

Banking and Insurance	Desired Trend	Target	Current Quarter Apr - June	Current Quarter Jul - Sept	% Change	Last 12 Month Average
Quarterly Performance Indicators July - September 2014						
Quarterly Monitoring Financial Condition of Regulated Companies						
Average time to complete an Examination in days						
Insurance Companies	Reduce	250	285	N/A	N/A	292
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	40	92.7	68.72	-25.87%	81
Bank Examinations Independent	Increase	100	48	51	6.3%	67
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	75	54	61	13.0%	59
Average time to mail Examination Report (In days)						
Insurance Companies	Reduce	40	16	N/A	N/A	14
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	65.3	63.7	-2.45%	58
Bank Examinations Independent	Reduce	55	36	40	11.1%	36
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	90	46	32	-30.4%	36
Senior Staff Outreach to Bank Management	Increase	40	27	21	-22.2%	28
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	100%	100%	0.0%	97%
Consumer Protection						
Fraud Deterrence						
Referrals Received	Increase	650	1082	1081	-0.1%	981
Investigations Completed	Varies	800	970	1123	15.8%	997
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	300	552	429	-22.3%	406
Meeting with Industry investigative Units	Increase	25	34	28	-17.6%	31

Monthly Performance Indicators September 2014	Desired Trend	Target	August	September	% 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%	4.49%	3.54%	-21.16%	6.25%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	70.4	54.78	-22.19%	50
Property and Casualty	Maintain	30	12.0	13.0	8.3%	13
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Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	3.53%	2.29%	-35.13%	5.04%
Average time to process a complaint in days						
Insurance	Reduce	90	73.1	56.8	-22.31%	73
Banking Consumer Finance	Reduce	70	157.04	165.55	5.4%	116
Real Estate	Reduce	125	240.66	212.95	-11.51%	408
Average time to process an enforcement action in days						
Insurance	Reduce	915	491.8	506.2	2.93%	503
Banking Consumer Finance	Reduce	280.0	220.75	52.65	-76.15%	126
Real Estate	Reduce	525	604.92	685.54	13.33%	641