



STATUS OF LANDBANK 2020 PERFORMANCE SCORECARD (AS OF MARCH 31, 2020)

**GCG-Modified
2020 LANDBANK Performance Scorecard
(18 March 2020)**

Component Objective/Measure		Weight	Rating	Target	Accomplishment December 2019	Status as of 31 March 2020
S O C I O - E C O N O M I C	SO 1	Promote inclusive growth by being the catalyst of financial inclusion in the unbanked and underserved areas of the country				
	SM 1	Amount of Outstanding Loans under the following sectors/programs:				
	a. 20 Poorest Provinces* identified by the PSA	15%	(Actual/ Target) x Weight	P 46.725 B	P52.13 B 117.15%	P38.513B 82.42%

**GCG-Modified
2020 LANDBANK Performance Scorecard
(18 March 2020)**

Component Objective/Measure		Weight	Rating	Target	Accomplishment December 2019	Status as of 31 March 2020
S O C I O E C O N O M I C	SO 1	Promote inclusive growth by being the catalyst of financial inclusion in the unbanked and underserved areas of the country				
	SM 1	Amount of Outstanding Loans under the following sectors/ programs:				
	b. Agriculture and Fisheries Sector (including the Small Farmers and Fishers)	15%	(Actual/ Target) x Weight	P265.00 B	P236.45 B 102.25%	P229.85 B 86.74%

**GCG-Modified
2020 LANDBANK Performance Scorecard
(18 March 2020)**

Component Objective/Measure		Weight	Rating	Target	Accomplishment December 2019	Status as of 31 March 2020
S O C I O - E C O N O M I C	SO 1	Promote inclusive growth by being the catalyst of financial inclusion in the unbanked and underserved areas of the country				
	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	N/A

**GCG-Modified
2020 LANDBANK Performance Scorecard
(18 March 2020)**

Component Objective/Measure		Weight	Rating	Target	Accomplishment December 2019	Status as of 31 March 2020
S O C I O- E C O N O M I C	SO 1	Promote inclusive growth by being the catalyst of financial inclusion in the unbanked and underserved areas of the country				
	SM 3	Increase in Number of Farmers Assisted <i>(total number of farmers assisted in the unbanked and underserved areas)</i>	5%	(Actual/Target) x Weight	Additional 1 million farmers from year-end 2019 figure <i>(total number of farmers assisted in the unbanked and underserved areas)</i>	N/A

**GCG-Modified
2020 LANDBANK Performance Scorecard
(18 March 2020)**

Component Objective/Measure		Weight	Rating	Target	Accomplishment December 2019	Status as of 31 March 2020
S O C I O - E C O N O M I C	SO 2	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				
	SM 4	Amount of Outstanding Loans Supporting Other Government Programs	10%	(Actual/ Target) x Weight	P551.48B	P540.62 B 106.20%

**GCG-Modified
2020 LANDBANK Performance Scorecard
(18 March 2020)**

Component Objective/Measure		Weight	Rating	Target	Accomplishment December 2019	Status as of 31 March 2020
F I N A N C I A L	SO 3	Strengthen the Capital Level of the Bank to Support Its Growth and Expansion Requirements				
	SM 5	Increase Net Income	10%	(Actual/ Target) x Weight	P20.01B	P18.513 B 111.27%

**GCG-Modified
2020 LANDBANK Performance Scorecard
(18 March 2020)**

Component Objective/Measure		Weight	Rating	Target	Accomplishment December 2019	Status as of 31 March 2020
S T A K E H O L D E R S	SO 4	Provide timely, accessible & responsive products and services on multiple platforms & customer touchpoints				
	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)	99.95%

**GCG-Modified
2020 LANDBANK Performance Scorecard
(18 March 2020)**

Component Objective/Measure		Weight	Rating	Target	Accomplishment December 2019	Status as of 31 March 2020
S T A K E H O L D E R S	SO 4	Provide timely, accessible & responsive products and services on multiple platforms & customer touchpoints				
	SM 7a	Percentage of Service Availability of Internet Banking Services*	2.5%	(Actual / Target) x Weight	90% Average Service Availability of Internet Banking Services (iAccess, WeAccess, MBA)	Average 95.47%
	SM 7b	Percentage of Service Availability of Automated Telling Machines	2.5%	Actual / Target) x Weight	90% of ATMs with at least 90% service availability	71.13% (1,562 ATMs with 90% & above availability / 2,196 Total ATMs as of Mar 2020)



**GCG-Modified
2020 LANDBANK Performance Scorecard
(18 March 2020)**

Component Objective/Measure		Weight	Rating	Target	Accomplishment December 2019	Status as of 31 March 2020
S T A K E H O L D E R S	SO 4	Provide timely, accessible & responsive products and services on multiple platforms & customer touchpoints				
	SM 8	Percentage of Satisfied Customers	5%	(Actual/ Target) x Weight Below 80% = 0%	95%	95.35%

**GCG-Modified
2020 LANDBANK Performance Scorecard
(18 March 2020)**

Component Objective/Measure		Weight	Rating	Target	Accomplishment December 2019	Status as of 31 March 2020
I N T E R N A L P R O C E S S	SO 5	Process Land Transfer Claims in a Timely Manner				
	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	98.87%

**GCG-Modified
2020 LANDBANK Performance Scorecard
(18 March 2020)**

Component Objective/Measure		Weight	Rating	Target	Accomplishment December 2019	Status as of 31 March 2020
I N T E R N A L P R O C E S S	SO 6	Streamline Banking Operations Through Digital Platforms to Support Inclusive Banking				
	SM 10	Number of Additional POS Cash-out Machines installed	5%	(Actual/Target) x Weight	80 additional POS Cash-out Machines	N/A

**GCG-Modified
2020 LANDBANK Performance Scorecard
(18 March 2020)**

Component Objective/Measure		Weight	Rating	Target	Accomplishment December 2019	Status as of 31 March 2020
INTERNAL PROCESS	SO 7	Synergize Marketing Efforts to Effectively and Efficiently Deliver Banking Services				
	SM 11	Number of Agent Banking Partners/Sites in the Unbanked and Underserved Areas	5%	(Actual/ Target) x Weight	16 new sites	15



**GCG-Modified
2020 LANDBANK Performance Scorecard
(18 March 2020)**

Component Objective/Measure		Weight	Rating	Target	Accomplishment December 2019	Status as of 31 March 2020
L & E A R N I N G & G R O W T H	SO 8	Establish a High Performance “One Bank” Culture				
	SM 12	Improvement on the Competency Level of the Organization	5%	All or Nothing	Improvement on the Competency of the Organization based on the 2019 year-end assessment	100% competency gaps closed

**GCG-Modified
2020 LANDBANK Performance Scorecard
(18 March 2020)**

Component Objective/Measure		Weight	Rating	Target	Accomplishment December 2019	Status as of 31 March 2020
L E A R N I N G & G R O W T H	SO 8	Establish a High Performance “One Bank” Culture				
	SM 13	Implement Quality Management System	5%	All or Nothing	Maintain Certification through Surveillance Audit	Certified for IMS (QMS & EMS)