

| <b>Banking and Insurance</b>   | <b>Desired Trend</b> | <b>Target</b> | <b>Current Quarter Oct - Dec</b> | <b>Current Quarter Jan - Mar</b> | <b>% Change</b> | <b>Last 12 Month Quarterly Average</b> |
|--|----------------------|---------------|----------------------------------|----------------------------------|-----------------|--|
| <b>Quarterly Performance Indicators Jan - Mar 2019</b>                               |                      |               |                                  |                                  |                 |  |
| <b>Quarterly Monitoring Financial Condition of Regulated Companies</b>               |                      |               |                                  |                                  |                 |  |
| <b>Average time to complete an Examination in days</b>                               |                      |               |                                  |                                  |                 |  |
| Insurance Companies  | Reduce               | 285           | N/A                              | 411                              | N/A             | 421                                    |
| Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc) | Reduce               | 85            | 70                               | 85                               | 21.81%          | 89                                     |
| Bank Examinations Independent  | Increase             | 100           | 134                              | 141                              | 5.22%           | 132                                    |
| Joint Bank Examinations with the FDIC or Federal Reserve                             | Increase             | 65            | 107                              | 62                               | -42.06%         | 66                                     |
| <b>Average time to mail Examination Report (In days)</b>                             |                      |               |                                  |                                  |                 |  |
| Insurance Companies  | Reduce               | 100           | N/A                              | 6                                | N/A             | 2                                      |
| Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc) | Reduce               | 90            | 86                               | 94                               | 9.86%           | 80                                     |
| Bank Examinations Independent  | Reduce               | 35            | 53                               | 29                               | -45.28%         | 29                                     |
| Joint Bank Examinations with the FDIC or Federal Reserve                             | Reduce               | 80            | 86                               | 76                               | -11.63%         | 87                                     |
| Number of Senior Staff Outreaches to Bank Management                                 | Increase             | 40            | 27                               | 26                               | -3.7%           | 36                                     |
| 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           | 618                              | 663                              | 7.3%            | 826                                    |
| Investigations Completed   | Varies               | 1000          | 833                              | 1167                             | 40.1%           | 1085                                   |
| Cooperative Investigations with Regulators and Law Enforcement Agencies              | Increase             | 110           | 89                               | 97                               | 9.0%            | 99                                     |
| Meeting with Industry investigative Units  | Increase             | 25            | 53                               | 78                               | 47.2%           | 44                                     |

| <b>Monthly Performance Indicators May 2019</b>                                  | <b>Desired Trend</b> | <b>Target</b> | <b>April</b> | <b>May</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               | 4%            | 18.87%       | 8.04%      | -57.39%         | 7.09%                        |
| <b>Average time to process Rate and Form Filings in days</b>                    |                      |               |              |            |                 |                              |
| Life and Health   | Maintain             | 40            | 44           | 25         | -44.33%         | 42                           |
| Property and Casualty   | Maintain             | 30            | 16           | 17         | 6.3%            | 18                           |
| <b>Consumer Protection</b>  |                      |               |              |            |                 |                              |
| Percent of Phone calls not answered regarding complaints before caller hangs up | Reduce               | 4%            | 4.79%        | 5.46%      | 13.99%          | 4.41%                        |
| <b>Average time to process a complaint in days</b>                              |                      |               |              |            |                 |                              |
| Insurance   | Reduce               | 30            | 22           | 23         | 7.78%           | 23                           |
| Banking Consumer Finance  | Reduce               | 50            | 27           | 24         | -10.93%         | 340                          |
| Real Estate   | Reduce               | 250           | 252          | 241        | -4.38%          | 291                          |
| <b>Average time to process an enforcement action in days</b>                    |                      |               |              |            |                 |                              |
| Insurance   | Reduce               | 500           | 442          | 324        | -26.56%         | 535                          |
| Banking Consumer Finance  | Reduce               | 200           | 288          | 33         | -88.44%         | 295                          |
| Real Estate   | Reduce               | 525           | N/A          | 118        | N/A             | 628                          |



