

Banking and Insurance Quarterly Performance Indicators Jul - Sep 2015	Desired Trend	Target	Current Quarter Jul - Sep	Current Quarter Oct - Dec	% Change	Last 12 Month Average
Quarterly Monitoring Financial Condition of Regulated Companies						
Average time to complete an Examination in days						
Insurance Companies	Reduce	250	N/A	276	N/A	336
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	100	89.73	173.18	93.00%	107
Bank Examinations Independent	Increase	60	54.4	70.5	29.6%	62.5
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	65	52.2	31.3	-40.0%	85.1
Average time to mail Examination Report (In days)						
Insurance Companies	Reduce	20	N/A	21	N/A	17
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	180.58	244.65	35.48%	164
Bank Examinations Independent	Reduce	55	26.4	24.5	-7.2%	31.2
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	60	55	32.6	-40.7%	39.1
Senior Staff Outreach to Bank Management	Increase	40	30	39	30.0%	32
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	100%	86%	-14.3%	94%
Consumer Protection						
Fraud Deterrence						
Referrals Received	Increase	800	1336	950	-28.9%	1141.8
Investigations Completed	Varies	950	1208	1306	8.1%	1094.8
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	313	212	187	-11.8%	248
Meeting with Industry investigative Units	Increase	25	37	35	-5.4%	33

Monthly Performance Indicators December 2015	Desired Trend	Target	Nov	Dec	% 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%	1.61%	3.09%	91.93%	3.77%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	47.08	45.86	-2.59%	38
Property and Casualty	Maintain	30	15.0	13.0	-13.3%	14
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	4.54%	1.67%	-63.22%	2.99%
Average time to process a complaint in days						
Insurance	Reduce	90	58.0	41.8	-27.92%	44
Banking Consumer Finance	Reduce	60	69.87	75.94	8.7%	78
Real Estate	Reduce	145	318.85	296.48	-7.02%	214
Average time to process an enforcement action in days						
Insurance	Reduce	500	541.6	102.1	-81.15%	355
Banking Consumer Finance	Reduce	75.0	269	351.17	30.55%	131
Real Estate	Reduce	525	153.8	N/A	N/A	413