

Banking and Insurance	Desired Trend	Target	Prior Quarter October - December	Current Quarter January - March	% Change	Last 12 Month Average
Quarterly Performance Indicators January - March 2012						
Quarterly Monitoring Financial Condition of Regulated Companies						
Average time to complete an Examination in days						
Insurance Companies	Reduce	250	N/A	329	N/A	301
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	40	113.17	122.38	8.1%	145
Bank Examinations Independent	Increase	100	90	86	-4.4%	92
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	75	66	50	-24.2%	61
Average time to mail Examination Report (In days)						
Insurance Companies	Reduce	40	52	19	N/A	30
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	97.79	112.45	15.0%	112
Bank Examinations Independent	Reduce	55	41	63	53.7%	47
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	90	55	83	50.9%	72
Senior Staff Outreach to Bank Management	Increase	40	11	12	9.1%	47
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	100%	100%	0.0%	100%
Consumer Protection						
Fraud Deterrence						
Referrals Received	Increase	650	637	459	-27.9%	660
Investigations Completed	Varies	800	675	920	36.3%	909
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	300	446	273	-38.8%	303
Meeting with Industry investigative Units	Increase	25	19	19	0.0%	15

Monthly Performance Indicators March 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%	4.00%	4.82%	20.5%	6.6%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	39.24	45.22	15.2%	48
Property and Casualty	Maintain	30	18	21	16.7%	19
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	10.48%	8.61%	-17.8%	8.02%
Average time to process a complaint in days						
Insurance	Reduce	90	105.58	76.77	-27.3%	82
Banking Consumer Finance	Reduce	70	132.6	200.52	51.2%	116
Real Estate	Reduce	125	121.1	232.4	91.9%	143
Average time to process an enforcement action in days						
Insurance	Reduce	915	1468.0	846.0	-42.4%	1198
Banking Consumer Finance	Reduce	280	384.26	176.88	-54.0%	496

