

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	Maintain	60	51	56	9.8%	67.2
Joint Bank Examinations with the FDIC or Federal Reserve	Maintain	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 February 2015	Desired Trend	Target	January	February	% 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%	3.80%	2.37%	-37.63%	4.37%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	41	34.12	-16.78%	49
Property and Casualty	Maintain	30	17.0	12.0	-29.4%	13
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Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	2.13%	3.38%	58.69%	3.65%
Average time to process a complaint in days						
Insurance	Reduce	90	49.1	42.8	-12.98%	54
Banking Consumer Finance	Reduce	60	126.53	86.47	-31.7%	131
Real Estate	Reduce	145	165.45	128.76	-22.18%	174
Average time to process an enforcement action in days						
Insurance	Reduce	500	176.7	402.6	127.80%	445
Banking Consumer Finance	Reduce	75.0	133.18	116.9	-12.22%	149
Real Estate	Reduce	525	63.92	435.29	N/A	671