

Banking and Insurance Quarterly Performance Indicators October - December 2011	Desired Trend	Target	Prior Quarter July - September	Current Quarter October - December	% Change	Last 12 Month Average
Quarterly Monitoring Financial Condition of Regulated Companies						
Average time to complete an Examination in days						
Insurance Companies	Reduce	250	N/A	114	N/A	272
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	40	155.54	113.17	-27.2%	157
Bank Examinations Independent	Increase	100	119	90	-24.4%	94
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	75	79	66	-16.5%	66
Average time to mail Examination Report (In days)						
Insurance Companies	Reduce	40	N/A	52	N/A	39
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	118.18	97.79	-17.3%	122
Bank Examinations Independent	Reduce	55	39	41	5.1%	45
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	90	41	55	34.1%	77
Senior Staff Outreach to Bank Management	Increase	40	12	11	-8.3%	46
Senior Staff Attendance at Exam Report/Board Meeting	Increase	0.5	100%	100%	0.0%	100%
Consumer Protection						
Fraud Deterrence						
Referrals Received	Increase	650	666	637	-4.4%	708
Investigations Completed	Varies	800	750	675	-10.0%	876
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	300	317	446	40.7%	233
Meeting with Industry investigative Units	Increase	25	18	19	5.6%	16

Monthly Performance Indicators December 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	0.06	4.84%	7.34%	51.7%	6.4%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	51.39	67.6	31.5%	49
Property and Casualty	Maintain	30	22	20	-9.1%	18
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	0.06	7.61%	10.41%	36.8%	7.66%
Average time to process a complaint in days						
Insurance	Reduce	90	74.10	86.43	16.6%	79
Banking Consumer Finance	Reduce	70	46.13	33.48	-27.4%	112
Real Estate	Reduce	125	136.1	220.5	62.0%	150
Average time to process an enforcement action in days						
Insurance	Reduce	915	1823.3	1205.3	-33.9%	1233
Banking Consumer Finance	Reduce	280	313.69	171.76	-45.2%	649

