

Banking and Insurance

Performance Indicators - FY 2011 November

	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					
Insurance Companies	Reduce	N/A	N/A	N/A	251
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Maintain	29.46	25.5	-13.4%	49
Bank Examinations Independent	Reduce	59	52	-11.9%	61
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	99	85	-16.5%	67
Percent of Examinations by Consultants completed within 5% of Bid Price	Increase		1		
Average time to mail Examination Report (In days)					
Insurance Companies	Reduce	N/A	N/A	N/A	52
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	96	N/A	N/A	114
Bank Examinations Independent	Reduce	63	49	-22.2%	64
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	97	N/A	N/A	96
Promoting Growth and Stability of Regulated Industries					
Percent of Phone calls not answered regarding licensing before caller hangs up	Reduce	7.45%	7.00%	-6.0%	7.5%
Average time to approve a license once application is complete	Reduce				
Average time to process Rate and Form Filings in days					
Life and Health	Maintain	48.99	48.86	-0.3%	60.60
Property and Casualty	Maintain	21	17	-19.0%	31
Consumer Protection					
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6.02%	6.95%	15.4%	9.14%
Average time to process a complaint in days					
Insurance	Reduce	64	93.1	45.5%	72
Banking Consumer Finance	Reduce	202.52	148.26	-26.8%	490
Real Estate	Reduce	205.04	115.52	-43.7%	161
Average time to process an enforcement action in days					
Insurance	Reduce	1,898	1,829	-3.6%	2,108
Banking Consumer Finance	Reduce	462.39	449.94	-2.7%	596
Real Estate	Reduce	223.11	126.87	-43.1%	157