



DEVELOPMENT BANK OF THE PHILIPPINES

MFO 1: Loan and Investment Products and Services	Agreement			Baseline Data (if available)			CY 2013 Targets	CY 2013 Accomplishments	Rating	Weighted Average Score	
	Description	Formula	Weight	Rating System**	Data Provider	2010					2011
Financial 1 Total Loan Portfolio (Borrowers & UDSC of CBS)	Absolute Amount	0%	Actual / target multiplied by the weight		P 113,755 M	P 113,755 M	P 132,986 M	P 154,214 M	na	na	
Financial 1a: Priority Areas - Total Loan Portfolio (Infrastructure & Logistics, Social Services, MSMEs, Environmental Protection)	Absolute Amount	20%	Actual / target multiplied by the weight	Corporate Banking and Branch Banking Sectors	P 53,025 M	P 62,765 M	P 80,868 M	P 84,912 M	P 78,606 M	92.6%	18.5%
Financial 1b: Other Priority Areas - Total Loan Portfolio (Manufacturing, Construction, Real Estate Renting, Wholesale & Retail Trade, Agr-business, Financial Intermediation)	Absolute Amount	15%	Actual / target multiplied by the weight	Corporate Banking and Branch Banking Sectors	P 40,442 M	P 49,849 M	P 41,769 M	P44,341 M	P50,896 M	100.0%	15.0%
Total Financial 1a and Financial 1b					P 93,467 M	P112,614 M	P122,638 M	P128,253 M (5% growth rate)	P129,602 M	100.0%	na
Financial 2 Net Income	Absolute Amount	10%	Actual / target multiplied by the weight	Accounting	P3,677 B	P 4,005 B	P 4,133 B	P4.5 B	P5,28 B	100%	10%
Quality Percentage of Satisfactory Customer Rating	No. of Satisfactory Ratings over Total Population Surveyed	n/a	Actual / target multiplied by the weight	n/a	n/a	n/a	No exact data available	No specific % target in 2013_1/	na	NA	NA
Timeliness Percentage of loan released within TAT for consumer loans	Loans released to individuals within the drawdown schedule over the total no. of loans released to individuals	5%	Actual / target multiplied by the weight	Branch Banking Sector	No exact data available	No exact data available	100%	100%	100%	100%	5%
Subtotal of Weights:											48.51%

**Rating of an indicator should not exceed its corresponding weight.
 -1/1The Bank's Corporate Affairs and Process Management, together with the incoming senior officer in charge of Marketing (in Branch Banking Sector), will be responsible for reviewing and revising if necessary, the existing Customer Satisfaction Survey system. Specific targets will be set for both loan and deposit customers according to As submitted by BBS and CBS

Certified Correct:

Marietta M. Fonderville
 SVP MARIETTA M. FONDEVILLA
 Head, Strategic Planning and Research

EVP SUSAN L. PRADO
 EVP SUSAN L. PRADO
 Head, Finance Resource Sector

Approved by:
Gil A. Bluenaventura
 GIL A. BLUENAVENTURA
 President & Chief Executive Officer

Jose A. Nuñez, Jr.
 JOSE A. NUÑEZ, JR.
 Chairman, Board of Directors

Date: 2/28/2014



DEVELOPMENT BANK OF THE PHILIPPINES

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Performance Measures				Baseline Data (if available)			CY 2013 Targets	CY 2013 Accomplishments	Rating	Weighted Average Score	
Description	Formula	Weight	Rating System	Data Provider	2010	2011	2012				
MFO 2: Deposit Products and Services											
Financial 1											
Amount of Total CASA Deposits	Ending balance less beginning balance	25%	Actual / target multiplied by the weight	Branch Banking Sector	P 46,581 M	P 52,573 M	P 54,896 M	P63,130 M (Growth of 15% from 2012)	P64,535 M	100%	25%
Financial 2											
Amount of Total Deposits from the countryside	Absolute Amount	15%	Actual / target multiplied by the weight	Branch Banking Sector	P 47,794 M	P 56,136 M	P 63,465 M	P 69,811M (Growth of 10% from 2012.)	P 69,749 M	99.9%	15%
Quality											
Percentage of Satisfactory Customer Rating	Satisfactory customer rating over Total population surveyed	0%	Actual / target multiplied by the weight	Branch Banking Sector	No exact data available	No exact data available	No exact data available	No specific % target in 2013.	na	na	na
Timeliness											
Percentage of deposit liability transactions processed within the TAT	Total number of deposit transactions processed within TAT over the total number of deposit transactions	0%	Actual / target multiplied by the weight		No exact data available	No exact data available	90%	na	na	na	na
Subtotal of Weights:					40%						40.00%

