

**SIMBAG SA EMERHENSYA ASIN DAGDAG PASEGURO MUTUAL BENEFIT ASSOCIATION INC.
(SEDP MBA)**

STRATEGIC PLAN 2022-2024

PERSPECTIVE	OBJECTIVE	MEASUREMENT	KPI	2021 Actual	2022	2023	2024	INITIATIVES
FINANCIAL	Maintain and Improve Financial Stability and Sustainability	Revenue Growth	Gross Revenue	99,563,341	109,965,903	123,402,454	138,788,636	Enhance Collection Efficiency by providing quarterly incentive to the outstanding CDW
			Gross Expense	80,834,863	90,890,650	103,430,291	117,866,127	
			Net Surplus	18,728,479	19,075,253	19,972,163	20,922,509	
	Return on Investment	% Increase	4%	15%	17%	17%	Proper monitoring of good investments opportunities by regular coordination and collaboration with MSI and bank representatives	
		Interest Income	8,258,756	9,497,569	11,112,156	13,001,223		
	Increase in Portfolio	Growth in Total Assets	% Increase	17%	18%	19%	20%	Proper monitoring and allocation of Total Liabilities
			Amount of Total Assets	364,970,886	430,665,645	512,492,118	614,990,542	
MEMBER	Provide access to quality and affordable financial and non-financial products	Increase in Membership	Number of Members	77,723	85,599	94,307	103,764	Provision of new microinsurance products, innovation of value addition to members and continue providing the existing additional members' benefits
		Increase in new Members	New Members	532	7,876	8,708	9,457	
	Improve Membership Retention	Membership Reactivation	In-active members for 46 days to 1 year	0	5% of inactive members	5% of inactive members	5% of inactive members	Implementation of Condonation Program
		Decrease in Membership Resignation	Dropouts	11,376	5% drop-outs (drop-out over ending membership)	5% drop-outs (drop-out over ending membership)	5% drop-outs (drop-out over ending membership)	Continue providing additional members benefits

MEMBER	Improve Disaster Preparedness and Resiliency	Decrease vulnerability to disasters	Members availed of Home Protect	0	10% of the total active members	10% of the total active members	10% of the total active members	Improve marketing and promotion	
			Provision of GO Bag	0	50% of identified most vulnerable members	50% of identified most vulnerable members	50% of identified most vulnerable members	Allocation of Fund from the Surplus	
	Provide social protection	Increase in enrollment in SSS	Members enrolled in SSS	7,500	50 new enrollees per SPOs	50 new enrollees per SPOs	50 new enrollees per SPOs	Improve marketing and promotion; improve internal communication process	
			Increase in enrollment in Dakila	Members enrolled in Dakila Plan	1,270.00	50% of MBA retirees	50% of MBA retirees		50% of MBA retirees
				Increase in enrollment in SEDP Care	Members enrolled in SEDP Care	17,692	30% of total members		30% of total members
	INTERNAL PROCESS	Improve efficiency and effectiveness in delivery of services	Claims Settlement	% of Claims released on time	95%	100%	100%	100%	Improvement of MI application and proper monitoring of Users
Placement of additional staff									
Claims Reimbursement			% of Claims reimbursed on time		100%	100%	100%	Ontime uploading of required supporting documents	
Improve internal and external communication process		Issuance of Updates/ Advisories	No. of issued updates/ advisories			12	12	12	Provision of MBA Updates to SPOs monthly
				Manpower complement	No. of staff	6	7	7	7

INTERNAL PROCESS	Ensure availability of forms at the SPO	Timeliness of delivery	No. of deliveries per quarter		4	4	4	Advance order of forms printing for timely delivery to the respective SPO
	Improve awareness and promotion of Microinsurance products and services	Increase promotion of SEDP programs and services through website and Facebook Management	No. of website visitors and users/new users per month	2,665 website visitors for the year	Average of 1,200 website visitors per month	Average of 1,300 website visitors per month	Average of 1,400 website visitors per month	Strengthen collaboration with RDSM for uploading of featured articles
			No. of FB viewers per month	Average of 300 viewers/month	Average of 1,000 viewers/month	Average of 1,500 viewers/month	Average of 2,000 viewers/month	
			No. of FB page likes	1228	1500	2000	2500	
		No. of article posted at FB page	294	300	400	500	Constant coordination with SPO for the claims release update	
	Increase awareness of SEDP Members of the products and service thru research	No. of research need responded	6 surveys conducted (client satisfaction survey, staff satisfaction survey, listenership & readership survey, ADB survey, digital democracy survey, staff wishlist survey)	Minimum of 2 mandated surveys; 1 SPM Report	Minimum of 2 mandated surveys; 1 SPM Report	Minimum of 2 mandated surveys; 1 SPM Report	Collaboration with RDSM Unit for inclusion of MBA in the research	
Improve response to SPO concerns	Technical assistance to SPOs concerns	Response time	Within the day	Within the day	Within the day	Within the day	Open-line communications with SPOs 8 hours/day	

INTERNAL PROCESS	System maintenance and improvement	Implementation of MI Application	No. of Users	SPO - SPOM, Cashier, Bookkeeper, CDW MBA - GM, Bookkeeper, Claims Processor	SPO - SPOM, Cashier, Bookkeeper, CDW MBA - GM, Bookkeeper, Claims Processor	SPO - SPOM, Cashier, Bookkeeper, CDW MBA - GM, Bookkeeper, Claims Processor	SPO - SPOM, Cashier, Bookkeeper, CDW MBA - GM, Bookkeeper, Claims Processor	Proper orientation of respective staff of their users responsibility and accountability
			No. of Viewers	SPO - Director for Operations, Operations Officers, Branch Managers MBA - Admin & Finance Officer	SPO - Director for Operations, Operations Officers, Branch Managers MBA - Admin & Finance Officer	SPO - Director for Operations, Operations Officers, Branch Managers MBA - Admin & Finance Officer	SPO - Director for Operations, Operations Officers, Branch Managers MBA - Admin & Finance Officer	Viewers are given access to monitor the effectiveness and reliability of the system
		MI Application maintenance staff	Ride on with SEDP MIS Unit				MIS Officer suggested to have a regular staff to maintain the system	
	Ensure compliance to Regulatory agencies	Regulatory Agencies	Insurance Commission	Submitted all reports requirement ahead of time	Submitted all reports requirement ahead of time	Submitted all reports requirement ahead of time	Submitted all reports requirement ahead of time	Maintain the compliance calendar for proper monitoring
			Bureau of Internal Revenue					Prepare report one month before the submission
			Securities and Exchange Commission					Submit to the Board of Trustees for review at least 2 weeks before the date of submission
			Credit Information Commission					
			Social Security System					
			National Privacy Commission					

LEARNING AND GROWTH	Improve Employee Retention	Employee Retention Rate	Retention Rate	100%	100%	100%	100%	Improvement of benefits - review of Salary Structure for 2023
	Improve the mastery of Staff on their respective functions and responsibilities	Provision of trainings/seminar	No. of staff attended trainings/ seminar	1 training/seminar attended	At least 1 training/seminar per staff	At least 1 training/seminar per staff	At least 1 training/seminar per staff	Coordination with network partners for possible trainings of the staff
		Increased rating of Performance evaluation	No. of staff with Satisfactory, Very Satisfactory & Outstanding Performance	6	7	7	7	Conduct of coaching and mentoring to the staff by the respective IS
	Develop Staff Mission Oriented Culture	Formation training for Staff	Number of Staff Trained	100%	100%	100%	100%	Colaboration with MFI of available formation training for the staff