

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%	-14.0%	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 January 2016	Desired Trend	Target	0 Dec	0 Jan	% 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%	3.09%	3.79%	22.65%	3.69%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	45.86	29.78	-35.06%	37
Property and Casualty	Maintain	30	13.0	15.0	15.4%	14
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	1.67%	3.78%	126.35%	3.12%
Average time to process a complaint in days						
Insurance	Reduce	90	41.8	44.2	5.89%	49
Banking Consumer Finance	Reduce	60	75.94	64.56	-15.0%	72
Real Estate	Reduce	145	296.48	382.93	29.16%	228
Average time to process an enforcement action in days						
Insurance	Reduce	500	102.1	559.6	448.27%	377
Banking Consumer Finance	Reduce	75.0	351.17	234.08	-33.34%	133
Real Estate	Reduce	525	N/A	712.19	N/A	475