

Banking and Insurance

Performance Indicators - 1st Quarter FY 2011

	Desired Trend	Prior Month	Current Month	% Change	Last 12 Month Average
Monitoring Financial Condition of Regulated Companies					
Average time to complete an Examination in days	reduce				
Insurance Companies		N/A	N/A	N/A	247
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)		37	39	5.40%	54
Bank Examinations with Department Staff					
Joint Bank Examinations with the FDIC or Federal Reserve					
Percent of Examinations by Consultants completed within 5% of Bid Price	Increase				
Average time to mail Examination Report to Licensee in days	reduce				
Insurance Companies		N/A	N/A	N/A	52
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)		N/A	N/A	N/A	107
Bank Examinations with Department Staff					
Joint Bank Examinations with the FDIC or Federal Reserve					
Promoting Growth and Stability of Regulated Industries					
Percent of Phone calls not answered regarding licensing before caller hangs up	reduce	9.69%	7.57%	-21.88%	7.12%
Average time to approve a license once application is complete	reduce				
Average time to process Rate and Form Filings in days	maintain				
Life and Health		46.65	45.66	-13.85%	67.14
Property and Casualty		20	22	10%	35
Consumer Protection					
Percent of Phone calls not answered regarding complaints before caller hangs up	reduce	10.67%	11.38%	6.65%	9%
Average time to process a complaint in days	reduce				
Insurance		72	80	11.11%	66
Banking		531	431	-18.83%	523
Real Estate		165	142	-13.93%	155
Average time to process an enforcement action in days	reduce				
Insurance		1333	1862	39.68%	1574
Banking		612	518	-15.35%	592
Real Estate		159	229	44.02%	142