

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 May 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%	4.83%	4.53%	-6.2%	6.3%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	48.2	51.25	6.3%	50
Property and Casualty	Maintain	30	20	22	10.0%	20
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	9.17%	9.09%	-0.9%	8.69%
Average time to process a complaint in days						
Insurance	Reduce	90	81.80	86.00	5.1%	84
Banking Consumer Finance	Reduce	70	148.41	94.85	-36.1%	118
Real Estate	Reduce	125	108.9	187.0	71.7%	154
Average time to process an enforcement action in days						
Insurance	Reduce	915	1130.7	666.3	-41.1%	1167
Banking Consumer Finance	Reduce	280	190.19	112.14	-41.0%	468