

12 March 2025

DD

**HON. TOMAS T. DE LEON, JR.**  
 Chairperson

**HON. EUSEBIO A. CORTEZ**  
 Acting President and Chief Executive Officer (PCEO)  
**LBP INSURANCE BROKERAGE, INC.**  
 12/F SSHG Law Center, 105 Paseo de Roxas,  
 Legaspi Village, Makati City

RECEIVING COPY

Jessa Galinog  
 LIBI 03/19/25

**RE: TRANSMITTAL OF 2025 PERFORMANCE SCORECARD**

Dear Chairperson De Leon, Jr. and Acting PCEO Cortez,

This is to formally transmit the 2025 Charter Statement and Strategy Map (**Annex A**) and the 2025 Performance Scorecard (**Annex B**) of the **LBP INSURANCE BROKERAGE, INC. (LIBI)**, to be posted on the LIBI's website in accordance with Section 43 of GCG Memorandum Circular (M.C.) No. 2012-07.<sup>1</sup>

The LIBI's proposed Charter Statement, Strategy Map, and Performance Scorecard submitted through its letter dated 27 November 2024<sup>2</sup> were **MODIFIED** based on: (i) discussions made during the Technical Panel Meeting (TPM) held on 11 December 2024; (ii) evaluation of revised documents submitted through email, the last of which was submitted on 21 February 2025;<sup>3</sup> and (iii) agreements during the Performance Target Conference held on 12 March 2025.

Item 9 of GCG M.C. No. 2024-01<sup>4</sup> mandates GOCCs to accomplish the requisite Quarterly Monitoring Reports (*i.e.*, PES Form 4) for the calendar year, detailing their progress in accomplishing their performance targets. The Quarterly Monitoring Reports should also disclose substantial changes in circumstances, if any, that were unforeseen during the TPM that may affect the timely achievement of the GOCC's targets.

**FOR THE LIBI'S INFORMATION AND COMPLIANCE.**

Very truly yours,

**ATTY. MARIUS P. CORPUS**  
 Chairperson



**ATTY. BRIAN KEITH F. HOSAKA**  
 Commissioner

**ATTY. GERALDINE MARIE B. BERBERABE-MARTINEZ**  
 Commissioner

<sup>1</sup> CODE OF CORPORATE GOVERNANCE FOR GOCCs, dated 28 November 2012.

<sup>2</sup> Officially received by the Governance Commission on 29 November 2024.

<sup>3</sup> Officially received by the Governance Commission on 24 February 2025.

<sup>4</sup> ENHANCED PERFORMANCE EVALUATION SYSTEM (PES) FOR THE GOCC SECTOR, dated 28 June 2024.

