

## Banking and Insurance

### Performance Indicators - FY 2011 September

	Desired Trend	Prior Month	Current Month	% Change	Last 12 Month Average
<b>Monitoring Financial Condition of Regulated Companies</b>					
Average time to complete an Examination in days					
Insurance Companies	Reduce	N/A	N/A	N/A	247
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Maintain	39	5	-87.2%	53
Bank Examinations Independent	Reduce	54	67	24.1%	58
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	66	N/A	N/A	1
Percent of Examinations by Consultants completed within 5% of Bid Price	Increase				
Average time to mail Examination Report (In days)					
Insurance Companies	Reduce	N/A	N/A	N/A	52
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	N/A	96	N/A	106
Bank Examinations Independent	Reduce	55	101	83.6%	68
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	131	101	-22.9%	92
<b>Promoting Growth and Stability of Regulated Industries</b>					
Percent of Phone calls not answered regarding licensing before caller hangs up	Reduce	7.57%	7.86%	3.8%	7.7%
Average time to approve a license once application is complete	Reduce				
Average time to process Rate and Form Filings in days					
Life and Health	Maintain	45.66	49.42	8.2%	67.14
Property and Casualty	Maintain	22	21	-4.5%	33
<b>Consumer Protection</b>					
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	11.38%	7.62%	-33.0%	8.2%
Average time to process a complaint in days					
Insurance	Reduce	80	76	-5.0%	68
Banking Consumer Finance	Reduce	431	339	-21.3%	504
Real Estate	Reduce	142	122	-14.1%	155
Average time to process an enforcement action in days					
Insurance	Reduce	1,862	2,572	38.1%	1,556
Banking Consumer Finance	Reduce	518	634	22.4%	599
Real Estate	Reduce	229	111	-51.5%	147