

<b>Banking and Insurance</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Prior 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 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	411	362	-11.92%	382
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	85	85	86	1.05%	81
Bank Examinations Independent	Increase	100	141	128	-9.22%	134
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	65	62	19	-69.35%	68
<b>Average time to mail Examination Report (In days)</b>						
Insurance Companies	Reduce	100	6	3	-50.00%	2
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	90	94	111	17.83%	81
Bank Examinations Independent	Reduce	35	29	8	-72.41%	34
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	80	76	40	-47.37%	77
Number of Senior Staff Outreaches to Bank Management	Increase	40	26	26	0.0%	26
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	663	677	2.1%	720
Investigations Completed	Varies	1000	1167	1045	-10.5%	1040
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	110	97	121	24.7%	84
Meeting with Industry investigative Units	Increase	25	78	150	92.3%	13

<b>Monthly Performance Indicators June 2019</b>	<b>Desired Trend</b>	<b>Target</b>	<b>May</b>	<b>June</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%	8.04%	22.88%	184.58%	9.33%
<b>Average time to process Rate and Form Filings in days</b>						
Life and Health	Maintain	40	25	30	22.79%	42
Property and Casualty	Maintain	30	17	16	-5.9%	18
<b>Consumer Protection</b>						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	4%	5.46%	4.59%	-15.93%	4.59%
<b>Average time to process a complaint in days</b>						
Insurance	Reduce	30	23	23	-1.42%	23
Banking Consumer Finance	Reduce	50	24	27	11.25%	34
Real Estate	Reduce	250	241	246	2.18%	300
<b>Average time to process an enforcement action in days</b>						
Insurance	Reduce	500	324	479	47.69%	504
Banking Consumer Finance	Reduce	200	33	228	585.27%	296
Real Estate	Reduce	525	118	N/A	N/A	635



