

Department of Banking and Insurance	Frequency	Desired Trend	FY21 Actual	FY22 Revised	FY23 Target
Performance Indicators - FY2023 Materials					
Core Mission 1: Monitoring Financial Conditions of Regulated Companies					
Complete Examinations					
Average time to complete an insurance company examination (days)	Quarterly	Reduce	325	326	285
Average time to complete a consumer lender (mortgage lender, check cashers, money transmitters, etc.) examination (days)	Quarterly	Maintain	87	84	80
Average time to complete a bank examination (days)	Quarterly	Reduce	210	220	100
Average time to complete joint examination with the Federal Deposit Insurance Corporation (FDIC) or Federal Reserve (days)	Quarterly	Reduce	80	83	65
Average time to mail examination report to insurance companies (days)	Quarterly	Reduce	120	148	90
Average time to mail examination report to consumer lenders (includes mortgage lenders, check cashers, money transmitters, etc.)	Quarterly	Decrease	463	657	575
Average time to mail examination report to bank (days)	Quarterly	Reduce	50	50	30
Average time to mail examination report of joint bank examinations with the FDIC or Federal Reserve (days)	Quarterly	Maintain	70	73	75
Core Mission 2: Promoting Growth and Stability of Regulated Industries					
Abandoned calls to Insurance licensing (monthly percentage)*	Monthly	Maintain	N/A	2%	2%
Average time to process Life and Health rate and form filings (days)	Monthly	Reduce	41	47	40
Average time to process Property and Casualty rate and form filings (days)	Monthly	Reduce	43	45	40
Core Mission 3: Consumer Protection					
Fraud Deterrence					
Consumer fraud referrals received	Quarterly	Maintain	2703	3004	3000
Consumer fraud investigations completed	Quarterly	Maintain	3876	4044	4000
Consumer fraud investigations completed with cooperation of regulators and law enforcement agencies	Quarterly	Maintain	356	380	380
Meetings with consumer fraud deterrence investigative units	Quarterly	Maintain	325	633	630
Process Consumer Complaints					
Abandoned consumer complaint calls (monthly percentage)*	Monthly	Maintain	N/A	3%	3%
Average time to process a consumer insurance complaint (days)	Monthly	Maintain	21	20	20
Average time to process a consumer banking complaint (days)	Monthly	Maintain	58	65	65
Average time to process a consumer real estate complaint (days)	Monthly	Maintain	79	78	78
Process Enforcement Actions					
Average time to process a consumer protection insurance enforcement action (days)	Monthly	Reduce	487	680	500
Average time to process a consumer protection banking enforcement action (days)	Monthly	Reduce	353	599	450
Average time to process a consumer real estate enforcement action (days)	Monthly	Maintain	973	973	973

*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. FY 22 reporting on calls to Insurance Licensing and Complaints resumed .