

Department of Banking and Insurance Performance Indicators - 2020	Frequency	Desired Trend	FY19 Actual	FY20 Revised	FY21 Target
Core Mission 1: Monitoring Financial Conditions of Regulated Companies					
Complete Examinations					
Average time to complete an insurance company examination (days)	Quarterly	Reduce	382	285	285
Average time to complete a consumer lender (mortgage lender, check cashers, money transmitters, etc.) examination (days)	Quarterly	Reduce	81	85	80
Average time to complete a bank examination (days)	Quarterly	Reduce	134	100	100
Average time to complete joint examination with the Federal Deposit Insurance Corporation (FDIC) or Federal Reserve (days)	Quarterly	Reduce	68	65	65
Average time to mail examination report to insurance companies (days)	Quarterly	Reduce	100	100	90
Average time to mail examination report to consumer lenders (includes mortgage lenders, check cashers, money transmitters, etc.)	Quarterly	Reduce	81	90	75
Average time to mail examination report to bank (days)	Quarterly	Reduce	34	35	30
Average time to mail examination report of joint bank examinations with the FDIC or Federal Reserve (days)	Quarterly	Reduce	77	80	75
Core Mission 2: Promoting Growth and Stability of Regulated Industries					
Abandoned calls to licensing (monthly percentage)	Monthly	Maintain	9%	4%	4%
Average time to process Life and Health rate and form filings (days)	Monthly	Maintain	42	40	40
Average time to process Property and Casualty rate and form filings (days)	Monthly	Maintain	18	30	30
Core Mission 3: Consumer Protection					
Fraud Deterrence					
Consumer fraud referrals received	Quarterly	Increase	2880	3800	3800
Consumer fraud investigations completed	Quarterly	Increase	4160	4000	4000
Consumer fraud investigations completed with cooperation of regulators and law enforcement agencies	Quarterly	Increase	391	440	450
Meetings with consumer fraud deterrence investigative units	Quarterly	Increase	294	262	300
Process Consumer Complaints					
Abandoned consumer complaint calls (monthly percentage)	Monthly	Maintain	5%	4%	4%
Average time to process a consumer insurance complaint (days)	Monthly	Reduce	23	30	25
Average time to process a consumer banking complaint (days)	Monthly	Reduce	34	50	45
Average time to process a consumer real estate complaint (days)	Monthly	Reduce	300	250	250
Process Enforcement Actions					
Average time to process a consumer protection insurance enforcement action (days)	Monthly	Reduce	504	500	500
Average time to process a consumer protection banking enforcement action (days)	Monthly	Reduce	296	200	200
Average time to process a consumer real estate enforcement action (days)	Monthly	Reduce	641	805	730