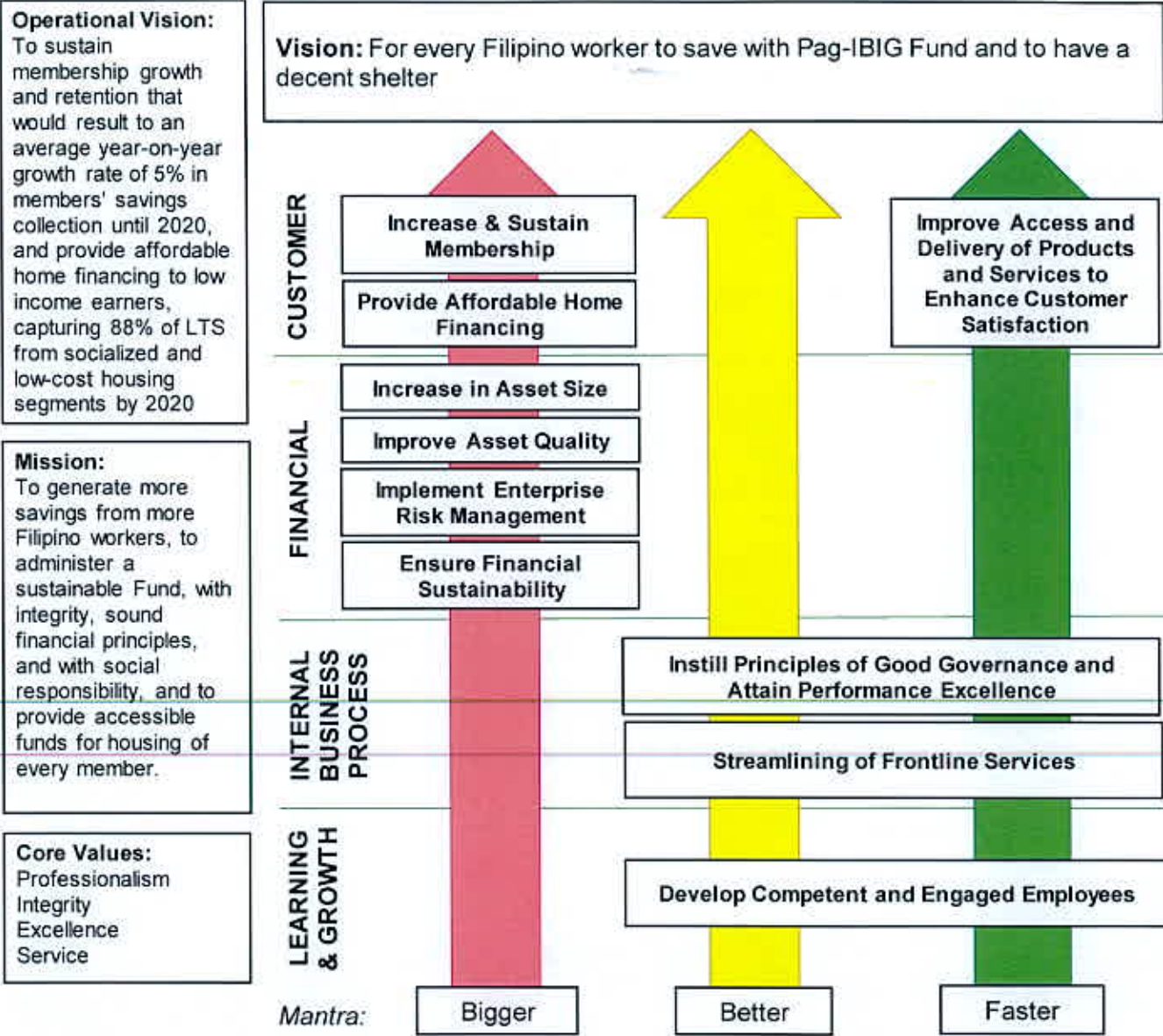


HOME DEVELOPMENT MUTUAL FUND 2017 STRATEGY MAP



Note: Coverable Workers refer to the employed workers less unpaid family workers, agricultural workers, those who are below 18 years old and above 60 or 65 years old (retirement age), and workers who are paid in kind and with undocumented salaries

HOME DEVELOPMENT MUTUAL FUND

		Component				Baseline Data			Target
		Description	Formula	Rating System	Weight	2014	2015	2016 (Target)	2017
CUSTOMER	SO 1	Increase and Sustain Membership							
	SM 1	Percentage of the Labor Force Covered	(LFS data from previous year – Agriculture – Other Services Activities – Activities of Extraterritorial Organizations and Bodies) / Total Active Members as of end of performance year	Actual / Target x Weight	10%	No available data	50%	51%	51% or retention of 2016 level
	SO 2	Provide Affordable Home Financing							
	SM 2	Percent of License to Sell (LTS) from Socialized and Low-Cost Housing issued by HLURB	Number of LTS that were provided with financing services by Pag-IBIG ¹ / Total projected LTS	Actual / Target x Weight	15%	60.91%	62.83%	70.5%	85.24%

