

| 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 February 2016 | Desired Trend | Target | 0 Jan | 0 Feb | % 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% | 3.79% | 3.57% | -5.80% | 3.78% |
| Average time to process Rate and Form Filings in days | | | | | | |
| Life and Health | Maintain | 40 | 29.78 | 27.61 | -7.29% | 37 |
| Property and Casualty | Maintain | 30 | 15.0 | 15.0 | 0.0% | 14 |
| Consumer Protection | | | | | | |
| Percent of Phone calls not answered regarding complaints before caller hangs up | Reduce | 6% | 3.78% | 2.27% | -39.95% | 3.03% |
| Average time to process a complaint in days | | | | | | |
| Insurance | Reduce | 90 | 44.2 | 41.3 | -6.52% | 44 |
| Banking Consumer Finance | Reduce | 60 | 64.56 | 61.02 | -5.5% | 70 |
| Real Estate | Reduce | 145 | 382.93 | 296.98 | -22.45% | 238 |
| Average time to process an enforcement action in days | | | | | | |
| Insurance | Reduce | 500 | 559.6 | 1019.3 | 82.14% | 438 |
| Banking Consumer Finance | Reduce | 75.0 | 234.08 | 208.08 | -11.11% | 136 |
| Real Estate | Reduce | 525 | 712.19 | 631.95 | -11.27% | 513 |