

Banking and Insurance

Quarterly Performance Indicators January - March 2012

	Desired Trend	Target	Prior Quarter October - December	Current Quarter January - March	% 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	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 April 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%	4.82%	4.83%	0.2%	6.6%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	45.22	48.62	7.5%	49
Property and Casualty	Maintain	30	21	20	-4.8%	20
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	8.61%	9.17%	6.5%	8.38%
Average time to process a complaint in days						
Insurance	Reduce	90	76.77	81.80	6.6%	84
Banking Consumer Finance	Reduce	70	200.52	148.41	-26.0%	124
Real Estate	Reduce	125	232.4	108.9	-53.1%	155
Average time to process an enforcement action in days						
Insurance	Reduce	915	846.0	1130.7	33.7%	1191
Banking Consumer Finance	Reduce	280	176.88	190.19	7.5%	389