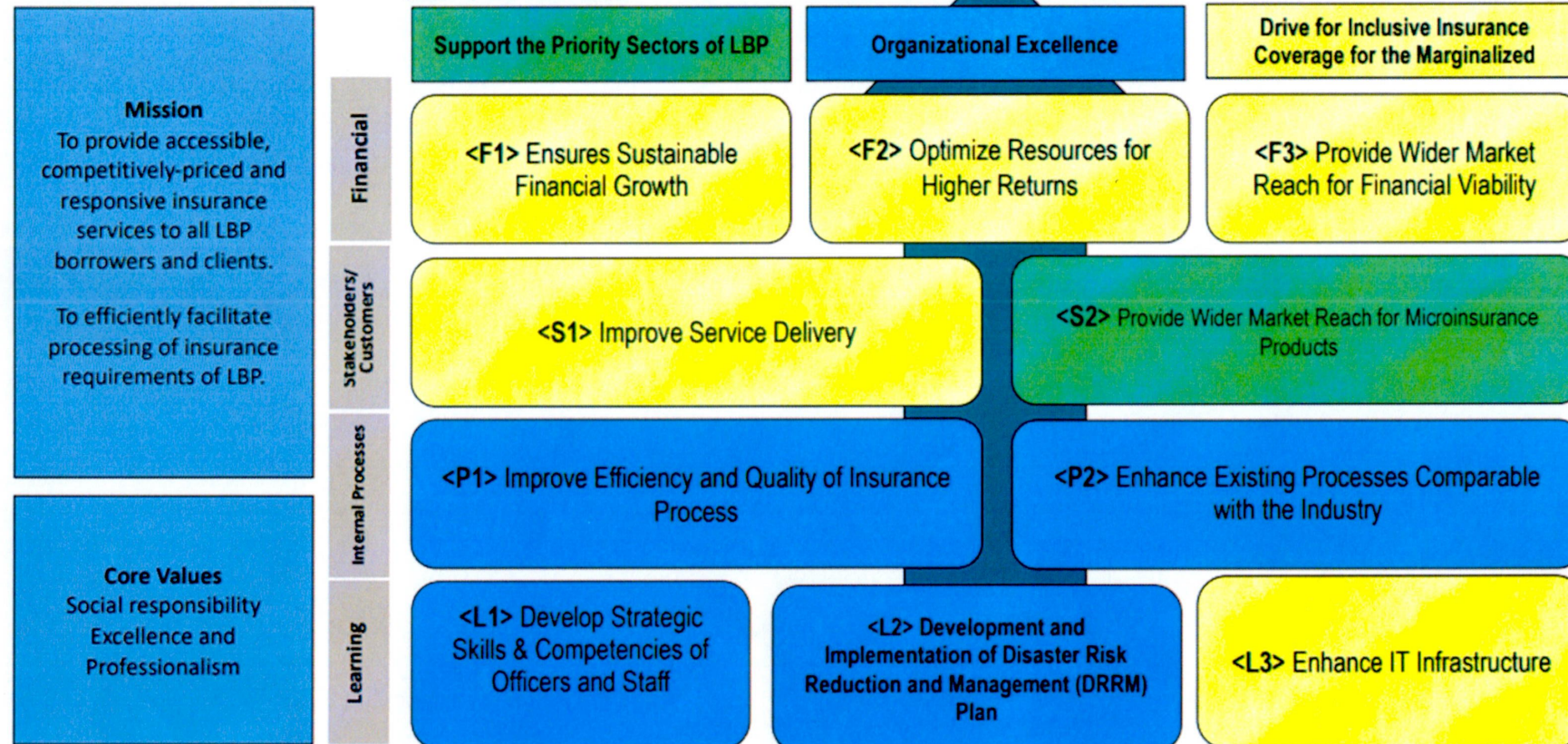


Management System  
 ISO 9001:2015  
 www.tuv.com  
 ID: 9105080109

**LBP (Land Bank of the Phil.) Insurance Brokerage, Inc. (LBP-IBI)**

**LIBI 2025 LIBI STRATEGY MAP**

By 2029, LIBI shall be one of the leading and most trusted insurance brokerage firm, with customer satisfaction as its top priority by leveraging technology to serve its clients, and increasing its competitiveness in the industry while contributing to global sustainability, United Nations Sustainable Development Goals (UNSDG), disaster resilience, and fostering equity and inclusivity.



*[Handwritten signatures]*

LBP INSURANCE BROKERAGE, INC. (LIBI)  
2025 Performance Scorecard

	COMPONENT				BASELINE DATA			TARGET			
	OBJECTIVE/MEASURE	FORMULA	WEIGHT	RATING SYSTEM	2021	2022	2023	2024		2025	
								TARGET	REPORTED ACCOMPLISHMENT <sup>1</sup>		
FINANCIAL	<b>SO 1</b>	<b>Ensure Sustainable Financial Growth</b>									
	SM 1	Net Income After Tax (NIAT)	Net Income Less Income Tax	15%	(Actual / Target) x Weight	₱188.15 Million	₱251.25 Million	₱186.03 Million <sup>2</sup>	₱192.25 Million <sup>3</sup>	₱201.40 Million <sup>4</sup>	₱145.00 Million
	<b>SO 2</b>	<b>Optimize Resources for Higher Returns</b>									
	SM 2	Improve Budget Utilization Rate	Total Disbursements / Board-approved Corporate Operating Budget (both net of PS)	5%	(Actual / Target) x Weight  0%=if less than 70%	N/A	72.10%	55.38%	90%	64.51%	90%
	<b>SO 3</b>	<b>Provide wider market reach for financial viability</b>									
	SM 3	Total Premium Volume									
a)	Life Insurance	Absolute Amount	15%	(Actual / Target) x Weight	₱1,255.14 Million	₱1,622.45 Million	₱1,159.60 Million	₱895.46 Million	₱519.07 Million <sup>5</sup>	₱179.25 Million	

<sup>1</sup> Based on the 2024 3<sup>rd</sup> Quarter Monitoring Report.