The Bank's Corporate Affairs and Process Management, together with the incoming senior officer in charge of Marketing (in Branch Banking Sector), will be responsible for reviewing and revising if necessary, the existing Customer Satisfaction Survey system. Specific targets will be set for both loan and deposit customers, according to categories of clients as may be defined. Turn-around time targets will be part of the customer feedback system.

Certified Correct:

Tranietta M. Fonderilla

SVP MARIETTA M. FONDEVILLA

Head, Strategic Planning and Research

Date

EVP SUSAN J. PRADO

EVP SUSAN J. PRADO

Head, Finance Resource Sector

Date

Approved by:

Gil A. Buena Ventura

GIL A. BUENAVENTURA

President & Chief Executive Officer

Date

Jose A. Nuñez, Jr.

JOSE A. NUÑEZ, JR.

Chairman, Board of Directors

Date

2/26/2014



DEVELOPMENT BANK OF THE PHILIPPINES

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Performance Measures

Description	Formula	Weight	Rating System	Data Provider	Baseline Data (if available)			CY 2013 Targets	CY 2013 Accomplishments	Rating	Weighted Average Score
					2010	2011	2012				
Organizational effectiveness and financial viability (GAS)											
Quality No. of Bank Processes under the QMS Certification Quality Management System)	Absolute Amount	5%	Actual / target multiplied by the weight	Process Management	Total: Three (3) Bank Processes Description: Three (3) new ISO-certified processes covering Cash Mgmt., ATM Mgt., Retail Lending Operations (Corporate Banking I & II)	Total: Seven (7) Bank Processes Description: Three (3) ISO-certified Head Office (HO) processes and expansion to cover four (4) new Processes: Trust Services, Investment Banking, Capital Markets Dev't., Development Banking (WB MSME, FI, CB I & II)	Total: Thirteen (13) Bank Processes Description: Seven (7) ISO-certified Head Office (HO) processes and expansion to cover six (6) new HO processes: Asset Mgt., Remedial Mgt., Electronic Banking, Treasury, Branch Accounting	Total: Thirteen (13) Head Office Bank Processes, (5) RMCs / host branches Description: Thirteen (13) ISO-certified Head Office processes and expansion to cover five (5) RMCs and respective host branches	For the (13) HO Bank processes, these are for Surveillance Audit was conducted on Dec. 17-18, 2013. For the five(5) RMCs and host branches, Stage 2 of the certification audit was conducted on December 8-13, 2013. Overall, as concluded by CIP, the processes for certification have been recommended for certification.	100%	5.00%
Quantity Percentage of completion of integration of DBP Core systems	Percentage	5%	Actual / target multiplied by the weight	PROCESS MANAGEMENT T & Information Technology	100% (9 projects completed)*	100% (11 projects completed)*	100% (7 projects completed)*	100% (4 major projects completed covering deposits, loans, investments and off-book transactions, and customer information/ central liability system)	100% completion of the six (6) identified projects (Integrated Credit Risk Rating System (ICRSS), Integrated Liability System (ILS), Upgrade of Routers (NW), Cash Management, and LEAD Generation).	100%	5.00%
Subtotal of Weights:					10%						
TOTAL OF WEIGHTS:					100%						10.00%

WEIGHTED AVERAGE SCORE 98.51%

See attached list
Certified Correct:
MARIETTA M. FONDEVILLA
SVP
Head, Strategic Planning and Research
Date _____

Approved by:
GIL A. BIENAVENTURA
President & Chief Executive Officer
Date _____

EVP SUSAN E. PRADO
Head, Finance Resource Sector
Date _____

JOSE A. NUNEZ, JR.
Chairman, Board of Directors
Date 2/26/2014