

<b>Banking and Insurance</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Current Quarter Oct - Dec</b>	<b>Current Quarter Jan - Mar</b>	<b>% Change</b>	<b>Last 12 Month Average</b>
<b>Quarterly Performance Indicators January - March 2013</b>						
<b>Quarterly Monitoring Financial Condition of Regulated Companies</b>						
<b>Average time to complete an Examination in days</b>						
Insurance Companies	Reduce	250	178	195	N/A*	283
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	40	119.46	102.05	-14.6%	123
Bank Examinations Independent	Increase	100	61	57	-6.6%	60
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	75	59	72	22.0%	47
<b>Average time to mail Examination Report (In days)</b>						
Insurance Companies	Reduce	40	13	22	N/A	15
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	49.19	52.63	7.0%	56
Bank Examinations Independent	Reduce	55	49	55	12.2%	60
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	90	62	47	-24.2%	61
Senior Staff Outreach to Bank Management	Increase	40	39	35	-10.3%	35
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	100%	100%	0.0%	100%
<b>Consumer Protection</b>						
<b>Fraud Deterrence</b>						
Referrals Received	Increase	650	1015	1095	7.9%	1165
Investigations Completed	Varies	800	827	1032	24.8%	1062
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	300	311	493	58.5%	371
Meeting with Industry investigative Units	Increase	25	24	21	-12.5%	22

<b>Monthly Performance Indicators April 2013</b>	<b>Desired Trend</b>	<b>Target</b>	<b>March</b>	<b>April</b>	<b>% Change</b>	<b>Last 12 Month Average</b>
<b>Promoting Growth and Stability of Regulated Industries</b>						
Percent of Phone calls not answered regarding licensing before caller hangs up	Reduce	6%	4.61%	7.29%	58.1%	5.83%
<b>Average time to process Rate and Form Filings in days</b>						
Life and Health	Maintain	40	30.6	43.4	41.9%	44
Property and Casualty	Maintain	30	16	15	-6.3%	16
<b>Consumer Protection</b>						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	5.34%	6.60%	23.6%	8.05%
<b>Average time to process a complaint in days</b>						
Insurance	Reduce	90	81.99	102	24.4%	81
Banking Consumer Finance	Reduce	70	44.0	60.0	36.3%	65
Real Estate	Reduce	125	221.2	222.6	0.6%	192
<b>Average time to process an enforcement action in days</b>						
Insurance	Reduce	915	551.0	317.3	-42.4%	867
Banking Consumer Finance	Reduce	280	122.6	107.2	-12.6%	129

\*No insurance financial exams completed or mailed during the quarter

