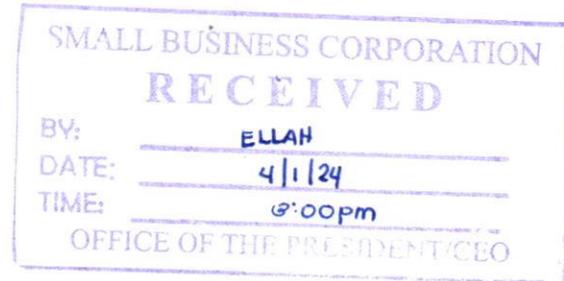


26 March 2024

HON. BLESILDA A. LANTAYONA
Undersecretary, Department of Trade and Industry (DTI) and SBC Acting Chairperson
HON. ROBERT C. BASTILLO
President and Chief Executive Officer (PCEO)
SMALL BUSINESS CORPORATION (SBCORP)
 17th – 18th Floors, 139 Corporate Center
 139 Valero Street, Salcedo Village, Makati City



RE: TRANSMITTAL OF 2024 PERFORMANCE SCORECARD

Dear Undersecretary Lantayona and PCEO Bastillo,

This is to formally transmit the 2024 Charter Statement and Strategy Map (**Annex A**) and 2024 Performance Scorecard (**Annex B**) of SBCORP. The same is to be posted on SBCORP's website, in accordance with Section 43 of GCG Memorandum (M.C.) No. 2012-07.¹

The SBCORP-proposed Charter Statement, Strategy Map, and Performance Scorecard submitted through a letter dated 29 November 2023² were **MODIFIED** based on the discussions made during the Technical Panel Meeting (TPM) held on 20 December 2023, evaluation of revised documents submitted through its letters dated 04 March 2024³, 14 March 2024⁴ and finalized during the Performance Target Conference (PTC) held on 26 March 2024.

We remind SBCORP that Item 6 of GCG M.C. No. 2023-01⁵ mandates GOCCs to submit its Quarterly Targets within 15 calendar days from receipt of the GCG-approved Performance Scorecard. Moreover, Item 7 of the same Circular directs GOCCs to accomplish the requisite Quarterly Monitoring Reports detailing its progress in accomplishing its performance targets. 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 SBCORP'S INFORMATION AND GUIDANCE.

