

Banking and Insurance	Desired Trend	Target	Prior Quarter Apr -June	Current Quarter July - Sept	% Change	Last 12 Month Average
Quarterly Performance Indicators July - September 2013						
Quarterly Monitoring Financial Condition of Regulated Companies						
Average time to complete an Examination in days						
Insurance Companies	Reduce	250	286	N/A	N/A	274
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	40	58.86	80.11	36.1%	81
Bank Examinations Independent	Increase	100	50	52	4.0%	55
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	75	53	44	-17.0%	59
Average time to mail Examination Report (In days)						
Insurance Companies	Reduce	40	27	N/A	N/A	26
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	73	51.77	-29.1%	58
Bank Examinations Independent	Reduce	55	44	49	11.4%	50
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	90	58	37	-36.2%	46
Senior Staff Outreach to Bank Management	Increase	40	30	27	-10.0%	33
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	89%	92%	3.4%	95%
Consumer Protection						
Fraud Deterrence						
Referrals Received	Increase	650	874	1049	20.0%	1008
Investigations Completed	Varies	800	998	1021	2.3%	970
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	300	226	219	-3.1%	312
Meeting with Industry investigative Units	Increase	25	23	35	52.2%	26

Monthly Performance Indicators September 2013	Desired Trend	Target	Aug	Sept	% 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%	9.70%	8.34%	-14.0%	9.95%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	42.4	30.97	-27.0%	43
Property and Casualty	Maintain	30	14.0	17.0	21.4%	15

Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	11.21%	6.62%	-40.9%	6.94%
Average time to process a complaint in days						
Insurance	Reduce	90	115.2	119.4	3.6%	94
Banking Consumer Finance	Reduce	70	88.68	79.091	0	71
Real Estate	Reduce	125	271.51	128.5	-52.7%	218
Average time to process an enforcement action in days						
Insurance	Reduce	915	562.7	341.0	-39.4%	541
Banking Consumer Finance	Reduce	280	50.73	193.11	280.7%	131

*No insurance financial exams completed or mailed during the quarter