

<b>Banking and Insurance</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Previous Quarter Apr - June</b>	<b>Current Quarter July - Sep</b>	<b>% Change</b>	<b>Last 12 Month 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	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
<b>Average time to mail Examination Report (In days)</b>						
Insurance Companies	Reduce	20	5	N/A	N/A	
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%
<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 November 2017</b>	<b>Desired Trend</b>	<b>Target</b>	<b>October</b>	<b>November</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%	3.05%	2.20%	-27.87%	4.55%
<b>Average time to process Rate and Form Filings in days</b>						
Life and Health	Maintain	40	38	39	3.64%	35
Property and Casualty	Maintain	30	15	18	20.0%	16
<b>Consumer Protection</b>						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	2.12%	4.01%	89.15%	3.79%
<b>Average time to process a complaint in days</b>						
Insurance	Reduce	90	26	28	6.86%	27
Banking Consumer Finance	Reduce	60	33	37	10.6%	51
Real Estate	Reduce	145	308	151	-50.90%	321
<b>Average time to process an enforcement action in days</b>						
Insurance	Reduce	500	365	429	17.32%	641
Banking Consumer Finance	Reduce	75.0	171	369	115.65%	233
Real Estate	Reduce	525	N/A	1013	N/A	753



