

Banking and Insurance Quarterly Performance Indicators April - June 2014	Desired Trend	Target	Current Quarter Jan - Mar	Current Quarter Apr - June	% Change	Last 12 Month Average
Quarterly Monitoring Financial Condition of Regulated Companies						
Average time to complete an Examination in days						
Insurance Companies	Reduce	250	189	285	50.79%	292
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	40	70.68	92.7	31.15%	77
Bank Examinations Independent	Increase	100	87	48	-44.8%	63
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	75	74	54	-27.0%	55
Average time to mail Examination Report (In days)						
Insurance Companies	Reduce	40	16	16	0.00%	14
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	46.24	65.3	41.22%	58
Bank Examinations Independent	Reduce	55	32	36	12.5%	40
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	90	58	46	-20.7%	37
Senior Staff Outreach to Bank Management	Increase	40	37	27	-27.0%	31
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	91%	100%	9.9%	96%
Consumer Protection						
Fraud Deterrence						
Referrals Received	Increase	650	680	1082	59.1%	993
Investigations Completed	Varies	800	924	970	5.0%	928
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	300	92	552	500.0%	*
Meeting with Industry investigative Units	Increase	25	27	34	25.9%	*
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Monthly Performance Indicators August 2014	Desired Trend	Target	July	August	% 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%	3.10%	4.49%	44.84%	5.95%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	52.52	70.4	34.04%	48
Property and Casualty	Maintain	30	13.0	12.0	-7.7%	13
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Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	3.10%	3.53%	13.87%	4.95%
Average time to process a complaint in days						
Insurance	Reduce	90	63.9	73.1	14.35%	77
Banking Consumer Finance	Reduce	70	182.22	157.04	-13.8%	106
Real Estate	Reduce	125	128.25	240.66	87.65%	210
Average time to process an enforcement action in days						
Insurance	Reduce	915	349.2	491.8	40.85%	489
Banking Consumer Finance	Reduce	280.0	242.54	220.75	-8.98%	150
Real Estate	Reduce	525	1010.77	604.92	-40.15%	635

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