



24 January 2023

THE GOVERNING BOARD
UCPB SAVINGS BANK, INC. (UCPB-SB)
UCPB Corporate Offices, 7907 Makati Avenue,
Makati City

RE : TRANSMITTAL OF 2023 PERFORMANCE SCORECARD

Dear UCPB-SB Governing Board,

This is to formally transmit the Charter Statement and Strategy Map (**Annex A**) and 2023 Performance Scorecard (**Annex B**) of UCPB-SB. The same is to be posted in UCPB-SB's website in accordance with Section 43 of GCG Memorandum Circular (M.C.) No. 2012-07.¹

The UCPB-SB proposed Charter Statement, Strategy Map and Performance Scorecard submitted through its letter dated 5 September 2022² were **MODIFIED** based on the discussions made during the Technical Panel Meeting (TPM) held on 27 October 2022, evaluation of revised documents submitted through letter dated 11 November 2022,³ and finalized during the Performance Target Conference (PTC) held on 24 January 2023.

We take this opportunity to remind UCPB-SB that Item 7 of GCG M.C. No. 2023-01⁴ mandates GOCCs to submit Quarterly Monitoring Reports and upload the same in the GOCC's website within thirty (30) calendar days from the close of each quarter. UCPB-SB is thus directed to submit its revised Quarterly Targets based on the attached Scorecard within fifteen (15) calendar days from receipt of the GCG-approved Performance Scorecard. The Quarterly Monitoring Reports should disclose substantial changes in circumstances that were unforeseen during the TPM that may affect the timely achievement of targets.

FOR UCPB-SB'S INFORMATION AND COMPLIANCE.

Very truly yours,

Justice ALEX L. QUIROZ (ret.)
Chairperson

2:24 PM
FEB 10 2023

Atty. GIDEON D.V. MORTEL, D.C.L.
Commissioner

**Atty. GERALDINE MARIE
BERBERABE-MARTINEZ**
Commissioner

cc: UCPB-SB Employees Association

¹ Code of Corporate Governance for GOCCs dated 28 November 2012.

² Officially received by the Governance Commission on 5 September 2022.

³ Officially received by the Governance Commission

⁴ PERFORMANCE EVALUATION SYSTEM (PES) FOR THE GOCC SECTOR, dated 19 January 2023

UCPB SAVINGS BANK

VISION: To be the Bank of Choice in the communities we serve and be a catalyst for financial inclusion.
By increasing provincial presence by at least one (1) per year.

MISSION:

Customers

We continue to strengthen our partnership with our customers by innovating products that suit their needs and providing effective and efficient personalized services that exceed expectations.

Employees

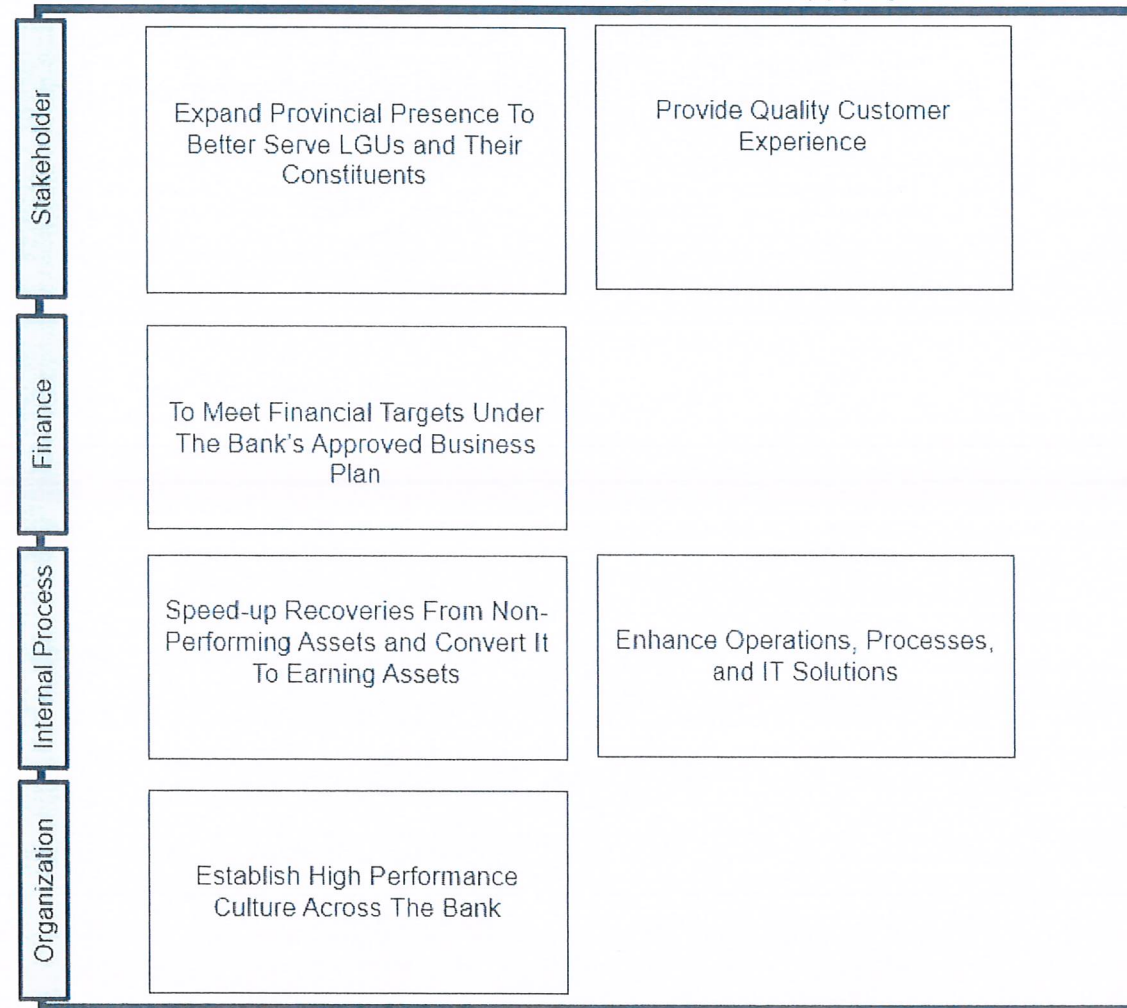
We nurture a culture of integrity, professional discipline, excellence, leadership, and foster social responsibility among our associates.

