

Banking and Insurance Quarterly Performance Indicators Jan - Mar 2016	Desired Trend	Target	Current Quarter Oct - Dec	Current Quarter Jan - Mar	% Change	Last 12 Month Average
Quarterly Monitoring Financial Condition of Regulated Companies						
Average time to complete an Examination in days						
Insurance Companies	Reduce	250	276	205	N/A	396
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	100	173.18	136.34	-21.27%	118
Bank Examinations Independent	Increase	60	70.5	50.3	-28.7%	36.8
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	65	31.3	44.5	42.2%	41.8
Average time to mail Examination Report (In days)						
Insurance Companies	Reduce	20	21	14	N/A	13
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	244.65	227.51	-7.01%	198
Bank Examinations Independent	Reduce	55	24.5	75.8	209.4%	59.9
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	60	32.6	54	65.6%	54.5
Senior Staff Outreach to Bank Management	Increase	40	39	33	-15.4%	35
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	86%	100%	16.3%	97%
Consumer Protection						
Fraud Deterrence						
Referrals Received	Increase	800	950	1948	105.1%	1405
Investigations Completed	Varies	950	1306	2118	62.2%	1487
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	313	187	403	115.5%	286
Meeting with Industry investigative Units	Increase	25	35	32	-8.6%	36

Monthly Performance Indicators April 2016	Desired Trend	Target	Mar	Apr	% 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%	1.64%	2.09%	27.44%	3.06%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	50.42	29.56	-41.37%	36
Property and Casualty	Maintain	30	15.0	11.0	-26.7%	14
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	3.14%	2.11%	-32.80%	3.86%
Average time to process a complaint in days						
Insurance	Reduce	90	38.5	40.2	4.52%	47
Banking Consumer Finance	Reduce	60	49.65	74.20	49.4%	68
Real Estate	Reduce	145	158.69	242.48	52.80%	224
Average time to process an enforcement action in days						
Insurance	Reduce	500	485.4	185.0	-61.88%	464
Banking Consumer Finance	Reduce	75.0	49.57	235.86	375.81%	110
Real Estate	Reduce	525	N/A	N/A	N/A	514

