

Banking and Insurance	Desired Trend	Target	Current Quarter Jul - Sep	Current Quarter Oct - Dec	% Change	Last 12 Month Average
Quarterly Performance Indicators Oct - Dec 2016						
Quarterly Monitoring Financial Condition of Regulated Companies						
Average time to complete an Examination in days						
Insurance Companies	Reduce	250	N/A	N/A	N/A	265
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	100	96.44	79.13	-17.95%	98
Bank Examinations Independent	Increase	60	182.8	98.37	N/A	102.02
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	65	124.7	165.71	32.9%	64.94
Average time to mail Examination Report (In days)						
Insurance Companies	Reduce	20	N/A	N/A	N/A	7
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	101	60.41	-40.19%	155
Bank Examinations Independent	Reduce	55	N/A	7	N/A	40.6
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	60	60.5	28.75	-52.5%	45.3
Senior Staff Outreach to Bank Management	Increase	40	37	43	16.2%	100
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	100%	100%	0.0%	98%
Consumer Protection						
Fraud Deterrence						
Referrals Received	Increase	800	1356	1175	-13.3%	1528
Investigations Completed	Varies	950	1591	1926	21.1%	1769
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	313	234	204	-12.8%	278
Meeting with Industry investigative Units	Increase	25	26	25	-3.8%	28

Monthly Performance Indicators December 2016	Desired Trend	Target	Nov	Dec	% 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%	2.78%	3.03%	8.99%	2.65%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	40.66	44.93	10.50%	37
Property and Casualty	Maintain	30	15.0	14.0	-6.7%	15
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	4.87%	5.06%	3.90%	2.63%
Average time to process a complaint in days						
Insurance	Reduce	90	32.3	30.4	-5.73%	36
Banking Consumer Finance	Reduce	60	46.97	60.02	27.8%	60
Real Estate	Reduce	145	353.58	299.67	-15.25%	363
Average time to process an enforcement action in days						
Insurance	Reduce	500	318.6	1063.0	233.61%	473
Banking Consumer Finance	Reduce	75.0	330	679.2	105.82%	168
Real Estate	Reduce	525	N/A	237	N/A	473.25