Shareholders

We exercise prudence in managing the Bank's resources and deliver proper financial returns to our shareholders.

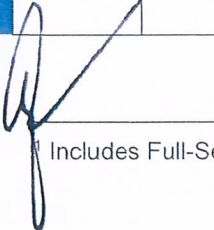
CORE VALUES (ILLEAPP)

I - Integrity
L - Leadership
L - Loyalty
E - Esprit de Corps
A - Altruism
P - Professional Discipline
P - Passion for Excellence



UCPB SAVINGS BANK (UCPB-SB)

Component					Baseline Data	Target		
	Objective/Measure	Formula	Weight	Rating System	2021	2022	2023	
STAKEHOLDER	SO 1	Expand Provincial Presence to Better Serve LGUs and Their Constituents						
	SM 1	Increase Provincial Presence	No. of Provinces with UCPB-SB branch network ¹ / Total No. of Provinces	12.5%	All or Nothing	49%	Increase provincial coverage to 50%	Increase provincial coverage to 51% (presence in 42 out of 82 provinces)
	SO 2	Provide Quality Customer Experience						
	SM 2a	Percentage of Satisfied Customers - Individuals	Number of respondents who gave a rating of at least Satisfactory / Total Number of Respondents	2.5%	(Actual / Target) x Weight If less than 80% = 0%	N/A	90%	90%
	SM 2b	Percentage of Satisfied Customers – Business Organization		2.5%	(Actual / Target) x Weight If less than 80% = 0%	N/A	90%	90%


Includes Full-Service Branch, Branch lite, and Lending Office.



Component					Baseline Data	Target		
	Objective/Measure	Formula	Weight	Rating System	2021	2022	2023	
	SM 2c	Percentage of Service Availability of ATMs	Total Number of ATMs with at least 90% availability / Total Number of Onsite ATMs	2.5%	(Actual / Target) x Weight	N/A	N/A	95% of ATMs has 90% service availability
		Sub-total		20%				
	SO 3	To Meet the Financial Targets Under the Bank's Approved Business Plan						
FINANCE	SM 3	Increase Total Loan Portfolio (Consumer and corporate loans)	Absolute amount of outstanding loans	10%	(Actual / Target) x Weight	₱ 4.367 Billion Outstanding Commercial / Corporate Loans	₱ 2.563 Billion Outstanding Commercial / Corporate Loans	₱ 9.058 Billion
	SM 4	Loan releases in accordance with Sustainable Financing Framework (SFF) guidelines	Absolute amount of SFF loans granted (part of increase in commercial loans)	0% <i>For monitoring only</i>	Not applicable	N/A	N/A	₱ 50 Million
	SM 5	Increase Total CASA Deposits (including government deposits)	Absolute Amount	20%	(Actual / Target) x Weight	₱ 9.325 Billion	₱ 10.088 Billion	₱10.592 Billion

