

HOME GUARANTY CORPORATION

| | | Objective/ Measure | Formula | Weight | Rating System | 2017 | | |
|---------------|------|--|--|--------|--|------------------|------------------|------------------|
| | | | | | | Annual | 3rd Quarter | |
| | | | | | | | Target | Actual |
| SOCIAL IMPACT | SO 1 | Housing and Urban Development Beyond Infrastructure: Mobilized and Sustained Private Funds for Housing Through a Viable System of Guarantees | | | | | | |
| | SM 1 | Total value of loans guaranteed | Value of outstanding guaranty for the year | 15% | (Actual/Target) * Weight | ₱ 160.00 Billion | ₱ 152.01 Billion | ₱ 149.21 Billion |
| | SO 2 | Guaranty Portfolio in Favor of the Low-Income Groups | | | | | | |
| | SM 2 | Percentage of value of outstanding guaranty allocated for socialized and low-cost housing (excluding HDMF accounts) | Value of outstanding guaranty allocated for socialized and low-cost housing (excluding HDMF accounts) divided by total value of outstanding guaranty | 10.00% | Anything lower than 70%=0% 70% to 75%=5% 76% and above=10% | 70% | 70% | 54.75% |
| | SM 3 | Total value of new enrollment covering socialized housing units | Absolute value | 5.00% | (Actual/Target) * Weight | ₱ 400.00 Million | ₱ 240.00 Million | ₱ 65.14 Million |

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| STAKEHOLDERS | SO 3 | To Increase Number of New Partner Banks, Developers and Other Financial Institutions Lending in the Regions | | | | | | |
| | SM 4 | Number of active partner banks, developers and other financial institutions (FIs) lending in the regions | Actual number of active partner banks, developers and other FIs in the regions | 5.00% | (Actual/Target) * Weight | 80 active partners banks, developers and other FIs lending in the regions | 75 (out of total number of partners by end of 2017) | 63 |
| | SO4 | Develop Public Image/Reputation as a Dependable/Strong, Efficient and Professional Corporation | | | | | | |
| | SM 5 | Satisfaction rating based on a survey conducted by a third party | No. of respondents who gave a rating of at Least Satisfactory/ Total no. of respondents | 5.00% | All or Nothing | 90% of the respondents gave a rating of Satisfactory or higher | Procurement of service provider for a 3rd party survey | None |
| | SO 5 | Enhance Regulatory and Supervisory Functions over Building and Loan Associations (BLAs) | | | | | | |
| | SM 6 | Operations audit conducted on BLAs | No. of operations audit conducted | 5.00% | (Actual/Target) * Weight | 3 Operations audit conducted | Operations audit conducted on (1) Home Credit Mutual Building and Loan Association | None |

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| FINANCE | SO 6 | Improve Financial Viability/ Sustainability of Guaranty Operations | | | | | | |
| | SM 7 | Net Operating Income | Operating revenues less operating expenses | 10.00% | (Actual/Target) * Weight | ₱ 1.221 Billion | ₱ 916.06 Million | ₱ 900.32 Million |
| | SO 7 | Speed up Asset Disposition | | | | | | |
| | SM 8 | Sales value of assets | Sales value of acquired assets sold for the year | 10.00% | (Actual/Target) * Weight | ₱ 687.20 Million | ₱ 206.69 Million | ₱ 86.8 Million |
| | SO 8 | Enhance Collection Efficiency to Improve Liquidity | | | | | | |
| | SM 9 | Collection Efficiency | Value of actual collections during the year divided by total collectibles for the year | 10.00% | (Actual/Target) * Weight | 95% | 95% | 91.96% |
| INTERNAL PROCESSES | SO 9 | Enhance Operational Efficiency | | | | | | |
| | SM 10 | Delivery of Services within prescribed processing period | Average percentage of: (a) approved guaranty calls paid within 20 calendar days upon receipt of complete documentation; | 5.00% | (Actual/Target) * Weight | 100% of requests processed within the prescribed period | 100% of requests processed within the prescribed period | 100% |
| | | | (b) title consolidations filed within 7 working days from receipt of request with complete requirements; | | | | 100% of requests processed within the prescribed period | 100% |
| | | | and (c) sales document executed within 25 working days from receipt of reservation payment/ downpayment | | | | 100% of requests processed within the prescribed period | 100% |

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| LEARNING & GROWTH | SO 10 | Implement Government Quality Management System (GQMS) | | | | | | |
| | SM 11 | Quality Management System ISO 9001:2015 re-certification | Actual accomplishment | 5.00% | All or nothing | Quality Management System ISO 9001:2015 re-certification | Actual accomplishment | Quality Management System ISO 9001:2015 re-certified |
| | SO 11 | Improvement of Information Security Management | | | | | | |
| | SM 12 | Information Security Management System ISO 27001:2013 re-certification | Actual accomplishment | 5.00% | All or nothing | Information Security Management System ISO 27001:2013 re-certification | Actual accomplishment | HGC's Information Security Management System ISO 27001:2013 re-certified |
| | SO 12 | Automate System Processes | | | | | | |
| | SM 13 | Automation of system processses | Actual accomplishment | 5.00% | All or nothing | Roll-out and implementation of AX System Enhancement Project | Awarding of contract to service provider | Notice to Proceed given to GTI |

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| LEARNING & GROWTH | SO 13 | Improve Competencies | | | | | | |
| | SM 14 | Competency gaps given intervention | Actual accomplishment | 5.00% | (Actual/Target) * Weight | Address Gap on the following Competencies: -Risk management and compliance; -Technical documentation; -Written documentation; -Oral communication; -Critical thinking | Actual accomplishment | Provided intervention to employees with competency gaps on Risk Management and Compliance |
| | | | Total | 100.00% | | | | |

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