

CEO, Etiqa Life and General Assurance Philippines
 CEO Scorecard (Target) for FY2023

Stakeholders	Key Results Areas	Performance Attributes	Weightage	Needs					Actual December 2023 (PHP)	Budget Dec 2023 (PHP)	Weighted Rating
				Unacceptable (1)	Improvement (2)	On Target (3)	Exceed Target (4)	Exceptional (5)			
Shareholders	Business Growth, Profitability & Strategy	1) Gross Total Premium/Contribution (PHP Bil)	14%	[REDACTED]						7,541	0.00
		a) Group Insurance Premium (Life & Health)	8%						4,491	0.00	
		b) Others (Retail, General, e-Channel)	6%						3,050	0.00	
		2) Banca Life % of Regular Premium	8%						30.0%	0.00	
		3) Underwriting income ratio	4%						14%	0.00	
		4) New Business Value (Php Mil)	8%						120.20	0.00	
		5) PBT (Php Mil)	14%						495.72	0.00	
6) Performance of Online and Microinsurance Life Products (PHP Mil)	2%	20.1%	0.00								
Weighted sub-score			50%							0.00	
Customers	FEBA	7) Turn Around Time - TAT of Medical Claims	8%	[REDACTED]						30 days	0.00
		8) Regional Digitalization Initiatives (Technology Acceleration Programs)	6%						100%	0.00	
		a) Data Protection, Recovery and Production Sustainability Implementation									
		b) Unified Contact Center Solution									
		c) Launch of Major Digital Projects									
9) Net Promoter Score (NPS) Multiple Touchpoints	6%	Baseline NPS + 1%	0.00								
Weighted sub-score			20%							0.00	
Employees	Development & Sustainability	8) % of Employee Staff to complete minimum 12 trainings per year	4%	[REDACTED]						85%	0.00
		9) High Talent Density - 20% of staff involved in Digitalization Projects	4%						20%	0.00	
		10) Succession Pipeline (Ready Now Successors)	4%						10%	0.00	
		11) Branding Initiatives	3%						Values are 10 to 20% of investment	0.00	
		Weighted sub-score							15%		
Regulators	Compliance Culture	12) Internal Audit Report Rating - Jan 1, 2023 - Nov 30, 2023	5%	[REDACTED]						80% Satisfactory	0.00
		13) Satisfactory Regulatory Rating	5%						Letter from Insurance Commission	0.00	
		14) Annual Corporate Governance Scorecard (ACGS)	5%						Commission, WILA and other regulatory	0.00	
		Weighted sub-score							15%		
OVERALL SCORE			100%							0.00	