

<b>Banking and Insurance</b> <b>Performance Indicators - FY 2011 December</b>	<b>Frequency</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Prior Month</b>	<b>Current Month</b>	<b>% Change</b>	<b>Last 12 Month Average</b>
<b>Monitoring Financial Condition of Regulated Companies</b>							
Average time to complete an Examination in days	Monthly						
Insurance Companies		Reduce		N/A	52	N/A	253
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)		Maintain		25.5	N/A	N/A	48
Bank Examinations Independent		Reduce		52	75	44.2%	61
Joint Bank Examinations with the FDIC or Federal Reserve		Reduce		85	55	-54.5%	65
Percent of Examinations by Consultants completed within 5% of Bid Price	Monthly	Increase		1	N/A		
Average time to mail Examination Report (In days)	Monthly						
Insurance Companies		Reduce		N/A	63	N/A	50
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)		Reduce		N/A	N/A	N/A	129
Bank Examinations Independent		Reduce		49	78	59.2%	67
Joint Bank Examinations with the FDIC or Federal Reserve		Reduce		N/A	228	N/A	112
<b>Promoting Growth and Stability of Regulated Industries</b>							
Percent of Phone calls not answered regarding licensing before caller hangs up	Monthly	Reduce		7.00%	5.39%	-23.0%	7.4%
Average time to approve a license once application is complete	Monthly	Reduce					
Average time to process Rate and Form Filings in days	Monthly						
Life and Health		Maintain		48.86	49.35	1.0%	58.09
Property and Casualty		Maintain		17	12	-29.4%	28
<b>Consumer Protection</b>							
Percent of Phone calls not answered regarding complaints before caller hangs up	Monthly	Reduce		6.95%	8.29%	19.3%	9.12%
Average time to process a complaint in days	Monthly						
Insurance		Reduce		93.1	76.49	-17.8%	74
Banking Consumer Finance		Reduce		148.26	125.96	-15.0%	475
Real Estate		Reduce		115.52	155.29	34.4%	164
Average time to process an enforcement action in days	Monthly						

Insurance		Reduce		1,829	1,391	-23.9%	2,025
Banking Consumer Finance		Reduce		449.94	631.63	40.4%	616
Real Estate		Reduce		126.87	199.92	57.6%	184