



2022 Annual General Membership Meeting

**Management Report
Financial and Operational Highlight
for CY 2021**

**TSPI MBAI,
isang matibay na kaagapay!**



I. Key Indicators

- A. Membership
- B. Claims

II. Financial Report

- A. Statement of Assets, Liabilities & Fund Balance
- B. Statement of Revenue and Expenses
- C. Financial Performance Ratios
- D. Operation Efficiency Ratios

III. SAMBAYANIHAN



I. KEY INDICATORS

	CY2021	CY2020
A. MEMBERSHIP		
Beneficiaries (member + dependent)	1.2M	1.2M
Membership	235K	246K
Contribution, Premiums	P160M	P154M
B. CLAIMS		
Claims Paid	P50M	P47M
No. of Claims paid	3,402	2,803



FINANCIAL REPORT



A. Statement of Assets, Liabilities & Fund Balance

In Millions (Php)	As of Dec 2021	As of Dec 2020	Dec 2021 vs Dec 2020	% Inc(Dec)
ASSETS				
Investments	1,325	1,326	-1	-0.08%
Other Assets	27	30	-3	-10.00%
TOTAL ASSETS	1,352	1,356	-4	-0.29%
Total Liabilities	320	326	-6	-1.84%
FUND BALANCE				
Unrealized Gain on AFS	0	69	-69	-100.00%
Fair Value Reserve – HTM	-6	-6	0	0.00%
Funds Assigned per IC requirement	884	785	99	12.61%
Free / Unassigned	154	182	-28	-15.38%
Total Fund Balance	1,032	1,030	2	0.19%
TOTAL LIABILITIES AND FUND BALANCE	1,352	1,356	-4	-0.29%



B. Statement of Revenue and Expenses

In Millions (Php)	YTD Dec 2021	YTD Dec 2020	Dec 2021 vs Dec 2020	% Inc (Dec)
Earned Members' Contributions/ Premiums	133	131	2	1.53%
Less: Benefit Expenses	76	68	8	11.76%
Claims Expenses	50	47	3	6.38%
Collection Fees	20	18	2	11.11%
Marketing and Sales	6	3	3	100.00%
Underwriting Income	57	63	(6)	-9.52%
Less: Operating Expenses	40	43	(3)	-6.98%
Net Operating Income	17	20	(3)	-15.00%
Add: Investment & Other Income	50	48	2	4.17%
Net Income	67	68	(1)	-1.47%



C. Summary of Financial Performance

Financial Ratios	CY 2020	CY 2019
Risk Based Capital Ratio	3173.00%	3229.00%
Solvency Ratio <i>(Admitted Asset – Req'd GF / Total Liabilities)</i>	3.75x	3.76x
Liquidity Ratio <i>(Current Asset / Current Liabilities)</i>	2.54 x	3.52x
Leverage Ratio <i>(Total Liabilities / Fund Balance)</i>	0.31x	0.31x



D. Summary of Operation Efficiency

Efficiency Ratios	CY 2021	CY 2020
Operating Expense Ratio <i>(Operating Expense / Revenues)</i>	25.23%	30.94%
Claims pay-out Ratio <i>(Claims settled within 10 working days / Total Claims Filed)</i>	87.15%	73.41%
Incurred Claims Ratio <i>(Incurred Claims / Earned Revenues)</i>	37.30%	40.52%
Claims Rejection Ratio	1.15%	7.54%



“SAMBA”

We worship God in all we do!

“So whether you eat or drink or whatever you do,
do it all for the glory of God.”

1 Corinthians 10:31

“BAYAN”

We are chosen and called to God’s kingdom!

“But our citizenship is in heaven. And we eagerly await a Savior from there, the Lord Jesus Christ ...”

Philippians 3:20

“ANIHAN”

We will harvest with songs of joy!

“When he saw the crowds, he had compassion for them, because they were harassed and helpless, like sheep without a shepherd. Then he said to his disciples, “The harvest is plentiful, but the laborers are few; therefore pray earnestly to the Lord of the harvest to send out laborers into his harvest.”

Matthew 9:36-38



TSPI MBAI Flexible Work Model



- Created remote work access
- Digitalized infrastructure
- Partnered with center leaders, TSPI Agents and TSPI MBAI Coordinators



TSPI MBAI CENTER MODEL FRAMEWORK

Diversified Inclusive Work Culture

<p>Governance Oversight managed by:</p> <ol style="list-style-type: none"> 1. MBAI Board 2. MBAI Operations Director 3. NGO MFI Head 	<ul style="list-style-type: none"> ➤ Center Leaders with dedicated staff from MBAI (Insurance Officer and Senior Insurance Officer) and NGO MFI (Branch Manager and Account Officer)
<p>Regular Activities</p>	<ul style="list-style-type: none"> ➤ Values Formation (Usapang Paglago) ➤ Client Program Orientation ➤ Center meeting (MBAI enrollment and renewals, claims processing) ➤ NGO loan disbursement
<p>Major Programs</p>	<ul style="list-style-type: none"> ➤ Enterprise Training and Development ➤ Disaster and Medical Assistance ➤ Health and Sanitation



ACCOMPLISHMENTS:

- Immersed interactive transformation programs - **Deeper relationship with Center Leaders & members**
- Wider community coverage - **Better outreach**
- Engaged families as TSPI advocates – **Expand access to programs & services**
- Area-based operation - **Lower branch overhead**
- Regular market presence of field personnel - **Increase market share & better customer service**





ACTIVITIES



Gerona, Tarlac
Bible Study



Sariaya, Quezon
Cluster Meeting



Naga, Cam Sur
TSPI AGENT Collection



Sambahayanihan Center
San Fernando, Cam Sur



Tagkawayan, Quezon
Microinsurance re-orientation



Sambahayanihan Center
Pili, Albay



Urban Gulayan

SAMBAYANIHAN URBAN GULAYAN



Values Formation



CITI Training



- Institutional activity on member training and kamustahan
- Stronger relationship with the members. There was an improved way of knowing their current situation.
- It creates awareness to member and increases their appreciation on need to enroll in insurance.



No. of Local Consultants	7
No. of MBA Advocates	200
No. of Provinces	22
No. of Branches	120
No. of Centers	5026
No. of Members who attended the Learning Sessions	24,244



Digitalization

- Partnered with Gcash and Nextpay for online claims release
- Digitization of Customer Records (DIGICUR)
- All government transactions done online



Salamat po!