Very truly yours,

ATTY. MARIUS P. CORPUS
Chairperson

ATTY. BRIAN KEITH F. HOSAKA
Commissioner

ATTY. GERALDINE MARIE B. BERBERABE-MARTINEZ
Commissioner

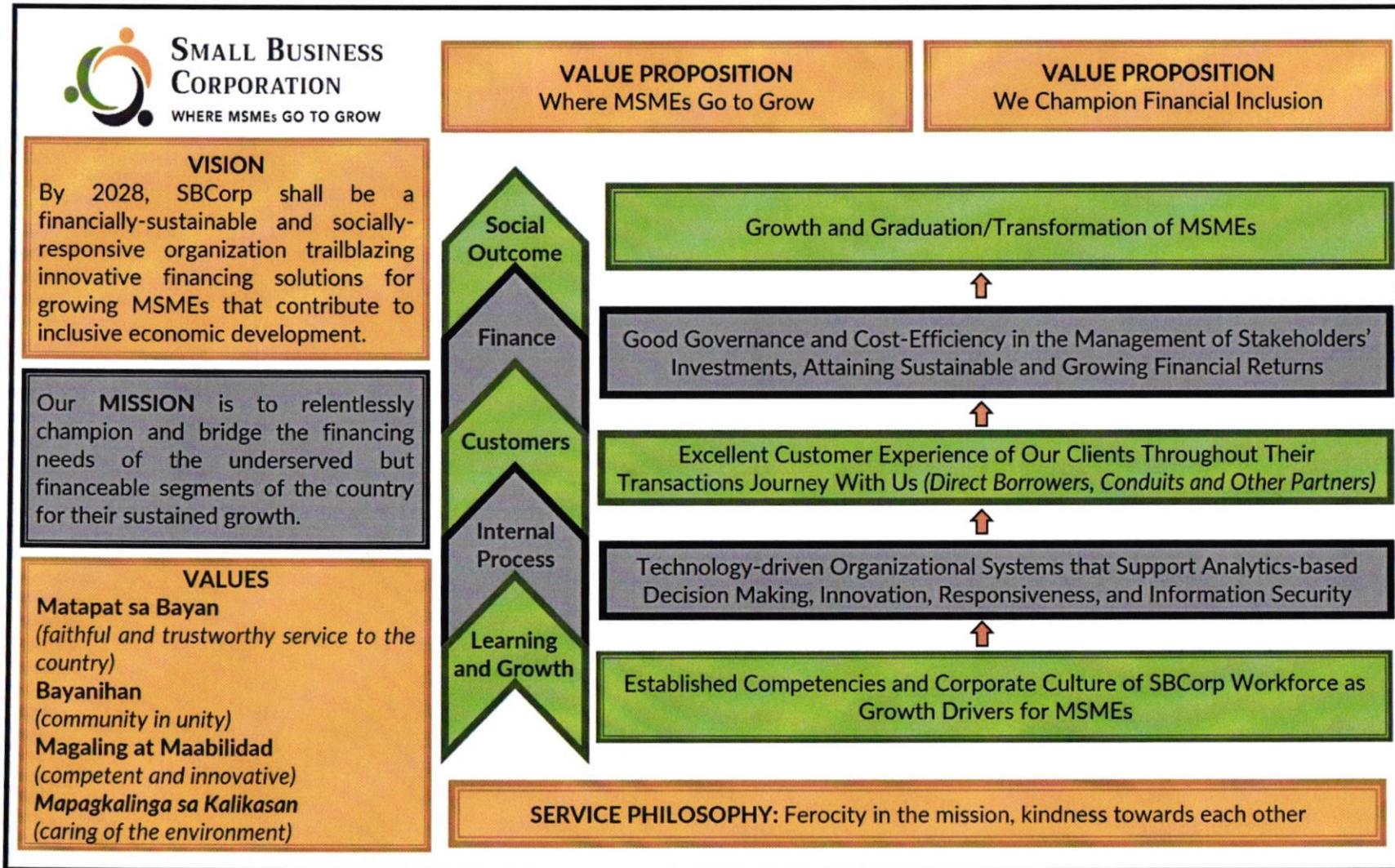
¹ CODE OF CORPORATE GOVERNANCE FOR GOCCs, dated 28 November 2012.
² Officially received by the Governance Commission on 29 November 2023. Barcode Number: 2023-026083.
³ Officially received by Governance Commission on 04 March 2024. Barcode Number: 2024-005290.
⁴ Officially received by Governance Commission on 18 March 2024. Barcode Number: 2024-006590.
⁵ PERFORMANCE EVALUATION SYSTEM (PES) FOR THE GOCC SECTOR, dated 19 January 2023.

OCCO - AH 4/2/2024

PPMB - gal 04/02/24



SBCorp Strategy Map



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SMALL BUSINESS CORPORATION (SBCORP)

SOCIAL IMPACT	Component				Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2021	2022	2023	2024
	SO 1	Growth and Graduation/Transformation of MSMEs						
SM 1	Increase Total Financing Portfolio	Year-End Gross Amount of Portfolio	15%	(Actual / Target) x Weight	₱ 11.30 Billion	₱ 12.32 Billion	₱ 15.56 Billion	₱16.78 Billion
SM 2	Increase the number of Micro, Small, and Medium Enterprise (MSME) Borrowers	Number of Active MSME Borrowers (with Loan Release during the Year relative to Prior Year)	10%		64,922	64,618	51,327	Additional 59,650
SM 3	Number of Provinces Provided with Access to Financing	Number of Provinces with Loan Releases during the year	15%		85 Provinces	85 Provinces	85 Provinces	85 Provinces ¹
	Sub-total		40%					

