

<b>Banking and Insurance</b> <b>Quarterly Performance Indicators October - December 2011</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Prior Quarter July - September</b>	<b>Current Quarter October - December</b>	<b>% Change</b>	<b>Last 12 Month Average</b>
<b>Quarterly Monitoring Financial Condition of Regulated Companies</b>						
<b>Average time to complete an Examination in days</b>						
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
<b>Average time to mail Examination Report (In days)</b>						
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	50%	100%	100%	0.0%	100%
<b>Consumer Protection</b>						
<b>Fraud Deterrence</b>						
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

<b>Monthly Performance Indicators January 2012</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Prior Month</b>	<b>Current Month</b>	<b>% Change</b>	<b>Last 12 Month Average</b>
<b>Promoting Growth and Stability of Regulated Industries</b>						
Percent of Phone calls not answered regarding licensing before caller hangs up	Reduce	6%	7.34%	4.85%	-33.9%	6.5%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	67.6	60	-11.2%	49
Property and Casualty	Maintain	30	20	22	10.0%	19
<b>Consumer Protection</b>						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	10.41%	10.82%	3.9%	7.53%
Average time to process a complaint in days						
Insurance	Reduce	90	86.43	91.12	5.4%	79
Banking Consumer Finance	Reduce	70	33.48	41.5	24.0%	107
Real Estate	Reduce	125	220.5	112.5	-49.0%	148
<b>Average time to process an enforcement action in days</b>						
Insurance	Reduce	915	1205.3	453.9	-62.3%	1188
Banking Consumer Finance	Reduce	280	171.76	150.15	-12.6%	634

