

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 August 2016	Desired Trend	Target	July	Aug	% 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%	1.85%	2.88%	55.68%	2.53%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	30.19	30.61	1.39%	36
Property and Casualty	Maintain	30	14.0	17.0	21.4%	14
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	1.94%	3.15%	62.37%	2.66%
Average time to process a complaint in days						
Insurance	Reduce	90	33.7	29.6	-12.31%	40
Banking Consumer Finance	Reduce	60	37.89	52.27	37.9%	63
Real Estate	Reduce	145	283.68	596.7	110.34%	310
Average time to process an enforcement action in days						
Insurance	Reduce	500	860.6	171.5	-80.07%	423
Banking Consumer Finance	Reduce	75.0	152	68.12	-55.18%	240
Real Estate	Reduce	525	N/A	1111.6	N/A	763.59

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