

Banking and Insurance	Desired Trend	Target	Current Quarter Jan - Mar	Current Quarter Apr - Jun	% Change	Last 12 Month Quarterly Average
Quarterly Performance Indicators Apr - Jun 2018						
Quarterly Monitoring Financial Condition of Regulated Companies						
Average time to complete an Examination in days						
Insurance Companies	Reduce	250	N/A	405	N/A	384
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	100	87	70	-19.20%	103
Bank Examinations Independent	Increase	60	109	119	9.45%	117
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	65	N/A	43	N/A	42
Average time to mail Examination Report (In days)						
Insurance Companies	Reduce	20	326	8	N/A	8
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	105	52	-50.01%	91
Bank Examinations Independent	Reduce	55	35	17	-51.43%	28
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	60	N/A	84	N/A	85
Number of Senior Staff Outreaches to Bank Management	Increase	40	30	30	0.0%	32
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	100%	100%	0.0%	100%
Consumer Protection						
Fraud Deterrence						
Referrals Received	Increase	800	1101	975	-11.4%	959
Investigations Completed	Varies	950	1223	978	-20.0%	1050
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	313	125	184	47.2%	207
Meeting with Industry investigative Units	Increase	25	30	4	-86.7%	20
Monthly Performance Indicators July 2018						
	Desired Trend	Target	June	July	% 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%	3.50%	2.85%	-18.57%	3.12%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	28	38	39.62%	35
Property and Casualty	Maintain	30	15	15	0.0%	18
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	4.00%	2.49%	-37.75%	3.00%
Average time to process a complaint in days						
Insurance	Reduce	90	20	20	-0.20%	24
Banking Consumer Finance	Reduce	60	37	35	-4.1%	47
Real Estate	Reduce	145	306	286	-6.70%	307
Average time to process an enforcement action in days						
Insurance	Reduce	500	537	803	49.61%	577
Banking Consumer Finance	Reduce	75.0	205	82	-59.76%	249
Real Estate	Reduce	525	512	N/A	N/A	808