

<b>Banking and Insurance</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 Performance Indicators January - March 2015</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	Increase	60	56	71	26.8%	58
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	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 May 2015</b>	<b>Desired Trend</b>	<b>Target</b>	<b>April</b>	<b>May</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%	4.90%	2.92%	-40.41%	3.90%
<b>Average time to process Rate and Form Filings in days</b>						
Life and Health	Maintain	40	39.69	34.37	-13.40%	47
Property and Casualty	Maintain	30	16.0	12.0	-25.0%	14
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<b>Consumer Protection</b>						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	4.69%	3.68%	-21.54%	3.23%
<b>Average time to process a complaint in days</b>						
Insurance	Reduce	90	45.8	44.0	-3.80%	51
Banking Consumer Finance	Reduce	60	51.52	37.97	-26.3%	121
Real Estate	Reduce	145	395.46	250.98	-36.53%	214
<b>Average time to process an enforcement action in days</b>						
Insurance	Reduce	500	59.8	320.1	435.23%	379
Banking Consumer Finance	Reduce	75.0	322.31	222	-31.12%	168
Real Estate	Reduce	525	507.85	N/A	N/A	684