

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

<b>Monthly Performance Indicators May 2017</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Apr</b>	<b>May</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%	6.09%	6.13%	0.66%	3.08%
<b>Average time to process Rate and Form Filings in days</b>						
Life and Health	Maintain	40	38.94	27	-30.66%	36
Property and Casualty	Maintain	30	15.0	21.0	40.0%	16
<b>Consumer Protection</b>						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	4.51%	3.06%	-32.15%	3.12%
<b>Average time to process a complaint in days</b>						
Insurance	Reduce	90	27.7	25.0	-9.78%	30
Banking Consumer Finance	Reduce	60	32.94	65.87	100.0%	51
Real Estate	Reduce	145	473.5	299.4	-36.77%	410
<b>Average time to process an enforcement action in days</b>						
Insurance	Reduce	500	15.0	961.0	6306.87%	605
Banking Consumer Finance	Reduce	75.0	177.83	284.781	60.14%	143
Real Estate	Reduce	525	1756.41	1072.01	-38.97%	960



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