

Banking and Insurance Quarterly Performance Indicators Apr - Jun 2016	Desired Trend	Target	Current Quarter Jan - Mar	Current Quarter Apr - Jun	% Change	Last 12 Month Average
Quarterly Monitoring Financial Condition of Regulated Companies						
Average time to complete an Examination in days						
Insurance Companies	Reduce	250	205	285	39.02%	265
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	100	136.34	98.54	-27.72%	115
Bank Examinations Independent	Increase	60	50.3	N/A	N/A	51.6
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	65	44.5	101	127.0%	59.9
Average time to mail Examination Report (In days)						
Insurance Companies	Reduce	20	14	5	-64.29%	7
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	227.51	137	-39.78%	200
Bank Examinations Independent	Reduce	55	75.8	43	-43.3%	36.4
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	60	54	43.5	-19.4%	43.2
Senior Staff Outreach to Bank Management	Increase	40	33	45	36.4%	37
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	100%	100%	0.0%	97%
Consumer Protection						
Fraud Deterrence						
Referrals Received	Increase	800	1948	1632	-16.2%	1467
Investigations Completed	Varies	950	2118	1441	-32.0%	1518
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	313	403	271	-32.8%	268
Meeting with Industry investigative Units	Increase	25	32	27	-15.6%	33

Monthly Performance Indicators June 2016	Desired Trend	Target	May	June	% 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%	2.97%	2.27%	-23.57%	2.77%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	41.75	26.57	-36.36%	37
Property and Casualty	Maintain	30	13.0	14.0	7.7%	14
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	2.16%	2.31%	6.94%	2.74%
Average time to process a complaint in days						
Insurance	Reduce	90	33.9	38.6	13.85%	42
Banking Consumer Finance	Reduce	60	76.56	48.00	-37.3%	67
Real Estate	Reduce	145	187.81	202.67	7.91%	216
Average time to process an enforcement action in days						
Insurance	Reduce	500	38.3	201.0	424.39%	409
Banking Consumer Finance	Reduce	75.0	579.3	5	-99.14%	55
Real Estate	Reduce	525	N/A	N/A	N/A	514

