

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	50%	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 February 2012	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%	4.85%	4.00%	-17.5%	6.5%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	60	39.24	-34.6%	48
Property and Casualty	Maintain	30	22	18	-18.2%	18
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	10.82%	10.48%	-3.1%	7.85%
Average time to process a complaint in days						
Insurance	Reduce	90	91.12	105.58	15.9%	85
Banking Consumer Finance	Reduce	70	41.5	132.6	219.5%	111
Real Estate	Reduce	125	112.5	121.1	7.6%	136
Average time to process an enforcement action in days						
Insurance	Reduce	915	453.9	1468.0	223.4%	1244
Banking Consumer Finance	Reduce	280	150.15	384.26	155.9%	604

