

3RD QUARTER 2019 PERFORMANCE SCORECARD



LANDBANK
WE HELP YOU GROW.

Component Objective/Measure		Weight	2019 Targets	January to September 2019 Targets	Performance/ Accomplishments January to September 2019	
SOCIO-ECONOMIC	SO 1	Promote inclusive growth by being the catalyst of financial inclusion in the unbanked and underserved areas of the country				
		Amount of Outstanding Loans under the following sectors/ programs:				
		a. 20 poorest provinces identified by the PSA	10%	P 44.50 B		P51.596 Billion (116% accomplishment against target)
	SM 1	b. HARVEST Program	10%	P 0.75 B		The outstanding loans as of 30 September 2019 for HARVEST is P199.77 Million (27% accomplishment against target) The total amount of releases is P287.51 Million (as of 30 September 2019). Thirty-seven (37) accounts were endorsed to JICA with total released amount of P506.79 Million.
		c. Agriculture and Fisheries Sector (including the Small Farmers and Fishers)	15%	P 231.25 B		P227.55 Billion (98.4% accomplishment vs. P231.25 Billion)
	SO 2	Support National Development Programs including CFIs, LGUs, and MSMEs in support of countryside development				
	micro, small and medium enterprises, communications, transportation, housing (socialized, low cost and medium cost), education, health care, environment-related projects, tourism, utilities and livelihood/salary loans					
SM 2	Amount of loans supporting other government programs (including CFIs, LGUs, and MSMEs in support of countryside development)	10%	P 508.87 B		P517.52 Billion (102% accomplishment against target)	

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FINANCE	SO 3	Increase Retail and Private Deposit Base			
	SM 3	Growth in stable deposits (personal individual, and single proprietorship)	5%	14%	(3.14%) or P230.669 Billion <i>P 238.139 Billion as of December 2018</i>
	SO 4	Strengthen the Capital Level of the Bank to Support Its Growth and Expansion Requirements			
	SM 4	Increase Net Income	10%	P 16.638 B	P13.968 Billion (83.95% accomplishment vs. P16.638 Billion target)

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STAKEHOLDERS	SO 5	Provide timely, accessible & responsive products and services on multiple platforms & customer touchpoints										
	SM 5	Percentage of Loan Applications Processed within the Applicable Turnaround Time (TAT)	5%	100%	99.92% of loan applications processed within the applicable turnaround time.							
	SM 6	Percentage of Service Availability of Automated Telling Machines and Internet Banking Services	5%	90%	Average ATM Availability: 92.44% Internet Banking: <table border="1" style="margin-left: 20px;"> <thead> <tr> <th>System</th> <th>Average Availability</th> </tr> </thead> <tbody> <tr> <td>Retail Internet Banking System (iAccess)</td> <td>99.59%</td> </tr> <tr> <td>Institutional Internet Banking Facility (WeAccess)</td> <td>99.57%</td> </tr> <tr> <td>LANDBANK Mobile Banking Application (MBA)</td> <td>99.33%</td> </tr> </tbody> </table> Average of Service availability: 97.73%	System	Average Availability	Retail Internet Banking System (iAccess)	99.59%	Institutional Internet Banking Facility (WeAccess)	99.57%	LANDBANK Mobile Banking Application (MBA)
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STAKEHOLDERS	SO 5	Provide timely, accessible & responsive products and services on multiple platforms & customer touchpoints			
	SM 7	Percentage of Satisfied Customers	5%	95%	<ul style="list-style-type: none"> Nielsen and LANDBANK finalized the questionnaires for the intercept, on-line, and telephone surveys The “kick-off” meeting for the 2019 Customer Satisfaction Survey was conducted on September 25, 2019 at Wynsum, Oritgas, Pasig City
	SM 8	Number of new products and channels developed	5%	Introduce and Implement the following programs: <ol style="list-style-type: none"> Rice Competitiveness Enhancement Lending Program Greenhouse Financing Program 	<ol style="list-style-type: none"> The program was approved by the LANDBANK Board last July 16, 2019. The related Executive Order No. 57, series of 2019 has been issued. The program was approved by the LANDBANK Board last September 11, 2019.

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INTERNAL PROCESS	SO 6	Process Land Transfer Claims In A Timely Manner				
	SM 9	Percentage of Claim Folders processed within the Applicable Turnaround Time*	5%	100%	100%	98.16%
	SO 7	Streamline Banking Operations through Digital Platforms to Support Inclusive Banking				
SM 10	Number of Agent Banks in Unbanked Areas	5%	1. Approval of Model 2. Award to Partner 3. Roadmap		<ul style="list-style-type: none"> BSP issued a “No Objection” letter dated August 14, 2019 for the expansion of the scope of the Agent Banking Pilot Production testing The Agent Banking Team deployed 19 Android Mobile Point-of-Sale (MPOS) terminals at 15 Agent Banking Partner sites located in 12 unbanked and 3 underserved municipalities. 	

**Processing of LTCs is a highly technical transaction and initial period prescribed by RA No. 11032 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 is twenty (20) working days*

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LEARNING AND GROWTH	SO 8	Establish A High Performance “One Bank Culture”			
	SM 11	Percentage of Employees Meeting Required Competency	5%	100% of the employees with competency gaps (based on 2016 competency assessment)	<p>The competency gaps of 225 of the 303 remaining employees or 74% whose assessment results are below 80% were already addressed and therefore, the required proficiency level is already met.</p> <p>This reduces the no. of employees with competency gaps to 78 or 26% of the remaining 303 employees with competency gaps.</p>
	SM 12	Implement Quality Management System	5%	Integrated Management System Certification (Integration of Quality Management System and Environmental Management System)	<ul style="list-style-type: none"> Completed seven (7) sessions of readiness workshop in 29 sites identified for the Stage 2 certification audit Conducted the Bank’s IMS briefing to 3rd party certifying body on 09 July 2019 Finalized the risk mitigation plan in August 2019 Finalized the Bank’s communication plan in July 2019 Completed the Stage 2 certification of 29 field unit sites and partial audit of Head Office processes Presented to MANCOM the results of Stage 2 certification audit of field unit sites and the proposed action plans to address the preliminary findings and non conformities on 16 September 2019 Completed the EMS Assessment at Head Office on 20 September 2019 covering LANDBANK facilities and workplace Finalized the corrective action procedure in September 2019 Last 15 October 2019, the Certification International Philippines recommended LANDBANK’s Certification for both Quality Management System and Environmental Management System Certification.