

Banking and Insurance Performance Indicators - FY 2011 June	Frequency	Desired Trend	Prior Month	Current Month	% Change	Last 12 Month Average
Monitoring Financial Condition of Regulated Companies						
Average time to complete an Examination in days	Monthly					
Insurance Companies		Reduce	489	522	6.7%	278
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)		Maintain	120.7	209.7	73.8%	135
Bank Examinations Independent		Reduce	111	86	-22.5%	81
Joint Bank Examinations with the FDIC or Federal Reserve		Reduce	47	N/A	N/A	59
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	35	31	-11.4%	39
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)		Reduce	126.1	125.6	-0.4%	144
Bank Examinations Independent		Reduce	33	41	24.2%	64
Joint Bank Examinations with the FDIC or Federal Reserve		Reduce	N/A	41	N/A	106
Promoting Growth and Stability of Regulated Industries						
Percent of Phone calls not answered regarding licensing before caller hangs up	Monthly	Reduce	7.67%	12.00%	56.5%	6.5%
Average time to process Rate and Form Filings in days	Monthly					
Life and Health		Maintain	45.79	38.23	-19.8%	47.44
Property and Casualty		Maintain	17	16	-5.9%	17
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Monthly	Reduce	5.47%	8.19%	49.7%	8.16%
Average time to process a complaint in days	Monthly					
Insurance		Reduce	77.9	80.4	3.2%	76
Banking Consumer Finance		Reduce	349.6	54.9	-84.3%	310
Real Estate		Reduce	114.5	134.1	17.1%	150
Average time to process an enforcement action in days	Monthly					
Insurance		Reduce	1162.9	865.6	-25.6%	1,867
Banking Consumer Finance		Reduce	702.4	516.0	-26.5%	707
Real Estate		Reduce	174.3	124.1	-28.8%	153