

<b>Banking and Insurance</b> <b>Quarterly Performance Indicators April - June 2012</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Prior Quarter January - March</b>	<b>Current Quarter April - June</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	329	318	-3.3%	294
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	40	122.38	112.37	-8.2%	123
Bank Examinations Independent	Increase	100	86	65	-24.4%	89
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	75	50	57	14.0%	66
<b>Average time to mail Examination Report (In days)</b>						
Insurance Companies	Reduce	40	19	14	-26.3%	16
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	112.45	73.79	-34.4%	100
Bank Examinations Independent	Reduce	55	63	43	-31.7%	46
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	90	83	42	-49.4%	57
Senior Staff Outreach to Bank Management	Increase	40	12	6	-50.0%	47
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	735	1241	68.8%	820
Investigations Completed	Varies	800	920	1322	43.7%	917
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	300	273	363	33.0%	350
Meeting with Industry investigative Units	Increase	25	19	15	-21.1%	18

<b>Monthly Performance Indicators June 2012</b>	<b>Desired Trend</b>	<b>Target</b>	<b>May</b>	<b>June</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%	4.53%	4.81%	6.2%	5.4%
<b>Average time to process Rate and Form Filings in days</b>						
Life and Health	Maintain	40	51.25	34.88	-31.9%	49
Property and Casualty	Maintain	30	22	18	-18.2%	20
<b>Consumer Protection</b>						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	9.09%	10.99%	20.9%	8.90%
<b>Average time to process a complaint in days</b>						
Insurance	Reduce	90	86.00	88.00	2.3%	86
Banking Consumer Finance	Reduce	70	94.85	70.5	-25.7%	86
Real Estate	Reduce	125	187.0	272.6	45.8%	152
<b>Average time to process an enforcement action in days</b>						
Insurance	Reduce	915	666.3	931.0	39.7%	1199
Banking Consumer Finance	Reduce	280	112.14	101.71	-9.3%	247

