

Banking and Insurance	Desired Trend	Target	Prior Quarter April - June	Current Quarter July - Sept	% Change	Last 12 Month Average
Quarterly Performance Indicators July - September 2012						
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 November 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%	8.09%	5.00%	-38.2%	5.4%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	41.48	54.62	31.7%	48
Property and Casualty	Maintain	30	13	18	38.5%	19
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	4.31%	12.60%	192.3%	8.75%
Average time to process a complaint in days						
Insurance	Reduce	90	76.00	80	5.3%	86
Banking Consumer Finance	Reduce	70	44.36	72.103	62.5%	95
Real Estate	Reduce	125	192.2	155.4	-19.2%	193
Average time to process an enforcement action in days						
Insurance	Reduce	915	1324.0	681.0	-48.6%	1034
Banking Consumer Finance	Reduce	280	192.17	147.33	-23.3%	177

*No insurance financial exams completed or mailed during the quarter

