

Banking and Insurance Quarterly Performance Indicators January - March 2015	Desired Trend	Target	Prior Quarter Oct - Dec	Current Quarter Jan - Mar	% Change	Last 12 Month Average
Quarterly Monitoring Financial Condition of Regulated Companies						
Average time to complete an Examination in days						
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	Increase	60	56	71	26.8%	58
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	65	61.2	72	17.6%	56
Average time to mail Examination Report (In days)						
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%
Consumer Protection						
Fraud Deterrence						
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

Monthly Performance Indicators April 2015	Desired Trend	Target	March	April	% 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%	3.24%	4.90%	51.23%	4.32%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	43.9	39.69	-9.59%	49
Property and Casualty	Maintain	30	13.0	16.0	23.1%	14
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Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	3.19%	4.69%	47.02%	3.29%
Average time to process a complaint in days						
Insurance	Reduce	90	42.3	45.8	8.30%	52
Banking Consumer Finance	Reduce	60	67.9	51.52	-24.1%	126
Real Estate	Reduce	145	113.85	395.46	247.35%	200
Average time to process an enforcement action in days						
Insurance	Reduce	500	296.1	59.8	-79.80%	390
Banking Consumer Finance	Reduce	75.0	423.33	322.31	-23.86%	168
Real Estate	Reduce	525	N/A	507085	N/A	676