

Banking and Insurance Quarterly Performance Indicators January - March 2013	Desired Trend	Target	Current Quarter Oct - Dec	Current Quarter Jan - Mar	% Change	Last 12 Month Average
Quarterly Monitoring Financial Condition of Regulated Companies						
Average time to complete an Examination in days						
Insurance Companies	Reduce	250	178	195	N/A*	283
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	40	119.46	102.05	-14.6%	123
Bank Examinations Independent	Increase	100	61	57	-6.6%	60
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	75	59	72	22.0%	47
Average time to mail Examination Report (In days)						
Insurance Companies	Reduce	40	13	22	N/A	15
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	49.19	52.63	7.0%	56
Bank Examinations Independent	Reduce	55	49	55	12.2%	60
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	90	62	47	-24.2%	61
Senior Staff Outreach to Bank Management	Increase	40	39	35	-10.3%	35
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	100%	100%	0.0%	100%
Consumer Protection						
Fraud Deterrence						
Referrals Received	Increase	650	1015	1095	7.9%	1165
Investigations Completed	Varies	800	827	1032	24.8%	1062
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	300	311	493	58.5%	371
Meeting with Industry investigative Units	Increase	25	24	21	-12.5%	22

Monthly Performance Indicators March 2013	Desired Trend	Target	February	March	% 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%	4.21%	4.61%	9.5%	5.6%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	29.3	30.6	4.5%	44
Property and Casualty	Maintain	30	18	16	-11.1%	16
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	6.10%	5.34%	-12.5%	8.50%
Average time to process a complaint in days						
Insurance	Reduce	90	70.3	81.99	16.6%	81
Banking Consumer Finance	Reduce	70	44.4	44.0	-1.1%	76
Real Estate	Reduce	125	241.1	221.2	-8.3%	187
Average time to process an enforcement action in days						
Insurance	Reduce	915	654.0	551.0	-15.7%	559
Banking Consumer Finance	Reduce	280	51.1	122.6	139.7%	137

*No insurance financial exams completed or mailed during the quarter