

<b>Banking and Insurance</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Current Quarter Jan - Mar</b>	<b>Current Quarter Apr - June</b>	<b>% Change</b>	<b>Last 12 Month Average</b>
<b>Quarterly Performance Indicators April - June 2013</b>						
<b>Quarterly Monitoring Financial Condition of Regulated Companies</b>						
<b>Average time to complete an Examination in days</b>						
Insurance Companies	Reduce	250	195	286	46.7%	274
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	40	102.05	58.86	-42.3%	108
Bank Examinations Independent	Increase	100	57	50	-12.3%	47
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	75	72	53	-26.4%	56
<b>Average time to mail Examination Report (In days)</b>						
Insurance Companies	Reduce	40	22	27	22.7%	26
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	52.63	73	38.7%	54
Bank Examinations Independent	Reduce	55	55	44	-20.0%	50
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	90	47	58	23.4%	53
Senior Staff Outreach to Bank Management	Increase	40	35	30	-14.3%	54
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	100%	89%	-11.0%	97%
<b>Consumer Protection</b>						
<b>Fraud Deterrence</b>						
Referrals Received	Increase	650	1095	874	-20.2%	1073
Investigations Completed	Varies	800	1032	998	-3.3%	981
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	300	493	226	-54.2%	337
Meeting with Industry investigative Units	Increase	25	21	23	9.5%	24

<b>Monthly Performance Indicators August 2013</b>	<b>Desired Trend</b>	<b>Target</b>	<b>July</b>	<b>Aug</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%	12.52%	9.70%	-22.5%	9.94%
<b>Average time to process Rate and Form Filings in days</b>						
Life and Health	Maintain	40	47.83	42.4	-11.4%	44
Property and Casualty	Maintain	30	17.0	14.0	-17.6%	15
<b>Consumer Protection</b>						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	7.62%	11.21%	47.1%	8.15%
<b>Average time to process a complaint in days</b>						
Insurance	Reduce	90	103.5	115.2	11.2%	92
Banking Consumer Finance	Reduce	70	72.289	88.68	22.7%	76
Real Estate	Reduce	125	218.86	271.51	24.1%	208
<b>Average time to process an enforcement action in days</b>						
Insurance	Reduce	915	241.6	562.7	132.9%	558
Banking Consumer Finance	Reduce	280	229.13	50.73	-77.9%	141

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

