

<b>Department of Banking and Insurance</b> <b>Performance Indicators - 2022</b>	<b>Frequency</b>	<b>Desired Trend</b>	<b>FY20 Actual</b>	<b>FY21 Target</b>	<b>FY22 Target</b>
<b>Core Mission 1: Monitoring Financial Conditions of Regulated Companies</b>					
<b>Complete Examinations</b>					
Average time to complete an insurance company examination (days)	Quarterly	Maintain	285	285	285
Average time to complete a consumer lender (mortgage lender, check cashers, money transmitters, etc.) examination (days)	Quarterly	Maintain	85	80	80
Average time to complete a bank examination (days)	Quarterly	Maintain	100	100	100
Average time to complete joint examination with the Federal Deposit Insurance Corporation (FDIC) or Federal Reserve (days)	Quarterly	Maintain	65	65	65
Average time to mail examination report to insurance companies (days)	Quarterly	Reduce	100	90	90
Average time to mail examination report to consumer lenders (includes mortgage lenders, check cashers, money transmitters, etc.)	Quarterly	Reduce	90	75	75
Average time to mail examination report to bank (days)	Quarterly	Reduce	35	30	30
Average time to mail examination report of joint bank examinations with the FDIC or Federal Reserve (days)	Quarterly	Reduce	80	75	75
<b>Core Mission 2: Promoting Growth and Stability of Regulated Industries</b>					
Abandoned calls to Insurance licensing (monthly percentage)*	Monthly	Reduce	N/A	N/A	6%
Average time to process Life and Health rate and form filings (days)	Monthly	Maintain	21	40	40
Average time to process Property and Casualty rate and form filings (days)	Monthly	Maintain	41	40	40
<b>Core Mission 3: Consumer Protection</b>					
<b>Fraud Deterrence</b>					
Consumer fraud referrals received	Quarterly	Increase	2650	3000	3000
Consumer fraud investigations completed	Quarterly	Maintain	5014	4000	4000
Consumer fraud investigations completed with cooperation of regulators and law enforcement agencies	Quarterly	Increase	324	450	450
Meetings with consumer fraud deterrence investigative units	Quarterly	Increase	262	300	300
<b>Process Consumer Complaints</b>					
Abandoned consumer complaint calls (monthly percentage)*	Monthly	Maintain	N/A	N/A	4%
Average time to process a consumer insurance complaint (days)	Monthly	Maintain	21	21	21
Average time to process a consumer banking complaint (days)	Monthly	Maintain	35	35	35
Average time to process a consumer real estate complaint (days)	Monthly	Reduce	332	300	300
<b>Process Enforcement Actions</b>					
Average time to process a consumer protection insurance enforcement action (days)	Monthly	Reduce	546	500	500
Average time to process a consumer protection banking enforcement action (days)	Monthly	Maintain	166	200	200
Average time to process a consumer real estate enforcement action (days)	Monthly	Reduce	1273	1000	1000

\*When work from home began due to COVID the Department implemented remote combined call centers to better serve the public. Data on individual call groups was no longer available for portions of FY 20 and FY 21. In FY 22 We will be able report on calls to Insurance Licensing and Complaints.