

Banking and Insurance Quarterly Performance Indicators October - December 2012	Desired Trend	Target	Current Quarter July - Sept	Current Quarter Oct - Dec	% 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*	178	N/A*	309
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	40	127.73	119.46	-6.5%	123
Bank Examinations Independent	Increase	100	41	61	48.8%	64
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	75	53	59	11.3%	55
Average time to mail Examination Report (In days)						
Insurance Companies	Reduce	40	N/A	13	N/A	15
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	108.25	49.19	-54.6%	70
Bank Examinations Independent	Reduce	55	37	49	32.4%	49
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	90	71	62	-12.7%	62
Senior Staff Outreach to Bank Management	Increase	40	32	39	21.9%	22
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	100%	100%	0.0%	100%
Consumer Protection						
Fraud Deterrence						
Referrals Received	Increase	650	1308	1015	-22.4%	1075
Investigations Completed	Varies	800	1068	827	-22.6%	1034
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	300	317	311	-1.9%	316
Meeting with Industry investigative Units	Increase	25	28	24	-14.3%	22

Monthly Performance Indicators January 2013	Desired Trend	Target	December	January	% 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%	9.13%	5.19%	-43.2%	5.5%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	46.0	59.5	29.5%	46
Property and Casualty	Maintain	30	15	15	0.0%	18
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	16.06%	8.14%	-49.3%	8.94%
Average time to process a complaint in days						
Insurance	Reduce	90	82.3	72.48	-11.9%	84
Banking Consumer Finance	Reduce	70	59.6	53.4	-10.4%	101
Real Estate	Reduce	125	149.2	177.1	18.6%	173
Average time to process an enforcement action in days						
Insurance	Reduce	915	341.0	471.0	38.1%	867
Banking Consumer Finance	Reduce	280	141.4	72.4	-48.8%	172

*No insurance financial exams completed or mailed during the quarter

