

<b>Banking and Insurance</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Current Quarter Jan - Mar</b>	<b>Current Quarter Apr - Jun</b>	<b>% Change</b>	<b>Last 12 Month Quarterly Average</b>
<b>Quarterly Performance Indicators Apr - Jun 2018</b>						
<b>Quarterly Monitoring Financial Condition of Regulated Companies</b>						
<b>Average time to complete an Examination in days</b>						
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
<b>Average time to mail Examination Report (In days)</b>						
Insurance Companies	Reduce	20	326	8	-97.55%	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%
<b>Consumer Protection</b>						
<b>Fraud Deterrence</b>						
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

<b>Monthly Performance Indicators August 2018</b>	<b>Desired Trend</b>	<b>Target</b>	<b>July</b>	<b>August</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%	2.85%	2.39%	-16.14%	3.07%
<b>Average time to process Rate and Form Filings in days</b>						
Life and Health	Maintain	40	38	45	16.10%	36
Property and Casualty	Maintain	30	15	18	20.0%	18
<b>Consumer Protection</b>						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	2.49%	3.00%	20.48%	2.88%
<b>Average time to process a complaint in days</b>						
Insurance	Reduce	90	20	20	0.15%	24
Banking Consumer Finance	Reduce	60	35	31	-10.4%	47
Real Estate	Reduce	145	286	466	63.07%	321
<b>Average time to process an enforcement action in days</b>						
Insurance	Reduce	500	803	730	-9.09%	600
Banking Consumer Finance	Reduce	75.0	82	111	34.60%	249
Real Estate	Reduce	525	N/A	N/A	N/A	843



