

<b>Banking and Insurance</b> <b>Quarterly Performance Indicators July - Sept 2016</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Current Quarter Apr - Jun</b>	<b>Current Quarter Jul - Sep</b>	<b>% Change</b>	<b>Last 12 Month Average</b>
<b>Quarterly Monitoring Financial Condition of Regulated Companies</b>						
<b>Average time to complete an Examination in days</b>						
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
<b>Average time to mail Examination Report (In days)</b>						
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%
<b>Consumer Protection</b>						
<b>Fraud Deterrence</b>						
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

<b>Monthly Performance Indicators November 2016</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Oct</b>	<b>Nov</b>	<b>% Change</b>	<b>Last 12 Month Average</b>
<b>Promoting Growth and Stability of Regulated Industries</b>						
Percent of Phone calls not answered regarding licensing before caller hangs up	Reduce	6%	2.78%	2.78%	0.00%	2.66%
<b>Average time to process Rate and Form Filings in days</b>						
Life and Health	Maintain	40	45.4	40.66	-10.44%	37
Property and Casualty	Maintain	30	18.0	15.0	-16.7%	17
<b>Consumer Protection</b>						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	3.38%	4.87%	44.08%	2.63%
<b>Average time to process a complaint in days</b>						
Insurance	Reduce	90	33.0	32.3	-2.24%	37
Banking Consumer Finance	Reduce	60	54.19	46.97	-13.3%	61
Real Estate	Reduce	145	392.45	353.58	-9.90%	364
<b>Average time to process an enforcement action in days</b>						
Insurance	Reduce	500	505.6	318.6	-36.98%	393
Banking Consumer Finance	Reduce	75.0	133.81	330	146.62%	165
Real Estate	Reduce	525	1096.15	N/A	N/A	927.23