

Monthly Performance Indicators July 2013	Desired Trend	Target	June	July	% 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%	23.36%	12.52%	-46.4%	9.67%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	35.47	47.83	34.8%	44
Property and Casualty	Maintain	30	19.0	17.0	-10.5%	15
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	9.24%	7.62%	-17.5%	6.59%
Average time to process a complaint in days						
Insurance	Reduce	90	109.0	103.5	-5.0%	89
Banking Consumer Finance	Reduce	70	69.829	72.289	3.5%	58
Real Estate	Reduce	125	257.97	218.86	-15.2%	197
Average time to process an enforcement action in days						
Insurance	Reduce	915	851.7	241.6	-71.6%	566
Banking Consumer Finance	Reduce	280	70.56	229.13	224.7%	136

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*No insurance financial exams completed or mailed during the quarter