

Banking and Insurance

Quarterly Performance Indicators July - September 2011

	Desired Trend	Goal	Prior Quarter April - June	Current Quarter July-September	% Change	Last 12 Month Average
Quarterly Monitoring Financial Condition of Regulated Companies						
Average time to complete an Examination in days						
Insurance Companies	Reduce	250	337.9	N/A	N/A	292.19
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	40	161.3	155.54	-3.57%	154.93
Bank Examinations Independent	Increase	100	82	119	45.12%	88
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	75	45	79	75.56%	65
Average time to mail Examination Report (In days)						
Insurance Companies	Reduce	40	34.27	N/A	N/A	44
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	132.06	118.18	-10.51%	135.04
Bank Examinations Independent	Reduce	55	42	39	-7.14%	52
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	90	45	41	-8.89%	88
Senior Staff Outreach to Bank Management	Increase	800%	14	12	-14.29%	
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	100%	100%	0.00%	
Consumer Protection						
Fraud Deterrence						
Referrals Received	Increase	650	879	666	-24.23%	677
Investigations Completed	Varies	800	1294	750	-42.04%	821
Cooperative Investigations with or Regulators and law Enforcement Agencies	Increase	5.0%	170	317	86.47%	191
Meeting with Industry investigative Units	Increase	5.0%	0	18	1800%	15

Monthly Performance Indicators September 2011

	Desired Trend	Target	Prior Month	Current Month	% Change	Last 12 Month Average
Promoting Growth and Stability of Regulated Industries						
Percent of Phone calls not answered regarding licensing before caller hangs up	Reduce	6%	4.81%	6.34%	31.8%	6.6%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	40.76	61.24	50.2%	47.13
Property and Casualty	Maintain	30	19	19	0.0%	17
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	6.90%	6.56%	-4.9%	7.31%
Average time to process a complaint in days						
Insurance	Reduce	90	79.6	80.02	0.5%	77
Banking Consumer Finance	Reduce	70	65.7	48.82	-25.7%	134
Real Estate	Reduce	125	162.5	102.4	-37.0%	149
Average time to process an enforcement action in days						
Insurance	Reduce	915	795.3	1378.0	73.3%	1750
Banking Consumer Finance	Reduce	280	235.1	204.22	-13.1%	659