

Banking and Insurance	Desired Trend	Target	Prior Quarter Jan - Mar	Current Quarter Apr- Jun	% Change	Last 12 Month Quarterly Average
Quarterly Performance Indicators Apr - Jun 2019						
Quarterly Monitoring Financial Condition of Regulated Companies						
Average time to complete an Examination in days						
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
Average time to mail Examination Report (In days)						
Insurance Companies	Reduce	100	6	3	N/A	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%
Consumer Protection						
Fraud Deterrence						
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

Monthly Performance Indicators July 2019	Desired Trend	Target	June	July	% 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%	22.88%	7.12%	-68.88%	9.80%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	30	41	34.69%	42
Property and Casualty	Maintain	30	16	17	6.3%	19
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	4%	4.59%	4.69%	2.18%	4.89%
Average time to process a complaint in days						
Insurance	Reduce	30	23	19	-16.17%	22
Banking Consumer Finance	Reduce	50	27	43	59.13%	35
Real Estate	Reduce	250	246	313	27.29%	303
Average time to process an enforcement action in days						
Insurance	Reduce	500	479	875	82.60%	510
Banking Consumer Finance	Reduce	200	228	150	-34.31%	298
Real Estate	Reduce	525	N/A	1748	N/A	303

