# LBP (Land Bank of the Phil.) Insurance Brokerage, Inc. (LIBI)

| Component | | | | | | 2nd Quarter | | |
|---|---|---|---|---|---|---|---|---|
| | Strategic Objective (SO)/ Strategic Measure (SM) | | Formula | Weight | Rating System | Annual | Target | Actual |
| Financial | **SO 1** | **Ensure Sustainable Financial Growth** | | | | | | |
| | SM 1 | Increase Net Income After Tax (NIAT) | Net Income Less Income Tax | 15% | (Actual / Target) x Weight | ₱120 Million | ₱60 Million | ₱78.29 Million |
| | **SO 2** | **Optimize Resources for Higher Returns** | | | | | | |
| | SM 2 | Improve Budget Utilization Rate | Total Disbursements / Board-approved Corporate Operating Budget (both net of PS) | 5% | (Actual / Target) x Weight | 90% | 50% | 35.47% |
| | **SO 3** | **Provide Wider Market Reach for Financial Viability** | | | | | | |
| | SM 3 | Premium Volume | | | | | | |
| | a) | Life Insurance | Absolute Amount | 12.5% | (Actual / Target) x Weight | ₱128.78 Million | ₱64.39 Million | ₱72.85 Million |
| | b) | Non-Life Insurance | | 12.5% | (Actual / Target) x Weight | ₱650 Million | ₱325 Million | ₱305.6 Million |
| | ***Sub-total*** | | | **45%** | | | | |

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| | **Strategic Objective (SO)/ Strategic Measure (SM)** | | **Formula** | **Weight** | **Rating System** | **Annual** | **Target** | **Actual** |
| | **SO 4** | **Improve Service Delivery** | | | | | | |
| | SM 4 | Customer Satisfaction Survey | Number of respondents who gave at least Satisfactorily rating / Total number of respondents | 5% | (Actual / Target) x Weight<br>0%=if less than 80% | 90% | Sending of Survey Forms to clients with completed transactions | Ongoing integration of online survey for external clients in email system |
| | **SO 5** | **Provide Wider Market Reach for Microinsurance Products** | | | | | | |
| | SM 5 | Clients Covered by Microinsurance | Absolute Number | 15% | (Actual / Target) x Weight | 4,500<br>Clients covered by Microinsurance | 2,250<br>Clients covered by Microinsurance | 23,011 Clients covered by Microinsurance |
| | ***Sub-total*** | | | **20%** | | | | |

| Component | | | | | | 2nd Quarter | | |
|---|---|---|---|---|---|---|---|---|
| | **Strategic Objective (SO)/ Strategic Measure (SM)** | | **Formula** | **Weight** | **Rating System** | **Annual** | **Target** | **Actual** |
| **Internal Process** | **SO 6** | **Improve Efficiency and Quality of Insurance Process** | | | | | | |
| | SM 6 | Percentage of Notification of Coverage/Insurance Policy Issued within the Applicable Processing Time | | | | | | |
| | a) | Notice of Insurance Quotation/Proposal | Number of Applications Processed within the Applicable Processing Time / Total Applications for | 5% | (Actual / Target) x Weight | 100% of Insurance Quotations/ Proposals issued within the Applicable Processing | 100% of Insurance Quotations/ Proposals issued within the Applicable | 100% of Insurance Quotations/ Proposals issued |

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| | | | Issuance of Notification Coverage Received<br><br>Start Time: Upon receipt and acknowledgment of complete documents<br>End Time: Issuance of notice of coverage | | | Time based on LIBI's compliance with ARTA | Processing Time based on LIBI's compliance with ARTA | within the Applicable Processing Time based on LIBI's compliance with ARTA |
| | b) | Issuance of Notification of Coverage/Insurance Policy | Number of Applications for Issuance of Notification of Coverage Processed within the Applicable Processing Time/ Total Applications for Issuance of Notification Coverage Received | 5% | (Actual / Target) x Weight | 100% of Notices of Coverage issued within the Applicable Processing Time based on LIBI's compliance with ARTA | 100% of Insurance Quotations/ Proposals issued within the Applicable Processing Time based on LIBI's compliance with ARTA | 100% of Insurance Quotations/ Proposals issued within the Applicable Processing Time based on LIBI's compliance with ARTA |
| | c) | Settlement of Insurance of Claims | Number of Claims Settled within the Applicable Processing Time / Total Applications for Claims Received | 5% | (Actual / Target) x Weight | 100% Claims Settled within the Applicable Processing Time based on LIBI's compliance with ARTA | 100% Claims Settled within the Applicable Processing Time based on LIBI's compliance with ARTA | 306 Settled Claims |
| | **SO 7** | **Enhance Existing Processes Comparable with the Industry** | | | | | | |
| | SM 7 | Compliance with Quality Standards (ISO QMS) | Actual Accomplishment | 5% | All or Nothing | Pass the Surveillance Audit and Maintain ISO 9001:2015 Certification | Conduct internal audits for first half of the year | Completed the preparatory phase for the first-half internal audits, with the comprehensive |

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| | | | | | | | | audit plan and all necessary audit materials fully developed and ready for execution |
| | ***Sub-total*** | | | **20%** | | | | |

| **Component** | | | | | | **2nd Quarter** | | |
|---|---|---|---|---|---|---|---|---|
| | **Strategic Objective (SO)/ Strategic Measure (SM)** | | **Formula** | **Weight** | **Rating System** | **Annual** | **Target** | **Actual** |
| **Learning & Growth** | **SO 8** | **Develop Strategic Skills & Competence of Officers and Staff** | | | | | | |
| | | Competency of the Organization | | | | | | |
| | SM 8 | Percentage of Employees with Required Competencies Met | Number of Personnel Who Met All the Required Competencies over Total Number of Personnel | 5% | All or Nothing | Improvement on the Organizational Competency Level based on 2025 assessment | No. of Training of Employees and Officers | 21 Technical Trainings has been conducted as of Quarter attended by 157 employees |
| | **SO 9** | **Development and Implementation of Disaster Risk Reduction and Management (DRMM) Plan** | | | | | | |
| | SM 9 | Implementation of Public Service Continuity Plan | Actual Accomplishment | 5% | (Actual/ Target) x Weight | 100% implementation of 2026 deliverables based on the approved PSCP | Conduct PSCP orientation and awareness sessions for all employees. | Conducted Business Impact Analysis and Risk Assessment Report |
| | **SO 10** | **Enhance IT Infrastructure** | | | | | | |
| | SM 10 | Implementation of IT Projects | Number of 2026 deliverables/Total number of 2026 deliverables per ISSP submitted to DICT/MITHI | 5% | Actual / Target) x Accomplish ment | 100% Accomplishment of 2026 deliverables based on the 2024-2026 ISSP submitted to or approved by the DICT/MITHI | Enterprise Insurance Management System for posting 2nd quarter CY2026 | Successfully posted and published on the PhilGEPS website on June 05, 2026. |
| | ***Sub-total*** | | | **15%** | | | | |
| | ***TOTAL*** | | | **100%** | | | | |

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| | GAD Budget Utilization | All or Nothing | 1% | - | Utilized 100% of the allocated GAD Budget ₱ 8,752,901.92 Million<br><br>5% of Total COB | Utilized 50% of the allocated GAD Budget ₱4,376,450.96 Million | ₱1,984,126.28 |
| | ISO Certification on any of the following standards:<br>a. Environmental Management System<br>b. Business Continuity Management System (BCMS) | All or Nothing | - | - | | | N/A |