

Banking and Insurance Quarterly Performance Indicators Jul - Sep 2015	Desired Trend	Target	Current Quarter Apr - Jun	Current Quarter Jul - Sep	% Change	Last 12 Month Average
Quarterly Monitoring Financial Condition of Regulated Companies						
Average time to complete an Examination in days						
Insurance Companies	Reduce	250	396	N/A	N/A	385
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	100	57.33	89.73	56.51%	91
Bank Examinations Independent	Increase	60	40.5	54.4	34.3%	60.3
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	65	46.3	52.2	12.7%	69.4
Average time to mail Examination Report (In days)						
Insurance Companies	Reduce	20	13	N/A	N/A	13
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	142.83	180.58	26.43%	136
Bank Examinations Independent	Reduce	55	56.9	26.4	-53.6%	30.4
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	60	96.5	55	-43.0%	46.5
Senior Staff Outreach to Bank Management	Increase	40	37	30	-18.9%	27
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	88%	100%	14.3%	97%
Consumer Protection						
Fraud Deterrence						
Referrals Received	Increase	800	1336	1387	3.8%	1068
Investigations Completed	Varies	950	1208	1316	8.9%	1079
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	313	212	340	60.4%	262.5
Meeting with Industry investigative Units	Increase	25	37	40	8.1%	31

Monthly Performance Indicators September 2015	Desired Trend	Target	0 Aug	0 Sep	% Change	0 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%	2.62%	3.24%	23.66%	4.12%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	40.11	42.42	5.76%	41
Property and Casualty	Maintain	30	12.0	15.0	25.0%	14
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Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	3.01%	2.16%	-28.24%	3.01%
Average time to process a complaint in days						
Insurance	Reduce	90	42.3	41.7	-1.54%	44
Banking Consumer Finance	Reduce	60	105.47	64.32	-39.0%	96
Real Estate	Reduce	145	131.44	159.47	21.33%	212
Average time to process an enforcement action in days						
Insurance	Reduce	500	246.1	623.9	153.51%	403
Banking Consumer Finance	Reduce	75.0	105	85.33	-18.73%	136
Real Estate	Reduce	525	N/A	536.58	N/A	478