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**24 MAY 2024**

**ROBERT C. BASTILLO**  
*President and CEO (PCEO)*  
**SMALL BUSINESS CORPORATION (SBC)**  
 17 and 18th Flrs., 139 Corporate Center, 139 Valero St., Salcedo Village, Makati City

**ACKNOWLEDGEMENT RECEIPT**

LETTER **30 APRIL 2024**  
 DATE:

RE: **[E] LETTER FROM SBCORP TO GCG RE  
 SUBMISSION OF ITS FIRST QUARTER 2024  
 PERFORMANCE SCORECARD ACCOMPLISHMENT  
 REPORT**

The said document was officially received by the Governance Commission on 24 May 2024 and has been forwarded to the responsible GCG Officer for appropriate action.

To follow-up for further action on the document, you may contact us through telephone numbers (02) 5328-2030 or (02) 5318-1000. Please cite the GCG Document Management System (DMS) Barcode Number: **0-0634-24-05-2024-013640.**

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Received by:

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Signature over Printed Name

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Date and Time

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 ID 9105080109

30 April 2024

**ATTY. MARIUS P. CORPUS**  
Chairman

**ATTY. BRIAN KEITH F. HOSAKA**  
Commissioner

**ATTY. GERALDINE MARIE BERBERABE-MARTINEZ**  
Commissioner

**Governance Commission for GOCCs**  
3/F Citibank Center, 8741 Paseo de Roxas  
Makati City

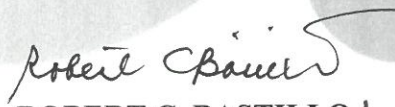

**Subject: First Quarter 2024 Performance Scorecard Accomplishment Report**

**Dear Chairman Corpus, Comm. Hosaka, and Comm. Berberabe-Martinez:**

This is to respectfully submit SB Corporation's (SB Corporation) First Quarter 2024 Performance Scorecard Accomplishment Report (please see attached matrix). We would like to note that the report is aligned with the Governance Commission for GOCCs (GCG)-approved 2024 Corporate Performance Scorecard of SB Corporation as provided by the Commission.

We hope the Commission finds our submission in order.

Very truly yours,

  
**ROBERT C. BASTILLO**  
President/CEO 

Small Business Corporation

	Component							
	Strategic Component Objective (SO) / Strategic Measure (SM)	Formula	Weight	Rating System	2024 Target	Accomplishment (as of Q1 2024)	Remarks	
SOCIAL IMPACT	<b>SO 1</b>	<b><i>Growth and Graduation/Transformation of MSMEs</i></b>						
	SM 1	Increase Total Financing Portfolio	Year-End Gross Amount of Portfolio	15%	(Actual/ Target) x Weight	P16.78 Billion	<b>P15.23 Billion</b>	-
	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%	(Actual/ Target) x Weight	Additional 59,650	<b>Additional 20,337</b>	-
	SM 3	Number of Provinces Provided with Access to Financing	Number of Provinces with Loan Releases during the year	15%	(Actual/ Target) x Weight	85 Provinces	<b>83 Provinces</b>	Provinces w/o release: Sulu Tawi-Tawi
	<b>Sub-total</b>			<b>40%</b>				
FINANCE	<b>SO 2</b>	<b><i>Good governance and cost-efficiency in the management of stakeholders' investments, attaining sustainable and exponential growth of financial returns</i></b>						
	SM 4a	Increase Net Operating Income	Operating Revenue - Operating Expenses	2.5%	(Actual/ Target) x Weight	P261.29 Million <i>(NOI before credit cost)</i>	-	No Financial Statement yet due to issue with Remote Access Server.
	SM 4b	Improve Return on Equity	Adjusted profit (loss) after tax/Average Equity	2.5%	{1-[(Actual - Target)/Target]} x Weight	7%	-	No Financial Statement yet due to issue with Remote Access Server.
	SM 5	Improve Past Due Rate	Per BSP Definition	5%	{1- [(Actual-Target)/ Target]} x Weight	30%	<b>25.62%</b>	-
	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	90%	<b>17%</b>	Indicative
	SM 6b	Disbursement BUR	Total Disbursement / Total Obligations (both net of PS cost)	2.5%	(Actual/ Target) x Weight	90%	<b>100%</b>	Indicative
			Total Disbursement / /DBM-approved Corporate Operating Budget for subsidy (both net of PS Cost)	2.5%	(Actual/ Target) x Weight	90%	<b>9%</b>	Indicative
<b>Sub-total</b>			<b>20%</b>					
CUSTOMERS	<b>SO 3</b>	<b><i>Excellent customer experience of our clients throughout their transactions journey with us (our direct borrowers, our conduits and our other partners)</i></b>						
	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%	90%	-	-
	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	100% of Applications Processed within Prescribed Turnaround Time	<b>73.53%</b>	-
	<b>Sub-total</b>			<b>15%</b>				
<b>SO 4</b>	<b><i>Technology-driven organizational systems that support analytics-based Decision-making, innovation, and information security</i></b>							



Small Business Corporation

	Component							
	Strategic Component Objective (SO) / Strategic Measure (SM)	Formula	Weight	Rating System	2024 Target	Accomplishment (as of Q1 2024)	Remarks	
INTERNAL PROCESS	SM 9	Automate Existing Systems and Processes	Actual Accomplishment	10%	(Actual / Target) x Weight	100% Attainment of 2023 Deliverables (based on DICT-Approved ISSP 2022-2024)	73% of deliverables attained	Outsourcing of core-banking system in process.
	SM 10	Attain ISO 9001:2015 Certification	Actual Accomplishment	10%	(Actual / Target) x Weight	Maintain ISO 9001:2015 certification for the entire organization	The Terms of Reference (TOR) for the 2024 ISO 9001:2015 certification have been approved by the Deputy Quality Management Representative (DQMR) and will be submitted for QMR's approval/guidance.	-
	<b>Sub-total</b>			<b>20%</b>				
	<b>SO 5</b>	<b>Established competencies and corporate culture of SBCorp workforce as growth drivers for MSMEs.</b>						
LEARNING & GROWTH	SM 11	Improve Competency Baseline of the Organization	Competency Baseline in 2023 - Competency Baseline in 2022	5%	All or nothing	Improvement in the competency baseline of the organization	-	-
	<b>Sub-total</b>			<b>5%</b>				
	<b>TOTAL</b>			<b>100%</b>				

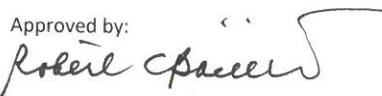
Prepared by:

  
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Approved by:

  
**ROBERT C. BASTILLO**  
 President/CEO