

Banking and Insurance	Desired Trend	Target	Current Quarter Apr - Jun	Current Quarter Jul - Sep	% Change	Last 12 Month Average
Quarterly Performance Indicators July - Sept 2016						
Quarterly Monitoring Financial Condition of Regulated Companies						
Average time to complete an Examination in days						
Insurance Companies	Reduce	250	285	N/A	N/a	265
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	100	98.54	96.44	-2.13%	118
Bank Examinations Independent	Increase	60	N/A	182.8	N/A	121.3
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	65	101	124.7	23.5%	89.6
Average time to mail Examination Report (In days)						
Insurance Companies	Reduce	20	5	N/A	N/A	7
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	137	101	-26.28%	175
Bank Examinations Independent	Reduce	55	43	N/A	N/A	37.9
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	60	43.5	60.5	39.1%	47.1
Senior Staff Outreach to Bank Management	Increase	40	45	37	-17.8%	37
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	100%	100%	0.0%	97%
Consumer Protection						
Fraud Deterrence						
Referrals Received	Increase	800	1632	1356	-16.9%	1472
Investigations Completed	Varies	950	1441	1591	10.4%	1614
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	313	271	234	-13.7%	274
Meeting with Industry investigative Units	Increase	25	27	26	-3.7%	30

Monthly Performance Indicators October 2016	Desired Trend	Target	Sep	Oct	% 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%	1.83%	2.78%	51.91%	2.57%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	47.51	45.4	-4.44%	38
Property and Casualty	Maintain	30	13.0	18.0	38.5%	14
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	1.54%	3.38%	119.48%	2.62%
Average time to process a complaint in days						
Insurance	Reduce	90	31.3	33.0	5.33%	39
Banking Consumer Finance	Reduce	60	83.44	54.19	-35.1%	164
Real Estate	Reduce	145	491.42	392.45	-20.14%	364
Average time to process an enforcement action in days						
Insurance	Reduce	500	271.3	505.6	86.39%	412
Banking Consumer Finance	Reduce	75.0	106.31	133.81	25.87%	163
Real Estate	Reduce	525	1066.9	1096.15	N/A	890.4

