

Banking and Insurance	Desired Trend	Target	Current Quarter July - Sept	Current Quarter Oct - Dec	% Change	Last 12 Month Quarterly Average
Quarterly Performance Indicators Jan - Mar 2019						
Quarterly Monitoring Financial Condition of Regulated Companies						
Average time to complete an Examination in days						
Insurance Companies	Reduce	285	N/A	N/A	N/A	405
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	85	60	70	16.70%	91
Bank Examinations Independent	Increase	100	N/A	134	N/A	121
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	65	60	107	N/A	61
Average time to mail Examination Report (In days)						
Insurance Companies	Reduce	100	N/A	N/A	N/A	8
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	90	85	86	0.62%	85
Bank Examinations Independent	Reduce	35	30	53	76.67%	34
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	80	54	86	59.26%	84
Number of Senior Staff Outreaches to Bank Management	Increase	40	30	27	-10.0%	29
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	99%	100%	1.0%	100%
Consumer Protection						
Fraud Deterrence						
Referrals Received	Increase	800	921	618	-32.9%	904
Investigations Completed	Varies	1000	1115	833	-25.3%	1037
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	110	84	89	6.0%	121
Meeting with Industry investigative Units	Increase	25	13	53	307.7%	25

Monthly Performance Indicators January 2019	Desired Trend	Target	December	January	% 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	4%	4.79%	8.80%	83.72%	3.95%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	55	46	-15.17%	39
Property and Casualty	Maintain	30	14	17	21.4%	19
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	4%	4.16%	7.70%	85.10%	3.93%
Average time to process a complaint in days						
Insurance	Reduce	30	29	30	1.47%	23
Banking Consumer Finance	Reduce	50	23	28	23.30%	35
Real Estate	Reduce	250	593	313	-47.13%	285
Average time to process an enforcement action in days						
Insurance	Reduce	500	362	868	139.80%	57
Banking Consumer Finance	Reduce	200	410	680	65.88%	573
Real Estate	Reduce	525	1577	N/A	N/A	882

