

<b>Banking and Insurance</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Current Quarter Oct - Dec</b>	<b>Current Quarter Jan - Mar</b>	<b>% Change</b>	<b>Last 12 Month Average</b>
<b>Quarterly Performance Indicators Jan - Mar 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	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
<b>Average time to mail Examination Report (In days)</b>						
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%
<b>Consumer Protection</b>						
<b>Fraud Deterrence</b>						
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

<b>Monthly Performance Indicators May 2018</b>	<b>Desired Trend</b>	<b>Target</b>	<b>April</b>	<b>May</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%	2.82%	3.66%	29.79%	4.00%
<b>Average time to process Rate and Form Filings in days</b>						
Life and Health	Maintain	40	35	28	-19.60%	34
Property and Casualty	Maintain	30	22	18	-18.2%	18
<b>Consumer Protection</b>						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	2.81%	2.50%	-11.03%	3.37%
<b>Average time to process a complaint in days</b>						
Insurance	Reduce	90	21	22	1.36%	26
Banking Consumer Finance	Reduce	60	42	27	-35.4%	50
Real Estate	Reduce	145	216	224	4.10%	303
<b>Average time to process an enforcement action in days</b>						
Insurance	Reduce	500	445	642	44.23%	533
Banking Consumer Finance	Reduce	75.0	379	327	-13.82%	259
Real Estate	Reduce	525	999	813	-18.59%	780