

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 November 2018	Desired Trend	Target	October	November	% 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%	3.07%	5.17%	68.40%	3.50%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	56	48	-14.24%	38
Property and Casualty	Maintain	30	24	17	-29.2%	19
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	4.28%	5.07%	18.46%	3.71%
Average time to process a complaint in days						
Insurance	Reduce	90	20	21	1.58%	22
Banking Consumer Finance	Reduce	60	37	25	0.00%	39
Real Estate	Reduce	145	173	348	101.17%	325
Average time to process an enforcement action in days						
Insurance	Reduce	500	647	308	-52.36%	580
Banking Consumer Finance	Reduce	75.0	374	173	-53.67%	224
Real Estate	Reduce	525	660	553	-16.23%	773

