

Banking and Insurance	Desired Trend	Target	Current Quarter Oct - Dec	Current Quarter Jan - Mar	% Change	Last 12 Month Average
Quarterly Performance Indicators Jan - Mar 2018						
Quarterly Monitoring Financial Condition of Regulated Companies						
Average time to complete an Examination in days						
Insurance Companies	Reduce	250	217	N/A	N/A	326
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	100	82	87	5.87%	95
Bank Examinations Independent	Increase	60	119	109	-8.40%	116
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	65	N/A	N/A	N/A	29
Average time to mail Examination Report (In days)						
Insurance Companies	Reduce	20	6	326	N/A	5
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	111	105	-5.35%	85
Bank Examinations Independent	Reduce	55	39	35	-10.26%	32
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	60	72	N/A	N/A	81
Number of Senior Staff Outreaches to Bank Management	Increase	40	30	30	0.0%	34
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	100%	100%	0.0%	100%
Consumer Protection						
Fraud Deterrence						
Referrals Received	Increase	800	926	1101	18.9%	327
Investigations Completed	Varies	950	841	1223	45.4%	420
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	313	91	125	37.4%	31
Meeting with Industry investigative Units	Increase	25	29	30	3.4%	10

Monthly Performance Indicators March 2018	Desired Trend	Target	February	March	% 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%	2.48%	3.35%	35.08%	4.59%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	25	28	10.44%	34
Property and Casualty	Maintain	30	17	29	70.6%	18
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	2.14%	4.07%	90.19%	3.56.%
Average time to process a complaint in days						
Insurance	Reduce	90	25	24	-2.84%	27
Banking Consumer Finance	Reduce	60	55	47	-13.8%	54
Real Estate	Reduce	145	249	223	-10.39%	332
Average time to process an enforcement action in days						
Insurance	Reduce	500	644	522	-18.84%	524
Banking Consumer Finance	Reduce	75.0	215	356	65.52%	243
Real Estate	Reduce	525	805	852	N/A	733

