

Banking and Insurance	Desired Trend	Target	Current Quarter Apr - Jun	Current Quarter July - Sept	% Change	Last 12 Month Quarterly Average
Quarterly Performance Indicators July - Sept 2018						
Quarterly Monitoring Financial Condition of Regulated Companies						
Average time to complete an Examination in days						
Insurance Companies	Reduce	250	405	N/A	N/A	384
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	100	70	60	-15.01%	99
Bank Examinations Independent	Increase	60	119	N/A	N/A	116
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	65	43	60	39.57%	38
Average time to mail Examination Report (In days)						
Insurance Companies	Reduce	20	8	N/A	N/A	8
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	52	85	63.39%	86
Bank Examinations Independent	Reduce	55	17	30	76.47%	30
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	60	84	54	-35.71%	68
Number of Senior Staff Outreaches to Bank Management	Increase	40	30	30	0.0%	30
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	99%	99%	0.0%	99%
Consumer Protection						
Fraud Deterrence						
Referrals Received	Increase	800	1101	921	-16.3%	967
Investigations Completed	Varies	950	1223	1115	-8.8%	1053
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	313	125	84	-32.8%	112
Meeting with Industry investigative Units	Increase	25	30	13	-56.7%	24

Monthly Performance Indicators September 2018	Desired Trend	Target	August	September	% 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%	2.39%	3.94%	64.85%	3.07%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	45	42	-5.15%	36
Property and Casualty	Maintain	30	18	21	16.7%	19
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	3.00%	5.35%	78.33%	3.13%
Average time to process a complaint in days						
Insurance	Reduce	90	20	19	-7.16%	23
Banking Consumer Finance	Reduce	60	31	31	0.00%	46
Real Estate	Reduce	145	466	182	-60.94%	324
Average time to process an enforcement action in days						
Insurance	Reduce	500	730	369	-49.45%	572
Banking Consumer Finance	Reduce	75.0	111	168	51.22%	243
Real Estate	Reduce	525	N/A	295	N/A	820

