

Banking and Insurance Quarterly Performance Indicators July - September 2012	Desired Trend	Target	Prior Quarter April - June	Current Quarter July - Sept	% Change	Last 12 Month Average
Quarterly Monitoring Financial Condition of Regulated Companies						
Average time to complete an Examination in days						
Insurance Companies	Reduce	250	318	N/A*	N/A*	294
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	40	112.37	127.73	13.7%	80
Bank Examinations Independent	Increase	100	65	41	-36.9%	75
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	75	57	53	-7.0%	65
Average time to mail Examination Report (In days)						
Insurance Companies	Reduce	40	14	N/A	N/A	16
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	73.79	108.25	46.7%	44
Bank Examinations Independent	Reduce	55	43	37	-14.0%	60
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	90	42	71	69.0%	46
Senior Staff Outreach to Bank Management	Increase	40	6	32	433.3%	19
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	100%	100%	0.0%	100%
Consumer Protection						
Fraud Deterrence						
Referrals Received	Increase	650	1241	1308	5.4%	980
Investigations Completed	Varies	800	1322	1068	-19.2%	996
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	300	363	317	-12.7%	350
Meeting with Industry investigative Units	Increase	25	15	28	86.7%	20

Monthly Performance Indicators October 2012	Desired Trend	Target	September	October	% 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%	5.56%	8.09%	45.5%	5.4%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	45.4	41.48	-8.6%	45
Property and Casualty	Maintain	30	14	13	-7.1%	19
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	4.09%	4.31%	5.4%	8.31%
Average time to process a complaint in days						
Insurance	Reduce	90	93.00	76.00	-18.3%	85
Banking Consumer Finance	Reduce	70	129.8	44.36	-65.8%	92
Real Estate	Reduce	125	202.2	192.2	-5.0%	191
Average time to process an enforcement action in days						
Insurance	Reduce	915	506.0	1324.0	161.7%	1121
Banking Consumer Finance	Reduce	280	289.68	192.17	-33.7%	193

*No insurance financial exams completed or mailed during the quarter

