

Banking and Insurance	Desired Trend	Target	Current Quarter Jan - Mar	Current Quarter Apr - June	% Change	Last 12 Month Average
Quarterly Performance Indicators Apr - June 2016						
Quarterly Monitoring Financial Condition of Regulated Companies						
Average time to complete an Examination in days						
Insurance Companies	Reduce	250	532	347	-34.77%	384
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	100	85	72	-15.30%	90
Bank Examinations Independent	Increase	60	54	114	N/A	98
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	65	59	26	-55.9%	36
Average time to mail Examination Report (In days)						
Insurance Companies	Reduce	20	2	5	150.00%	47
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	87	43	-50.38%	82
Bank Examinations Independent	Reduce	55	54	33	N/A	44
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	60	59	68	14.8%	50
Senior Staff Outreach to Bank Management	Increase	40	38	32	-15.8%	36
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	100%	100%	0.0%	100%
Consumer Protection						
Fraud Deterrence						
Referrals Received	Increase	800	1098	1027	-6.5%	1164
Investigations Completed	Varies	950	1937	1800	-7.1%	1814
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	313	125	104	-16.8%	167
Meeting with Industry investigative Units	Increase	25	31	30	-3.2%	28

Monthly Performance Indicators June 2017	Desired Trend	Target	May	June	% 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%	6.13%	8.04%	31.16%	4.17%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	27	25	-9.04%	35
Property and Casualty	Maintain	30	21	17	-19.0%	16
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	3.06%	4.53%	48.04%	3.45%
Average time to process a complaint in days						
Insurance	Reduce	90	25	27	8.24%	29
Banking Consumer Finance	Reduce	60	66	66	0.6%	51
Real Estate	Reduce	145	299	182	-39.28%	399
Average time to process an enforcement action in days						
Insurance	Reduce	500	961	480	-50.11%	628
Banking Consumer Finance	Reduce	75.0	285	259	-9.18%	146
Real Estate	Reduce	525	1072	505	-52.86%	916