<sup>2</sup> PFRS 15 applied.

<sup>3</sup> PFRS 15 applied. The recalibrated/comparative figures of NIAT using the PFRS 15 from 2022 to 2024 are as follows: 2022- 102.37M; 2023- 186.03M; 2024-201.40M.

<sup>4</sup> Based on the 2024 Reported accomplishment.

<sup>5</sup> Based on the 2024 Reported accomplishment.

COMPONENT					BASELINE DATA			TARGET		
OBJECTIVE/MEASURE	FORMULA	WEIGHT	RATING SYSTEM	2021	2022	2023	2024		2025	
							TARGET	REPORTED ACCOMPLISHMENT <sup>1</sup>		
b)	Non-Life Insurance	15%	(Actual / Target) x Weight			₱1,159.60 Million	₱785.33 Million	₱628.21 Million <sup>6</sup>	₱583.85 Million	
<b>Sub-Total</b>		<b>50%</b>								
<b>SO 4 Improve Service Delivery</b>										
SM 4	Percentage of Satisfied Customers	Number of respondents who gave at least Satisfactorily rating / Total number of respondents	5%	(Actual / Target) x Weight  0%=if less than 80%	-	82.89%	Unverifiable <sup>7</sup>	90%	Posting of Bidding/Request for Quotation to PhilGeps	90%
<b>SO 5 Provide Wider Market Reach for Microinsurance Products</b>										
SM 5	Beneficiaries covered by Microinsurance	Absolute Number	15%	(Actual / Target) x Weight	292	542 beneficiaries covered by Micro-insurance	Unverifiable <sup>8</sup>	1,500 beneficiaries covered by Micro-insurance	2,499 beneficiaries covered by Microinsurance	4,500 beneficiaries covered by Microinsurance <sup>9</sup>
<b>Sub-Total</b>		<b>20%</b>								

STAKEHOLDERS/ CUSTOMERS

<sup>6</sup> Based on the 2024 Reported accomplishment.

<sup>7</sup> With Request for Reconsideration.

<sup>8</sup> With Request for Reconsideration.

<sup>9</sup> New beneficiaries pertain to the total number of assured clients (one count per insured individual, regardless of the number of policies obtained).

COMPONENT					BASELINE DATA			TARGET		
OBJECTIVE/MEASURE	FORMULA	WEIGHT	RATING SYSTEM	2021	2022	2023	2024		2025	
							TARGET	REPORTED ACCOMPLISHMENT <sup>1</sup>		
<b>INTERNAL PROCESSES</b>										
<b>SO 6</b>	<b>Improve Efficiency and Quality of Insurance Process</b>									
SM 6	Percentage of Notification of Coverage/Insurance Policy Issued within the Applicable Processing Time	Number of Applications Processed within the Applicable Processing Time <sup>10</sup> / Total Applications for Issuance of Notification Coverage Received	10%	(Actual / Target) x Weight	89.50%	79.96%	19.66% <sup>11</sup>	100%	63%	100% Applicable Processing Time based on LIBI's compliance with ARTA
<b>SO 7</b>	<b>Enhance Existing Processes Comparable with the Industry</b>									
SM 7	Improve Processes to Quality Management System	Actual Accomplishment	5%	All or Nothing	Recertification of ISO 9001:2015 Certification	Recertification of ISO 9001:2015 Certification	Passed the surveillance Audit for ISO 9001 :2015	Maintain ISO 9001:2015 Certification	Preparation for annual internal audit.	Pass the Surveillance Audit ISO 9001:2015 Certification
	<b>Sub-Total</b>		<b>15%</b>							

<sup>10</sup> Applicable processing time will be based on LIBI's Citizen's Charter in compliance with Republic Act No. 11032. [Start Time: Upon acknowledgement and receipt of complete documents; End Time: Issuance of notice of coverage].

