

Banking and Insurance	Desired Trend	Target	Current Quarter Oct -Dec	Current Quarter Jan - Mar	% Change	Last 12 Month Average
Quarterly Performance Indicators January - March 2013						
Quarterly Monitoring Financial Condition of Regulated Companies						
Average time to complete an Examination in days						
Insurance Companies	Reduce	250	319	189	-40.75%	290
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	40	59.32	70.68	19.15%	68
Bank Examinations Independent	Increase	100	47	87	85.1%	61
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	75	49	74	51.0%	55
Average time to mail Examination Report (In days)						
Insurance Companies	Reduce	40	12	16	33.33%	22
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	73	46.24	-36.66%	62
Bank Examinations Independent	Reduce	55	37	32	-13.5%	42
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	90	18	58	222.2%	38
Senior Staff Outreach to Bank Management	Increase	40	28	37	32.1%	31
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	100%	91%	-9.0%	92%
Consumer Protection						
Fraud Deterrence						
Referrals Received	Increase	650	1160	680	-41.4%	941
Investigations Completed	Varies	800	795	924	16.2%	912
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	300	235	92	-60.9%	193
Meeting with Industry investigative Units	Increase	25	44	27	-38.6%	30

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Monthly Performance Indicators April 2014	Desired Trend	Target	Mar	Apr	% 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%	5.88%	5.14%	-12.59%	10.48%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	48.73	38.37	-21.26%	45
Property and Casualty	Maintain	30	14.0	10.0	-28.6%	15
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	4.77%	5.28%	10.69%	6.85%
Average time to process a complaint in days						
Insurance	Reduce	90	57.3	48.2	-15.83%	92
Banking Consumer Finance	Reduce	70	100.16	79.89	-20.2%	84
Real Estate	Reduce	125	134.56	152.58	13.39%	237
Average time to process an enforcement action in days						
Insurance	Reduce	915	421.6	593.5	40.79%	500
Banking Consumer Finance	Reduce	280.0	146.57	105	-28.4%	117
Real Estate	Reduce	525	575.8	587.08	2.0%	499