

<b>Banking and Insurance</b> <b>Quarterly Performance Indicators January - March 2015</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Prior Quarter Oct - Dec</b>	<b>Current Quarter Jan - Mar</b>	<b>% Change</b>	<b>Last 12 Month Average</b>
<b>Quarterly Monitoring Financial Condition of Regulated Companies</b>						
<b>Average time to complete an Examination in days</b>						
Insurance Companies	Reduce	250	289	287	N/A	285
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	100	75.55	67.9	-10.13%	90
Bank Examinations Independent	Reduce	60	56	71	26.8%	58
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	65	61.2	72	17.6%	56
<b>Average time to mail Examination Report (In days)</b>						
Insurance Companies	Reduce	20	31	13	N/A	16
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	103.87	124.55	19.91%	92
Bank Examinations Independent	Reduce	55	22.3	28	25.6%	32
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	60	64	36	-43.8%	42
Senior Staff Outreach to Bank Management	Increase	40	23	23	0.0%	24
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	100%	92%	-8.0%	97%
<b>Consumer Protection</b>						
<b>Fraud Deterrence</b>						
Referrals Received	Increase	800	912	1386	52.0%	856
Investigations Completed	Varies	950	1081	844	-21.9%	1015.5
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	313	267	202	-24.3%	290
Meeting with Industry investigative Units	Increase	25	53	28	-47.2%	39

<b>Monthly Performance Indicators March 2015</b>	<b>Desired Trend</b>	<b>Target</b>	<b>February</b>	<b>March</b>	<b>% Change</b>	<b>Last 12 Month Average</b>
<b>Promoting Growth and Stability of Regulated Industries</b>						
Percent of Phone calls not answered regarding licensing before caller hangs up	Reduce	6%	2.37%	3.24%	36.71%	3.35%
<b>Average time to process Rate and Form Filings in days</b>						
Life and Health	Maintain	40	34.12	43.9	28.66%	48
Property and Casualty	Maintain	30	12.0	13.0	8.3%	13
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<b>Consumer Protection</b>						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	3.38%	3.19%	-5.62%	4.10%
<b>Average time to process a complaint in days</b>						
Insurance	Reduce	90	42.8	43.3	1.19%	53
Banking Consumer Finance	Reduce	60	86.47	67.9	-21.5%	128
Real Estate	Reduce	145	128.76	113.85	-11.58%	170
<b>Average time to process an enforcement action in days</b>						
Insurance	Reduce	500	402.6	296.1	-26.44%	434
Banking Consumer Finance	Reduce	75.0	116.9	423.33	262.13%	163
Real Estate	Reduce	525	435.29	N/A	N/A	686