 3. Admin 4. Forex		<p>Bidding/Request for Insurance Quotation - Processing of Request for Insurance Coverage/Renewal/Endorsement - Monitoring/Renewal of Existing Policies - Processing of Claims</p> <p>FOREX - Purchase of Foreign Currency - Sale of Foreign Currency - Replenishment of Revolving Fund - Brokering of Foreign Currency</p> <p>Accounting - Cashiering - Billing and Collection - Remittance - Disbursement - Monitoring, Reconciliation and Reporting</p> <p>Administrative - Files/Records Management and Other Administrative Functions</p>	

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		<i>Sub-total</i>		15%		13%		13%		
Learning and Growth	SO 8	Develop Strategic Skills & Competence of Officers and Staff								
	SM 8	Percentage of Personnel who have Undergone Technical Trainings/Seminars (Insurance/FOREX)	Actual/Target x Weight	100% of Personnel who have Undergone Technical Trainings/Seminars (Insurance & Forex)	10%	100% of Personnel who have Undergone Technical Trainings/Seminars (Insurance & Forex)	10%	100% of Personnel who have Undergone Technical Trainings/Seminars (Insurance & Forex)	10%	List of employees who undergone training/seminars

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										9. Position Classification for GOCCs - 2 Attendees
<b>SO 9</b>	<b>Enhance IT Infrastructure</b>									
SM 9	Improvement of Existing Computer System	All or Nothing	Upgrade of Server System to Improve Capacity and Response Time	5%	Purchase of New Server and Migration of System	5%	Upgrade of Server System to Improve Capacity and Response Time	5%	-Summary of Resolutions/Agreements/Completed Tasks and/or Deliverables -Requisition and Issue Voucher -Purchase Order of the Server	System provider is Asian Business Solutions, Incorporated. Project name and the existing system is Integrated Insurance Brokerage System (IIBS) V33. LIBI purchased 1 unit of LENOVO SYSTEM x 3650 MS Rack Server amounting P424,500 from Accel Prime Technologies, Inc. The system is internal and used more on marketing and accounting.
	<i>Sub-total</i>			<b>15%</b>		<b>15%</b>		<b>15%</b>		
	<b>TOTAL</b>			<b>100.00%</b>		<b>93.12%</b>		<b>93.02%</b>		