

| <b>Banking and Insurance</b>   | <b>Desired Trend</b> | <b>Target</b> | <b>Previous Quarter<br/>Apr - June</b> | <b>Current Quarter<br/>July - Sep</b> | <b>% Change</b> | <b>Last 12 Month<br/>Average</b> |
|--|----------------------|---------------|--|---------------------------------------|-----------------|----------------------------------|
| <b>Quarterly Performance Indicators July - Sept 2017</b>                             |                      |               |  |                                       |                 |                                  |
| <b>Quarterly Monitoring Financial Condition of Regulated Companies</b>               |                      |               |  |                                       |                 |                                  |
| <b>Average time to complete an Examination in days</b>                               |                      |               |  |                                       |                 |                                  |
| Insurance Companies  | Reduce               | 250           | 347                                    | N/A                                   | N/A             | 384                              |
| Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc) | Reduce               | 100           | 72                                     | 87                                    | N/A             | 86                               |
| Bank Examinations Independent  | Increase             | 60            | 114                                    | 141                                   | N/A             | 105                              |
| Joint Bank Examinations with the FDIC or Federal Reserve                             | Increase             | 65            | 26                                     | 106                                   | 308.5%          | 40                               |
| <b>Average time to mail Examination Report (In days)</b>                             |                      |               |  |                                       |                 |                                  |
| 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                                    | N/A             | 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%                             |
| <b>Consumer Protection</b>   |                      |               |  |                                       |                 |                                  |
| <b>Fraud Deterrence</b>  |                      |               |  |                                       |                 |                                  |
| 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                               |

| <b>Monthly Performance Indicators October 2017</b>                              | <b>Desired Trend</b> | <b>Target</b> | <b>September</b> | <b>October</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%            | 3.97%            | 3.05%          | -23.17%         | 4.58%                        |
| <b>Average time to process Rate and Form Filings in days</b>                    |                      |               |                  |                |                 |                              |
| Life and Health   | Maintain             | 40            | 49               | 38             | -23.20%         | 35                           |
| Property and Casualty   | Maintain             | 30            | 18               | 15             | -16.7%          | 16                           |
| <b>Consumer Protection</b>  |                      |               |                  |                |                 |                              |
| Percent of Phone calls not answered regarding complaints before caller hangs up | Reduce               | 6%            | 2.21%            | 2.12%          | -4.07%          | 3.85%                        |
| <b>Average time to process a complaint in days</b>                              |                      |               |                  |                |                 |                              |
| Insurance   | Reduce               | 90            | 26               | 26             | -1.44%          | 28                           |
| Banking Consumer Finance  | Reduce               | 60            | 50               | 33             | -32.5%          | 51                           |
| Real Estate   | Reduce               | 145           | 204              | 308            | 50.63%          | 321                          |
| <b>Average time to process an enforcement action in days</b>                    |                      |               |                  |                |                 |                              |
| Insurance   | Reduce               | 500           | 697              | 365            | -47.57%         | 1183                         |
| Banking Consumer Finance  | Reduce               | 75.0          | 299              | 171            | -42.79%         | 233                          |
| Real Estate   | Reduce               | 525           | 784              | N/A            | N/A             | 753                          |



