

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 April 2017	Desired Trend	Target	Mar	Apr	% 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%	3.38%	6.09%	80.18%	3.15%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	34.33	38.94	13.43%	37
Property and Casualty	Maintain	30	15.0	15.0	0.0%	16
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	2.47%	4.51%	82.59%	3.06%
Average time to process a complaint in days						
Insurance	Reduce	90	26.4	27.7	5.08%	31
Banking Consumer Finance	Reduce	60	43.92	32.94	-25.0%	52
Real Estate	Reduce	145	389.5	473.5	21.57%	412
Average time to process an enforcement action in days						
Insurance	Reduce	500	1351.4	15.0	-98.89%	528
Banking Consumer Finance	Reduce	75.0	193	177.83	-7.86%	162
Real Estate	Reduce	525	685.26	1756.41	156.31%	952

