

**PHILIPPINE RETIREMENT AUTHORITY  
PERFORMANCE SCORECARD**

*PES FORM 3*

Perspective	Objective	Measure				Baseline			Targets
		Description	Formula	Weight	Data Provider, if Applicable	2012	2013	2014	2015
Social Impact	1. Generate Investment and Foreign Exchange	SM 1: Amount of Annual Foreign Currency generated from visa deposit	Net Visa Deposit	5%	RRSD	\$ 22,769,600.00	\$ 28,486,000.00	\$ 38,808,000.00	\$ 38,250,000.00
		SM 2: Establish a System that will Monitor the Actual Expenditures of Retirees (spend on conversion, household services, medical, etc.)	all or nothing	5%	RRSD	n.a.	n.a.	n.a.	Management-approved Monitoring System
<b>Subtotal of Weights</b>				<b>10%</b>					
Stakeholders	1. Retirees with excellent PRA experience	SM 3: Customer Satisfaction Rating	Rating Scale Below Satisfactory= 0	5%	CorPlan	n.a.	n.a.	n.a.	Satisfactory or its equivalent percentage
	2. Improve Customer Loyalty	SM 4: Retention Rate for the year	[1 - (Withdrawal at the end of rating period / Net Enrollment Beginning Balance)] x 100% Rating Scale: <95% - Poor = 0% 95% to 96.9% - Good = 5% 97% and above - Excellent = 10%	10%	RRSD	95.95% (Good)	95.99% (Good)	96.51% (Good)	≥ 97%
	3. Increase Total Enrollees	SM 5: Net Enrollment for the year	Net Enrollment at the end of rating period = Gross Enrollment - Cancellation for the year	15%	RRSD	2,573	3,076	3,956	4,250
	4. Increase Number and Productivity of Industry Partners	SM 6 : Number of Principal Retirees enrolled by Marketers at the end of the rating period.	Absolute Number	5%	MD	1,409	1,614	2,209	2,000
<b>Subtotal of Weights</b>				<b>35%</b>					
Finance	1. Maintain Financial Viability	SM 7: Revenue Generated	Gross Income from operations + Interest Income from VISA Deposits	10%	Financial Management Division	PHP 346,234,176.25	PHP 413,415,182.04	PHP 525,359,940.67 <i>based on Unaudited 2014 FS</i>	PHP 588,319,491.43
	2. Maximize Revenues	SM 8: Net Operating Income	Revenues + Interest Income from Deposit- Opex	10%	Financial Management Division	PHP 218,002,248.63	PHP 280,054,129.04	PHP 356,771,096.50 <i>based on Unaudited 2014 FS</i>	PHP 373,576,836.53
<b>Subtotal of Weights</b>				<b>20%</b>					

Internal Process	2. Improve Marketing Process	SM 9: Percentage of Marketing and Promotion Activities Conducted based on the Approved Marketing Plan	Number of Conducted Marketing Activities/ Total Number of Board-Approved Activities	5%	MD	n.a.	n.a.	n.a.	95% (Marketing Plan based on PPMP)
		SM 10: Percentage increase in the number of walk-in Principal Member with approved applications (principal only)	Absolute Number	5%	MD	-9.09%	24.13%	6.67% (as of Dec.31,2013=360 walk-ins as of Dec.31, 2014=384 walk-ins)	10%
	3. Improve After-Enrollment Services	SM 11. Number of retirees availing of post-enrollment services	Absolute Number	5%	RRSD	9,240	11,069	13,960	16,592 (ID Renewal & Re-stamping)
		SM 12. Number of New Services/ Programs/ Activities Introduced/Launched	Actual mount	5%	RRSD	2	2	2	2
<b>Subtotal of Weights</b>				<b>20%</b>					
Learning and Growth	1. Quality Management System	SM 13: ISO 9001 Accreditation	all or nothing	10%	MSD	n.a	n.a	n.a	ISO Certification all sites all processes
	2. Improve Competency of the Workforce	SM 14: Development of Board-approved Competency Framework	all or nothing	5%	ASD	n.a	n.a	n.a	Submission of Competency Framework and Tables not later than December 2015
<b>Subtotal of Weights</b>				<b>15%</b>					
<b>Subtotal of Weights</b>				<b>100%</b>					

Accomplishment	Rating
As of Dec. 31, 2015	(Actual/target)* Weight
\$ 36,926,500.00	4.83%
Approved by Management October 2015	5.00%
	9.83%
Target Completion: May 2016	0.00%
97.39%	10.00%
4,292	15.00%
2,066	5.00%
	30.00%
PHP 573,064,751.39 as of November 2015	9.74%
PHP 422,635,041.14 as of November 2015	10.00%
	19.74%

100%	5.00%
10.67%	5.00%
<b>18,384</b> <i>(As of October 2015)</i>	5.00%
1	2.50%
	17.50%
<b>Target Completion: June 2016</b>	0.00%
<b>Submitted Dec 29, 2015</b>	5.00%
	5.00%
	82.07%