

Banking and Insurance Quarterly Performance Indicators Apr - Jun 2015	Desired Trend	Target	Current Quarter Jan - Mar	Current Quarter Apr - Jun	% Change	Last 12 Month Average
Quarterly Monitoring Financial Condition of Regulated Companies						
Average time to complete an Examination in days						
Insurance Companies	Reduce	250	287	396	N/A	385
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	100	67.9	57.33	-15.57%	86
Bank Examinations Independent	Increase	60	71	40.5	-43.0%	
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	65	72	46.3	-35.7%	
Average time to mail Examination Report (In days)						
Insurance Companies	Reduce	20	13	13	N/A	13
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	124.55	142.83	14.68%	111
Bank Examinations Independent	Reduce	55	28	56.9	103.2%	59.58
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	60	36	96.5	168.1%	73.17
Senior Staff Outreach to Bank Management	Increase	40	23	37	60.9%	26
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	92%	88%	-4.9%	95%
Consumer Protection						
Fraud Deterrence						
Referrals Received	Increase	800	1386	1336	-3.6%	1179
Investigations Completed	Varies	950	844	1208	43.1%	1064
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	313	202	212	5.0%	278
Meeting with Industry investigative Units	Increase	25	28	37	32.1%	37

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Monthly Performance Indicators August 2015	Desired Trend	Target	Jul	Aug	% 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	6%	3.59%	2.62%	-27.02%	4.14%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	31.61	40.11	26.89%	42
Property and Casualty	Maintain	30	13.0	12.0	-7.7%	14
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Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	2.50%	3.01%	20.40%	3.05%
Average time to process a complaint in days						
Insurance	Reduce	90	41.6	42.3	1.78%	45
Banking Consumer Finance	Reduce	60	110.73	105.47	-4.8%	106
Real Estate	Reduce	145	226.57	131.44	-41.99%	215
Average time to process an enforcement action in days						
Insurance	Reduce	500	693.3	246.1	-64.50%	384
Banking Consumer Finance	Reduce	75.0	73.94	105	42.01%	119
Real Estate	Reduce	525	274.36	N/A	N/A	512