

Banking and Insurance	Desired Trend	Target	Previous Quarter Apr - June	Current Quarter July - Sep	% Change	Last 12 Month Average
Quarterly Performance Indicators July - Sept 2017						
Quarterly Monitoring Financial Condition of Regulated Companies						
Average time to complete an Examination in days						
Insurance Companies	Reduce	250	347	N/A	N/A	384
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	100	72	87	21.81%	86
Bank Examinations Independent	Increase	60	114	141	23.27%	105
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	65	26	106	308.5%	40
Average time to mail Examination Report (In days)						
Insurance Companies	Reduce	20	5	N/A	N/A	4
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	43	76	75.51%	71
Bank Examinations Independent	Reduce	55	33	15	-56.46%	39
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	60	68	96	41.9%	67
Senior Staff Outreach to Bank Management	Increase	40	32	37	15.6%	37
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	100%	100%	0.0%	100%
Consumer Protection						
Fraud Deterrence						
Referrals Received	Increase	800	1098	864	-21.3%	1041
Investigations Completed	Varies	950	1937	1170	-39.6%	1708
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	313	125	46	-63.2%	119
Meeting with Industry investigative Units	Increase	25	31	30	-3.2%	29

Monthly Performance Indicators September 2017	Desired Trend	Target	August	September	% 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%	2.99%	3.97%	32.78%	4.44%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	29	49	68.04%	36
Property and Casualty	Maintain	30	13	18	38.5%	16
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	4.09%	2.21%	-45.97%	3.91%
Average time to process a complaint in days						
Insurance	Reduce	90	26	26	1.23%	28
Banking Consumer Finance	Reduce	60	30	50	66.0%	47
Real Estate	Reduce	145	289	204	-29.35%	336
Average time to process an enforcement action in days						
Insurance	Reduce	500	454	697	53.35%	643
Banking Consumer Finance	Reduce	75.0	138	299	117.12%	160
Real Estate	Reduce	525	661	784	18.59%	773

