

| Banking and Insurance Performance Indicators - FY 2011 May | 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 | 258 | 489 | 89.5% |
| Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc) | | Maintain | N/A | 120.7 | N/A |
| Bank Examinations Independent | | Reduce | 62 | 111 | 79.0% |
| Joint Bank Examinations with the FDIC or Federal Reserve | | Reduce | 46 | 47 | 2.2% |
| 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 | 36 | 35 | -2.8% |
| Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc) | | Reduce | 109.7 | 126.1 | 15.0% |
| Bank Examinations Independent | | Reduce | 25 | 33 | 32.0% |
| Joint Bank Examinations with the FDIC or Federal Reserve | | Reduce | 94 | N/A | N/A |
| Promoting Growth and Stability of Regulated Industries | | | | | |
| Percent of Phone calls not answered regarding licensing before caller hangs up | Monthly | Reduce | 5.39% | 7.67% | 42.3% |
| Average time to process Rate and Form Filings in days | Monthly | | | | |
| Life and Health | | Maintain | 36.45 | 45.79 | 20.4% |
| Property and Casualty | | Maintain | 13 | 17 | 30.8% |
| Consumer Protection | | | | | |
| Percent of Phone calls not answered regarding complaints before caller hangs up | Monthly | Reduce | 4.82% | 5.47% | 13.5% |
| Average time to process a complaint in days | Monthly | | | | |
| Insurance | | Reduce | 72.1 | 77.9 | 8.0% |
| Banking Consumer Finance | | Reduce | 91.3 | 349.6 | 282.9% |
| Real Estate | | Reduce | 125.0 | 114.5 | -8.4% |
| Average time to process an enforcement action in days | Monthly | | | | |
| Insurance | | Reduce | 1279.1 | 1162.9 | -9.1% |
| Banking Consumer Finance | | Reduce | 934.6 | 702.4 | -24.8% |
| Real Estate | | Reduce | 174.3 | 124.1 | -28.8% |

| Last 12 Month Average | |
|-----------------------|-------|
| | |
| | |
| | 257 |
| | 109 |
| | 78 |
| | 59 |
| | |
| | |
| | 44 |
| | 140 |
| | 61 |
| | 114 |
| | |
| | |
| | |
| | 6.5% |
| | |
| | 48.76 |
| | 19 |
| | |
| | |
| | |
| | 8.16% |
| | |
| | 76 |
| | 340 |
| | 126 |
| | |
| | 1,890 |
| | 718 |
| | 153 |