

Banking and Insurance Quarterly Performance Indicators July - September 2014	Desired Trend	Target	Current Quarter Apr - June	Current Quarter Jul - Sept	% Change	Last 12 Month Average
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 November 2014	Desired Trend	Target	0 October	0 November	% Change	0 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%	3.96%	6.00%	51.52%	5.39%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	50.26	53.83	7.10%	50
Property and Casualty	Maintain	30	16.0	13.0	-18.8%	13
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	2.46%	4.16%	69.11%	4.23%
Average time to process a complaint in days						
Insurance	Reduce	90	48.2	43.4	-9.91%	63
Banking Consumer Finance	Reduce	70	140.25	113.13	-19.3%	127
Real Estate	Reduce	125	234.81	170.01	-27.60%	180
Average time to process an enforcement action in days						
Insurance	Reduce	915	539.9	387.2	-28.29%	475
Banking Consumer Finance	Reduce	280.0	202.33	140	-30.81%	135
Real Estate	Reduce	525	648.73	N/A	N/A	677

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