<sup>11</sup> With Request for Reconsideration.

COMPONENT					BASELINE DATA			TARGET		
OBJECTIVE/MEASURE	FORMULA	WEIGHT	RATING SYSTEM	2021	2022	2023	2024		2025	
							TARGET	REPORTED ACCOMPLISHMENT <sup>1</sup>		
<b>SO 8 Develop Strategic Skills &amp; Competence of Officers and Staff</b>										
LEARNING & GROWTH SM 8	Competency of the Organization	Actual Accomplishment	5%	All or nothing	Improved the Competency Level of the Organization	Unverifiable	Improved the Competency Level of the Organization	Board-approved Competency Framework	Successfully completed the drafting of Terms of Reference (TOR) for the redevelopment of the Competency Framework setting the stage for a bidding process to identify a sustainable service provided.	Improvement on the Organizational Competency Level based on 2024 Baseline assessment <sup>12</sup>
								Establishment of the Baseline using the New Competency Framework	Assessment will commence upon approval of the Redevelopment Competency Framework	

<sup>12</sup> The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

$$\frac{\sum_{b=1}^B \left[ \frac{\sum_{a=1}^A (\text{Actual Competency Level})}{A} \right]}{B}$$

where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled.

COMPONENT					BASELINE DATA			TARGET		
OBJECTIVE/MEASURE	FORMULA	WEIGHT	RATING SYSTEM	2021	2022	2023	2024		2025	
							TARGET	REPORTED ACCOMPLISHMENT <sup>1</sup>		
<b>SO 9 Development and Implementation of Disaster Risk Reduction and Management (DRMM) Plan</b>										
SM 9	2025: Board – Approved DRRM Plan	Actual Accomplishment	5%	All or Nothing	-	-	-	-	-	Board–Approved Public Service Continuity Plan
<b>SO 10 Enhance IT Infrastructure</b>										
SM 10	Implementation of IT Projects	Number of 2024 deliverables completed / Total number of 2024 deliverables per ISSP submitted to DICT	5%	(Actual / Target) x Weight	100% Implementation of the following projects: a. Website Enhancement for Public Disclosures; b. Virtualization and cloud computing software (VMWare); c. Conference Call Meeting Application; and Additional Workstation/PCs/ Laptops	Implemented the following systems: a. Enhancement of Time-keeping and Payroll; and b. Enhancement of Email System	Implemented the following IT Projects based on ISSP: a. IIBS Virtualization b. DMS Virtualization c. Automation of TAT Monitoring (as part of the enhancement of IIBS)	100% Implementation of the IT projects based on the DICT-approved ISSP.	1. Discussions with the third-party service provider regarding the enhancement of the existing Insurance Management System are currently underway. 2. For Supplies and Inventory Management System product presentations from various providers have been completed, and the selection process for the winning bidder is in progress.	100% Accomplishment of 2025 deliverables based on the DICT-approved 2024-2026 ISSP.
	<b>Subtotal</b>		<b>15%</b>							
	<b>Total</b>		<b>100%</b>							

COMPONENT				BASELINE DATA			TARGET		
OBJECTIVE/MEASURE	FORMULA	WEIGHT	RATING SYSTEM	2021	2022	2023	2024		2025
							TARGET	REPORTED ACCOMPLISHMENT <sup>1</sup>	
<b>BONUS STRATEGIC MEASURE</b>									
GAD Budget Utilization		1%	All or Nothing	-	-	5% of Total COB			5% of Total COB
ISO Certification on any of the following standards: a. Environmental Management System b. Business Continuity Management System (BCMS)		1%	All or Nothing	-	-				a. ISO 14001:2015 Certification b. ISO 22301:2019 Certification

For GCG:

  
**ATTY. BRIAN KEITH F. HOSAKA**  
*Commissioner*

For LIBI:

  
**HON. EUSEBIO A. CORTEZ**  
*Acting President and Chief Executive Officer*