¹ LTS less NHA and SHFC

	Component				Baseline Data			Target	
	Description	Formula	Rating System	Weight	2014	2015	2016 (Target)	2017	
	SM 3	Co-financing Program for Socialized and Low-cost Housing	Actual Accomplishment	All or Nothing	5%	N/A	N/A	Guidelines Approved on 13 December 2016	Pilot Implementation ¹
	SO 3	Improve Access and Delivery of Products and Services to Enhance Customer Satisfaction							
	SM 4	Third Party Survey Rating	Survey Rating	(Actual/Target) x Weight but not less than 70%	10%	N/A	80%	2015 result +5 percentage (but not below satisfactory)	At least 80% of respondents gave Pag-IBIG a Very Satisfied to Somewhat Satisfied score
		Sub-total			40%				
FINANCIAL	SO 4	Increase in Asset Size							
	SM 5	Net Financial Asset Level	Total Net Financial Assets	Actual / Target x Weight	10%	₱363.120 Billion	₱379.839 Billion	₱420.321 Billion	₱459.526 Billion
	SO 5	Improve Asset Quality							

¹ Implemented upon approval of loan

		Component			Baseline Data			Target
	Description	Formula	Rating System	Weight	2014	2015	2016 (Target)	2017
SM 6	Performing Loans Ratio	Accounts current to 3 Months / Total Outstanding Balance (exclusive of Referred to Foreclosure and Petition for Extra-Judicial Foreclosure)	Actual/Target x Weight	10%	80.86%	84.45%	89%	89%
SO 6	Implement Enterprise Risk Management							
SM 7	Capital Adequacy Ratio	Retained Earnings / (Risk-Weighted Assets for credit and market risk provisions + Risk-Weighted Assets equivalent for operational risk provision)	All or Nothing	5%	22.26%	24.28%	28.05%	Not less than 17.5%
SO 7	Ensure Financial Sustainability							
SM 8	Targeted Income Level	Absolute amount of Targeted Net Income	Below ₱20B = 0% ₱20B and above = Actual/Target x Weight	10%	₱16.251 Billion	₱20.542 Billion	₱26.503 Billion	₱25.787 Billion
SM 9	Member Savings	Total Membership Savings Collected	Below ₱30B = 0% ₱30B and above = Actual/Target x Weight	10%	₱28.072 Billion	₱30.713 Billion	₱32.51 Billion	₱34.540 Billion
	Sub-total			45%				

	Component				Baseline Data			Target	
	Description	Formula	Rating System	Weight	2014	2015	2016 (Target)	2017	
INTERNAL PROCESS	SO 8	Instill Principles of Good Governance and Attain Performance Excellence							
	SM 10	ISO Certification	Actual Accomplishment	Certification of HL Origination under ISO 9001:2015 – 3%: All or Nothing Readiness Certificate for Membership Registration, Short-Term Loan, and Provident Claims – 2%: (Actual/Target) x Weight	5%	Membership Registration of Ortigas	7 new branches in NCR ISO Certified (Membership Registration)	All other core processes for provident fund (STL availment and provident claims)	ISO 9001:2015 Certification for HL Origination Readiness Certificate under ISO 9001:2015 for the following processes: a. Membership Registration b. Short Term Loan c. Provident Claims
	SO 9	Streamlining of Frontline Services							
	SM 11	a. Streamlining of Processing Time: STL disbursement through e-facilities b. Streamlining of Processing Time: Total End User Financing Taken-out (TO)	Number of STL Accounts Disbursed through e-facilities over Total STL Accounts Disbursed Number of Loans taken-out Processed within 20 WDs SPT over Total number of loans Processed	Actual/Target x Weight	2.5% 2.5%	N/A N/A	77% 85%	92% 95%	95% of Total STL Accounts Disbursed 85% of Total EUF loans TO processed within 20 WDs

	Component				Baseline Data			Target
	Description	Formula	Rating System	Weight	2014	2015	2016 (Target)	2017
		Sub-total			10%			
LEARNING AND GROWTH	SO 10	Develop Competent and Engaged Employees						
	SM 12	Competent Workforce	Percentage of completion of the project	All or Nothing	5%	N/A	Competency Map based on Timeline	IISP for Provident Fund and STL shall have been fully deployed
		Sub-total			5%			
		Total			100%			

³ GCG is accepting the target in view of the automation before developing Competency Framework/Model.