

Banking and Insurance Quarterly Performance Indicators July - September 2011	Desired Trend	Target	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 October 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%	6.34%	4.36%	-31.2%	6.3%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	61.24	56.27	-8.1%	47.74
Property and Casualty	Maintain	30	19	21	10.5%	17
			17.12	12.11	-30.8%	
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	6.56%	6.27%	-4.4%	7.25%
Average time to process a complaint in days						
Insurance	Reduce	90	80.0	90.95	13.7%	79
Banking Consumer Finance	Reduce	70	48.8	42.87	-12.2%	124
Real Estate	Reduce	125	102.4	178.3	74.2%	144
Average time to process an enforcement action in days						
Insurance	Reduce	915	1378.0	845.4	-38.6%	1312
Banking Consumer Finance	Reduce	280	204.2	415.56	103.5%	664