

Banking and Insurance	Desired Trend	Target	Prior Quarter Apr- Jun	Current Quarter Jul - Sep	% 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	362	N/A	N/A	382
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	85	86	80	-7.34%	81
Bank Examinations Independent	Increase	100	128	147	14.84%	192
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	65	19	74	286.84%	68
Average time to mail Examination Report (In days)						
Insurance Companies	Reduce	100	3	N/A	N/A	
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	90	111	104	-6.64%	93
Bank Examinations Independent	Reduce	35	8	28	250.00%	34
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	80	40	37	-8.75%	73
Number of Senior Staff Outreaches to Bank Management	Increase	40	26	15	-42.31%	23
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	100%	100.0%	0.00%	100%
Consumer Protection						
Fraud Deterrence						
Referrals Received	Increase	800	677	801	18.32%	690
Investigations Completed	Varies	1000	1045	1635	56.46%	1170
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	110	121	86	-28.93%	98
Meeting with Industry investigative Units	Increase	25	150	50	-66.67%	83

Monthly Performance Indicators September 2019	Desired Trend	Target	Aug	Sep	% 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%	5.96%	5.08%	-14.77%	4.46%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	32	51	60.22%	32
Property and Casualty	Maintain	30	20	21	5.0%	19
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	4%	17.36%	17.09%	-1.6%	9.00%
Average time to process a complaint in days						
Insurance	Reduce	30	17	21	23.63%	22
Banking Consumer Finance	Reduce	50	27	33	22.98%	34
Real Estate	Reduce	250	612	205	-66.45%	344
Average time to process an enforcement action in days						
Insurance	Reduce	500	464	855	84.14%	528
Banking Consumer Finance	Reduce	200	421	75	-82.27%	296
Real Estate	Reduce	525	1286	16	-98.74%	901