¹ Based on SBCORP's Groupings

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	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2021	2022	2023	2024	
FINANCE	SO 2	Good governance and cost-efficiency in the management of stakeholders' investments, attaining sustainable and exponential growth of financial returns							
	SM 4a	Increase Net Operating Income	Operating Revenue - Operating Expenses	2.5%	(Actual / Target) x Weight	₱ 33.11 Million	N/A	₱ 12.13 Million	₱ 261.29 Million (before credit cost)
	SM 4b	Improve Return on Equity	Adjusted profit (loss) after tax/Average Equity	2.5%	{1-[(Actual - Target)/Target]} x Weight	N/A	1.24%	-1.44%	7%
	SM 5	Improve Past Due Rate	Per BSP Definition	5%	{1-[(Actual - Target)/Target]} x Weight	15.21%	CARES – 37.96% Outside CARES – 24.11%	30%	30%
	SM 6	Efficient Utilization of Corporate Budget							
	SM 6a	Obligations Budget Utilization Rate (BUR)	Total Obligations/DBM-approved Corporate Operating Budget (both net of PS Cost)	5%	Actual/Target) x Weight	N/A	77.34%	90%	90%

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Component					Baseline Data		Target	
Objective/Measure	Formula	Weight	Rating System	2021	2022	2023	2024	
SM 6b	Disbursement BUR	Total Disbursement / Total Obligations (both net of PS cost)	2.5%	Actual/Target) x Weight	N/A	99.98%	90%	90%
		Total Disbursement / /DBM-approved Corporate Operating Budget for subsidy (both net of PS Cost)	2.5%	Actual/Target) x Weight	N/A	77.32%	90%	90%
	Sub-total		20%					
SO 3	Excellent customer experience of our clients throughout their transactions journey with us (our direct borrowers, our conduits, and our other partners)							
SM 7	Percentage of Satisfied Customers	Number of Stakeholders Who Gave a Rating of at Least Satisfactory / Total Number of Respondents	10%	(Actual/Target) x Weight 0% = less than 80%	99%	94%	90%	90%

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	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2021	2022	2023	2024	
INTERNAL PROCESS	SM 8	Improve Turn Around Time (TAT) in the Processing of Loan Applications	Number of Applications Processed within Applicable Turn Around Time / Total Number of Applications	5%	(Actual / Target) x Weight	53.18%	89.32%	100% of Applications Processed within Prescribed Turnaround Time	100% of Applications Processed within Prescribed Turnaround Time
		Sub-total		15%					
	SO 4	Technology-driven organizational systems that support analytics-based Decision-making, innovation, and information security							
	SM 9	Automate Existing Systems and Processes	Actual Accomplishment	10%	(Actual / Target) x Weight	5 out of 7 deliverables in the 2021 ISSP was accomplished	71.93% of ISSP projects completed and substantiated with documents	100% Attainment of 2023 Deliverables (based on DICT-approved ISSP 2022-2024)	100% Implementation of 2024 Deliverables (based on DICT-Approved ISSP 2022-2024)
	SM 10	Attain ISO 9001:2015 Certification	Actual Accomplishment	10%	(Actual / Target) x Weight	ISO 9001:2015 Certification for HO and NLG was maintained; ISO 9001:2015 Certification for MG was secured	ISO 9001:2015 Certification for HO and NLG and MG was maintained; ISO 9001:2015 Certification for Visayas Group was secured	Maintain ISO 9001:2015 certification for the entire organization	Maintain ISO 9001:2015 certification for the entire organization
		Subtotal		20%					

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LEARNING AND GROWTH	Component				Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2021	2022	2023	2024
	SO 5	Established competencies and corporate culture of SBCorp workforce as growth drivers for MSMEs						
SM 11	Improve Competency Baseline of the Organization	Competency Baseline in 2024 - Competency Baseline in 2023	5%	All or Nothing	0.124 Improvement in the Competency Baseline of the Organization	0.0144 Improvement in the Competency Baseline of the Organization	Improvement in the competency baseline of the organization	Improvement on the competency baseline of the organization
	Sub-total		5%					
	TOTAL		100%					

For GCG:



ATTY. MARIUS P. CORPUS
Chairperson

For SBCORP:



ROBERT C. BASTILLO
President and CEO