

| Banking and Insurance | Desired Trend | Target | Prior Quarter Oct - Dec | Current Quarter Jan - Mar | % Change | Last 12 Month Average |
|--|----------------------|---------------|------------------------------------|--------------------------------------|-----------------|----------------------------------|
| Quarterly Performance Indicators Jan - Mar 2016 | | | | | | |
| Quarterly Monitoring Financial Condition of Regulated Companies | | | | | | |
| Average time to complete an Examination in days | | | | | | |
| Insurance Companies | Reduce | 250 | N/A | 532 | N/A | 325 |
| Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc) | Reduce | 100 | 79.13 | 84.5 | 6.79% | 92 |
| Bank Examinations Independent | Increase | 60 | 98.37 | 54.23 | N/A | 127.7 |
| Joint Bank Examinations with the FDIC or Federal Reserve | Increase | 65 | 165.71 | 58.82 | -64.5% | 54.86 |
| Average time to mail Examination Report (In days) | | | | | | |
| Insurance Companies | Reduce | 20 | N/A | 2 | N/A | 4 |
| Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc) | Reduce | 60 | 60.41 | 87.06 | 44.12% | 131 |
| Bank Examinations Independent | Reduce | 55 | 7 | 54.23 | N/A | 47.6 |
| Joint Bank Examinations with the FDIC or Federal Reserve | Reduce | 60 | 28.75 | 58.82 | 104.6% | 48.4 |
| Senior Staff Outreach to Bank Management | Increase | 40 | 43 | 38 | -11.6% | 40 |
| Senior Staff Attendance at Exam Report/Board Meeting | Increase | 50% | 100% | 100% | 0.0% | 98% |
| Consumer Protection | | | | | | |
| Fraud Deterrence | | | | | | |
| Referrals Received | Increase | 800 | 1175 | 1098 | -6.6% | 768.2 |
| Investigations Completed | Varies | 950 | 1926 | 1937 | 0.6% | 1203.3 |
| Cooperative Investigations with Regulators and Law Enforcement Agencies | Increase | 313 | 204 | 125 | -38.7% | 160.4 |
| Meeting with Industry investigative Units | Increase | 25 | 25 | 31 | 24.0% | 20.3 |

| Monthly Performance Indicators March 2017 | Desired Trend | Target | Feb | Mar | % 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% | 2.76% | 3.38% | 22.46% | 2.70% |
| Average time to process Rate and Form Filings in days | | | | | | |
| Life and Health | Maintain | 40 | 22.24 | 34.33 | 54.36% | 36 |
| Property and Casualty | Maintain | 30 | 14.0 | 15.0 | 7.1% | 15 |
| Consumer Protection | | | | | | |
| Percent of Phone calls not answered regarding complaints before caller hangs up | Reduce | 6% | 3.28% | 2.47% | -24.70% | 2.95% |
| Average time to process a complaint in days | | | | | | |
| Insurance | Reduce | 90 | 27.5 | 26.4 | -4.14% | 32 |
| Banking Consumer Finance | Reduce | 60 | 35.25 | 43.92 | 24.6% | 55 |
| Real Estate | Reduce | 145 | 512.63 | 389.5 | -24.02% | 393 |
| Average time to process an enforcement action in days | | | | | | |
| Insurance | Reduce | 500 | 841.9 | 1351.4 | 60.52% | 543 |
| Banking Consumer Finance | Reduce | 75.0 | 63.2 | 193 | 205.38% | 165 |
| Real Estate | Reduce | 525 | 1327.66 | 685.26 | N/A | 920 |

