

Banking and Insurance Quarterly Performance Indicators Apr - Jun 2015	Desired Trend	Target	Current Quarter Jan - Mar	Current Quarter Apr - Jun	% Change	Last 12 Month Average
Quarterly Monitoring Financial Condition of Regulated Companies						
Average time to complete an Examination in days						
Insurance Companies	Reduce	250	287	396	N/A	385
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	100	67.9	57.33	-15.57%	86
Bank Examinations Independent	Increase	60	71	40.5	-43.0%	
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	65	72	46.3	-35.7%	
Average time to mail Examination Report (In days)						
Insurance Companies	Reduce	20	13	13	N/A	13
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	124.55	142.83	14.68%	111
Bank Examinations Independent	Reduce	55	28	56.9	103.2%	59.58
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	60	36	96.5	168.1%	73.17
Senior Staff Outreach to Bank Management	Increase	40	23	37	60.9%	26
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	92%	88%	-4.9%	95%
Consumer Protection						
Fraud Deterrence						
Referrals Received	Increase	800	1386	1336	-3.6%	1179
Investigations Completed	Varies	950	844	1208	43.1%	1064
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	313	202	212	5.0%	278
Meeting with Industry investigative Units	Increase	25	28	37	32.1%	37

			0	0		0
Monthly Performance Indicators Jun 2015	Desired Trend	Target	May	Jun	% 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%	2.92%	6.88%	135.62%	4.24%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	34.37	25.98	-24.41%	47
Property and Casualty	Maintain	30	12.0	13.0	8.3%	14
					#REF!	
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	3.68%	2.81%	-23.64%	3.10%
Average time to process a complaint in days						
Insurance	Reduce	90	44.0	40.9	-7.08%	49
Banking Consumer Finance	Reduce	60	37.97	63.48	67.2%	116
Real Estate	Reduce	145	250.98	268.75	7.08%	215
Average time to process an enforcement action in days						
Insurance	Reduce	500	320.1	502.0	56.84%	385
Banking Consumer Finance	Reduce	75.0	222	206	-7.21%	169
Real Estate	Reduce	525	N/A	52.19	N/A	708

