

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

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Monthly Performance Indicators July 2015	Desired Trend	Target	Jun	Jul	% 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%	6.88%	3.59%	-47.82%	4.27%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	25.98	31.61	21.67%	44.75
Property and Casualty	Maintain	30	13.0	13.0	0.0%	14
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Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	2.81%	2.50%	-11.03%	3.05%
Average time to process a complaint in days						
Insurance	Reduce	90	40.9	41.6	1.59%	47
Banking Consumer Finance	Reduce	60	63.48	110.73	74.4%	121
Real Estate	Reduce	145	268.75	226.57	-15.69%	216
Average time to process an enforcement action in days						
Insurance	Reduce	500	502.0	693.3	38.10%	413
Banking Consumer Finance	Reduce	75.0	206	73.94	-64.11%	121
Real Estate	Reduce	525	52.19	274.36	N/A	522

