

Banking and Insurance	Desired Trend	Target	Current Quarter Jan - Mar	Current Quarter Apr - Jun	% Change	Last 12 Month Quarterly Average
Quarterly Performance Indicators Apr - Jun 2018						
Quarterly Monitoring Financial Condition of Regulated Companies						
Average time to complete an Examination in days						
Insurance Companies	Reduce	250	N/A	405	N/A	384
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	100	87	70	-19.20%	103
Bank Examinations Independent	Increase	60	109	119	9.45%	117
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	65	N/A	43	N/A	42
Average time to mail Examination Report (In days)						
Insurance Companies	Reduce	20	326	8	N/A	8
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	105	52	-50.01%	91
Bank Examinations Independent	Reduce	55	35	17	-51.43%	28
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	60	N/A	84	N/A	85
Number of Senior Staff Outreaches to Bank Management	Increase	40	30	30	0.0%	32
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	100%	100%	0.0%	100%
Consumer Protection						
Fraud Deterrence						
Referrals Received	Increase	800	1101	975	-11.4%	959
Investigations Completed	Varies	950	1223	978	-20.0%	1050
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	313	125	184	47.2%	207
Meeting with Industry investigative Units	Increase	25	30	4	-86.7%	20

Monthly Performance Indicators June 2018	Desired Trend	Target	May	June	% 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%	3.66%	3.50%	-4.37%	3.36%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	28	28	-1.29%	15
Property and Casualty	Maintain	30	18	15	-16.7%	18
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	2.50%	4.00%	60.00%	3.29%
Average time to process a complaint in days						
Insurance	Reduce	90	22	20	-7.15%	25
Banking Consumer Finance	Reduce	60	27	37	33.1%	48
Real Estate	Reduce	145	224	306	36.49%	306
Average time to process an enforcement action in days						
Insurance	Reduce	500	642	537	-16.41%	537
Banking Consumer Finance	Reduce	75.0	327	205	-37.32%	257
Real Estate	Reduce	525	813	512	-37.02%	793