

<b>Banking and Insurance</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Current Quarter July - Sept</b>	<b>Current Quarter Oct - Dec</b>	<b>% Change</b>	<b>Last 12 Month Average</b>
<b>Quarterly Performance Indicators October - December 2012</b>						
<b>Quarterly Monitoring Financial Condition of Regulated Companies</b>						
<b>Average time to complete an Examination in days</b>						
Insurance Companies	Reduce	250	N/A*	178	N/A*	309
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	40	127.73	119.46	-6.5%	123
Bank Examinations Independent	Increase	100	41	61	48.8%	64
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	75	53	59	11.3%	55
<b>Average time to mail Examination Report (In days)</b>						
Insurance Companies	Reduce	40	N/A	13	N/A	15
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	108.25	49.19	-54.6%	70
Bank Examinations Independent	Reduce	55	37	49	32.4%	49
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	90	71	62	-12.7%	62
Senior Staff Outreach to Bank Management	Increase	40	32	39	21.9%	22
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	100%	100%	0.0%	100%
<b>Consumer Protection</b>						
<b>Fraud Deterrence</b>						
Referrals Received	Increase	650	1308	1015	-22.4%	1075
Investigations Completed	Varies	800	1068	827	-22.6%	1034
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	300	317	311	-1.9%	316
Meeting with Industry investigative Units	Increase	25	28	24	-14.3%	22

<b>Monthly Performance Indicators January 2013</b>	<b>Desired Trend</b>	<b>Target</b>	<b>December</b>	<b>January</b>	<b>% Change</b>	<b>Last 12 Month Average</b>
<b>Promoting Growth and Stability of Regulated Industries</b>						
Percent of Phone calls not answered regarding licensing before caller hangs up	Reduce	6%	9.13%	5.19%	-43.2%	5.5%
<b>Average time to process Rate and Form Filings in days</b>						
Life and Health	Maintain	40	46.0	59.5	29.5%	46
Property and Casualty	Maintain	30	15	15	0.0%	18
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<b>Consumer Protection</b>						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	16.06%	8.14%	-49.3%	8.94%
<b>Average time to process a complaint in days</b>						
Insurance	Reduce	90	82.3	72.48	-11.9%	84
Banking Consumer Finance	Reduce	70	59.6	53.4	-10.4%	101
Real Estate	Reduce	125	149.2	177.1	18.6%	173
<b>Average time to process an enforcement action in days</b>						
Insurance	Reduce	915	341.0	471.0	38.1%	867
Banking Consumer Finance	Reduce	280	141.4	72.4	-48.8%	172

\*No insurance financial exams completed or mailed during the quarter