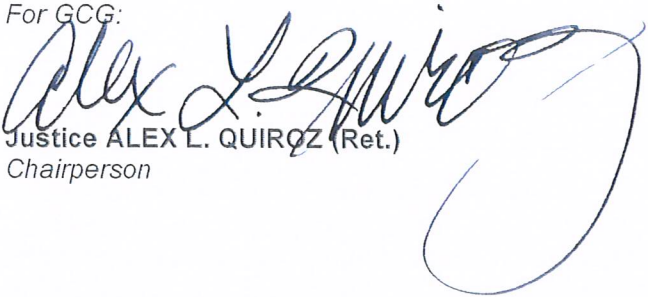
Component						Baseline Data	Target	
	Objective/Measure		Formula	Weight	Rating System	2021	2022	2023
	SM 6	Improve Net Income after Tax	Total Revenues less Total Expenses	20%	(Actual / Target) x Weight	₱ 26.735 Million	₱22.8 Million	₱33.75 Million
	SM 7	Efficient Utilization of Corporate Budget	Total Disbursement / Board approved Corporate Operating Budget (both net of PS Cost)	5%	(Actual / Target) x Weight	N/A	90%	90%
	SO 4	Speed-up Recoveries from Non-Performing Assets and Convert it to Earning Assets						
	SM 8	Improve Portfolio Quality - Net Non-Performing Loans (NPL) Ratio	Outstanding NPL - Specific Allowance for Impairment Loss / Outstanding Gross Loan Portfolio	5%	"{1-[(Actual – Target)/ Target]} x Weight	31.26%	Not exceeding the average NPL ratio of the Philippine Banking System as of 31 December 2022	Not exceeding the average NPL ratio of the Thrift Bank Group as of 31 December 2023
	Sub-total			60%				

Component					Baseline Data	Target		
	Objective/Measure	Formula	Weight	Rating System	2021	2022	2023	
INTERNAL PROCESS	SO 5	Enhance Operations, Processes, and IT Solutions						
	SM 9	Implementation of ICT Projects	No. of projects completed / Total Number of Projects planned for 2023	5%	(Actual / Target) x Weight	No Data	100% Accomplishment of 2022 IT Projects based on the submitted ISSP to the DICT	100% completion of 2023 IT projects based on Board-approved ISSP as submitted to DICT or DICT endorsed ISSP.
	SM 10	Percentage of Loan Applications Processed within Turnaround Time	Total Number of loan applications processed within applicable processing time ² / Total Number of loan applications received	5%	(Actual / Target) x Weight	No Data	100%	100%
	SM 11	Improve Quality Management System	Actual Accomplishment	5%	All or Nothing	N/A	Board-approved: a. Quality Policy b. Quality Management System Manual c. Quality Management System Procedure	Surveillance Audit (move towards ISO Certification after CBS conversion)
	Sub-total			15%				

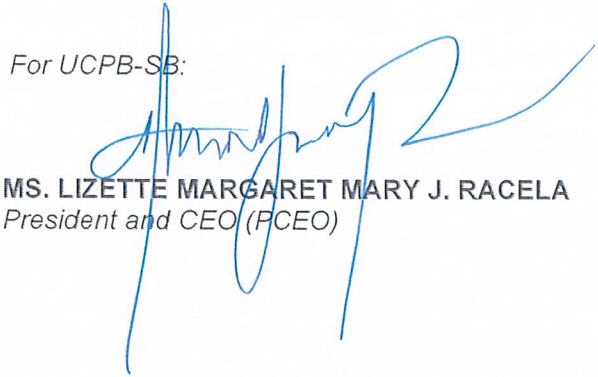
² Applicable processing time based on UCPB-SB's Citizen's Charter in compliance with Republic Act No. 11032 as provided in UCPB-SB's Citizen's Charter

Component					Baseline Data	Target	
Objective/Measure		Formula	Weight	Rating System	2021	2022	2023
ORGANIZATION	SO 6	Establish High Performance Culture Across the Bank					
	SM 12	Improve Competency Level of the Organization	Actual Accomplishment	5%	All or Nothing	N/A	Board-Approved Competency Model with the following: a. Competency Catalogue b. Competency Framework c. Competency Tables d. Competency Matrix e. Position Profiles f. Competency-Based Job Description Competency Baseline ³
	Sub-total		5%				
	Grand Total		100%				

For GCG:


Justice ALEX L. QUIROZ (Ret.)
Chairperson

For UCPB-SB:


MS. LIZETTE MARGARET MARY J. RACELA
President and CEO (PCEO)

³ Assessment of all employees