

Banking and Insurance Performance Indicators - FY 2011 January	Frequency	Desired Trend	Target	Prior Month	Current Month	% Change
Monitoring Financial Condition of Regulated Companies						
Average time to complete an Examination in days	Monthly					
Insurance Companies		Reduce		52	248	N/A
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)		Maintain		N/A	24.3	N/A
Bank Examinations Independent		Reduce		75	25	-66.7%
Joint Bank Examinations with the FDIC or Federal Reserve		Reduce		55	64	14.1%
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		63	43	N/A
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)		Reduce		N/A	N/A	N/A
Bank Examinations Independent		Reduce		78	58	-25.6%
Joint Bank Examinations with the FDIC or Federal Reserve		Reduce		228	118	-48.2%
Promoting Growth and Stability of Regulated Industries						
Percent of Phone calls not answered regarding licensing before caller hangs up	Monthly	Reduce		5.39%	3.71%	-31.2%
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		49.35	62.28	20.8%
Property and Casualty		Maintain		12	11	-8.3%
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Monthly	Reduce		8.29%	12.90%	55.6%
Average time to process a complaint in days	Monthly					
Insurance		Reduce		76.49	86.235	12.7%
Banking Consumer Finance		Reduce		125.96	110.63	-12.2%
Real Estate		Reduce		155.29	273.67	76.2%
Average time to process an enforcement action in days	Monthly					
Insurance		Reduce		1,391	1,553	11.6%
Banking Consumer Finance		Reduce		631.63	562.18	-11.0%
Real Estate		Reduce		199.92	315.48	57.8%

Last 12 Month Average	
	252
	52
	65
	64
	50
	128
	66
	108
	7.3%
	56.89
	26
	9.49%
	75
	461
	168
	2,010
	616
	194