

<b>Banking and Insurance</b> <b>Quarterly Performance Indicators January - March 2013</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Current Quarter Oct - Dec</b>	<b>Current Quarter Jan - Mar</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	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
<b>Average time to mail Examination Report (In days)</b>						
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%
<b>Consumer Protection</b>						
<b>Fraud Deterrence</b>						
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

<b>Monthly Performance Indicators May 2013</b>	<b>Desired Trend</b>	<b>Target</b>	<b>April</b>	<b>May</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%	7.29%	12.53%	71.9%	5.52%
<b>Average time to process Rate and Form Filings in days</b>						
Life and Health	Maintain	40	43.4	47.96	10.5%	44
Property and Casualty	Maintain	30	15	13.0	-13.3%	15
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<b>Consumer Protection</b>						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	6.60%	8.21%	24.4%	7.98%
<b>Average time to process a complaint in days</b>						
Insurance	Reduce	90	102	112.7	10.5%	85
Banking Consumer Finance	Reduce	70	60.0	53.03	-11.6%	53
Real Estate	Reduce	125	222.6	150.67	-32.3%	192
<b>Average time to process an enforcement action in days</b>						
Insurance	Reduce	915	317.3	193.5	-39.0%	666
Banking Consumer Finance	Reduce	280	107.2	70.41	-34.3%	127

\*No insurance financial exams completed or mailed during the quarter