

Banking and Insurance Quarterly Performance Indicators October - December 2014	Desired Trend	Target	Current Quarter Jul - Sept	Current Quarter Oct - Dec	% Change	Last 12 Month Average
Quarterly Monitoring Financial Condition of Regulated Companies						
Average time to complete an Examination in days						
Insurance Companies	Reduce	250	N/A	289	N/A	269
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	100	68.72	75.55	9.94%	76
Bank Examinations Independent	Increase	60	51	56	9.8%	67.2
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	65	61	61.2	0.3%	62.5
Average time to mail Examination Report (In days)						
Insurance Companies	Reduce	20	N/A	31	N/A	18
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	63.7	103.87	63.06%	68
Bank Examinations Independent	Reduce	55	40	22.3	-44.3%	36.1
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	60	32	64	100.0%	36.4
Senior Staff Outreach to Bank Management	Increase	40	21	23	9.5%	27
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	100%	100%	0.0%	97%
Consumer Protection						
Fraud Deterrence						
Referrals Received	Increase	800	1081	912	-15.6%	939
Investigations Completed	Varies	950	1123	1081	-3.7%	1025
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	313	429	267	-37.8%	335
Meeting with Industry investigative Units	Increase	25	28	53	89.3%	35
Monthly Performance Indicators January 2015						
	Desired Trend	Target	December	January	% 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%	4.10%	3.80%	-7.32%	4.80%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	57.11	41	-28.21%	49
Property and Casualty	Maintain	30	14.0	17.0	21.4%	13
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	1.92%	2.13%	10.94%	3.65%
Average time to process a complaint in days						
Insurance	Reduce	90	39.1	49.1	25.71%	57
Banking Consumer Finance	Reduce	60	129.99	126.53	-2.7%	152
Real Estate	Reduce	145	200.13	165.45	-17.33%	181
Average time to process an enforcement action in days						
Insurance	Reduce	500	582.5	176.7	-69.66%	478
Banking Consumer Finance	Reduce	75.0	153.85	133.18	-13.44%	147
Real Estate	Reduce	525	N/A	63.92	N/A	674

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