

<b>Banking and Insurance</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Prior Quarter July - Sept</b>	<b>Current Quarter Oct -Dec</b>	<b>% Change</b>	<b>Last 12 Month Average</b>
<b>Quarterly Performance Indicators October - December 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	N/A	319	N/A	290
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	40	80.11	59.32	-26.0%	72
Bank Examinations Independent	Increase	100	52	47	-9.6%	52
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	75	44	49	11.4%	57
<b>Average time to mail Examination Report (In days)</b>						
Insurance Companies	Reduce	40	N/A	12	N/A	22
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	51.77	73	41.0%	59
Bank Examinations Independent	Reduce	55	49	37	-24.5%	47
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	90	37	18	-51.4%	37
Senior Staff Outreach to Bank Management	Increase	40	27	28	3.7%	30
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	92%	100%	8.7%	95%
<b>Consumer Protection</b>						
<b>Fraud Deterrence</b>						
Referrals Received	Increase	650	1049	1160	10.6%	1160
Investigations Completed	Varies	800	1021	795	-22.1%	795
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	300	219	235	7.3%	235
Meeting with Industry investigative Units	Increase	25	35	44	25.7%	44

<b>Monthly Performance Indicators January 2014</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Dec</b>	<b>Jan</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%	6.65%	8.18%	23.0%	10.00%
<b>Average time to process Rate and Form Filings in days</b>						
Life and Health	Maintain	40	61.52	55.7	-9.5%	44
Property and Casualty	Maintain	30	14.0	15.0	7.1%	25
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<b>Consumer Protection</b>						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	4.96%	6.51%	31.3%	6.68%
<b>Average time to process a complaint in days</b>						
Insurance	Reduce	90	94.1	83.0	-11.7%	500
Banking Consumer Finance	Reduce	70	75.94	78.15	2.9%	74
Real Estate	Reduce	125	198.39	122.12	-38.4%	290
<b>Average time to process an enforcement action in days</b>						
Insurance	Reduce	915	559.6	470.0	-16.0%	500
Banking Consumer Finance	Reduce	280	67	122.59	83.0%	112

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