

| Banking and Insurance | Desired Trend | Target | Current Quarter Jan - Mar | Current Quarter Apr - Jun | % Change | Last 12 Month Average |
|--|----------------------|---------------|--------------------------------------|--------------------------------------|-----------------|--------------------------------------|
| Quarterly Performance Indicators Apr - Jun 2016 | | | | | | |
| 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 July 2016 | Desired Trend | Target | June | July | % 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% | 2.27% | 1.85% | -18.50% | 2.61% |
| Average time to process Rate and Form Filings in days | | | | | | |
| Life and Health | Maintain | 40 | 26.57 | 30.19 | 13.62% | 37 |
| Property and Casualty | Maintain | 30 | 14.0 | 14.0 | 0.0% | 14 |
| Consumer Protection | | | | | | |
| Percent of Phone calls not answered regarding complaints before caller hangs up | Reduce | 6% | 2.31% | 1.94% | -16.02% | 2.57% |
| Average time to process a complaint in days | | | | | | |
| Insurance | Reduce | 90 | 38.6 | 33.7 | -12.58% | 46 |
| Banking Consumer Finance | Reduce | 60 | 48.00 | 37.89 | -21.1% | 67 |
| Real Estate | Reduce | 145 | 202.67 | 283.68 | 39.97% | 218 |
| Average time to process an enforcement action in days | | | | | | |
| Insurance | Reduce | 500 | 201.0 | 860.6 | 328.14% | 412 |
| Banking Consumer Finance | Reduce | 75.0 | 54.8 | 152 | 177.37% | 266 |
| Real Estate | Reduce | 525 | N/A | N/A | N/A | N/A |

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