

Banking and Insurance Performance Indicators - FY 2011 March	Frequency	Desired Trend	Prior Month	Current Month	% Change
Monitoring Financial Condition of Regulated Companies					
Average time to complete an Examination in days	Monthly				
Insurance Companies		Reduce	N/A	198	N/A
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)		Maintain	99.4	129.9	30.7%
Bank Examinations Independent		Reduce	71	75	5.6%
Joint Bank Examinations with the FDIC or Federal Reserve		Reduce	N/A	33	N/A
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	49	N/A
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)		Reduce	151.2	121.9	0
Bank Examinations Independent		Reduce	86	61	-29.1%
Joint Bank Examinations with the FDIC or Federal Reserve		Reduce	N/A	116	N/A
Promoting Growth and Stability of Regulated Industries					
Percent of Phone calls not answered regarding licensing before caller hangs up	Monthly	Reduce	4.28%	4.02%	-6.1%
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	52.1	45.47	-14.6%
Property and Casualty		Maintain	19	15	-21.1%
Consumer Protection					
Percent of Phone calls not answered regarding complaints before caller hangs up	Monthly	Reduce	6.31%	6.66%	5.5%
Average time to process a complaint in days	Monthly				
Insurance		Reduce	86.2	71.6	-16.9%
Banking Consumer Finance		Reduce	95.7	111.2	16.1%
Real Estate		Reduce	273.7	144.8	-47.1%
Average time to process an enforcement action in days	Monthly				
Insurance		Reduce	1553.0	1637.2	5.4%
Banking Consumer Finance		Reduce	743.8	1379.6	85.5%
Real Estate		Reduce	315.5	174.3	-44.8%

Last 12 Month Average
259
123
134
64
47
136
68
109
6.6%
51.65
22
9.07%
75
435
159
1,972
654
188