

Banking and Insurance	Desired Trend	Target	Current Quarter Oct - Dec	Current Quarter Jan - Mar	% Change	Last 12 Month Quarterly Average
Quarterly Performance Indicators Jan - Mar 2019						
Quarterly Monitoring Financial Condition of Regulated Companies						
Average time to complete an Examination in days						
Insurance Companies	Reduce	285	N/A	411	N/A	421
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	85	70	85	21.81%	89
Bank Examinations Independent	Increase	100	134	141	5.22%	132
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	65	107	62	-42.06%	66
Average time to mail Examination Report (In days)						
Insurance Companies	Reduce	100	N/A	6	N/A	2
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	90	86	94	9.86%	80
Bank Examinations Independent	Reduce	35	53	29	-45.28%	29
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	80	86	76	-11.63%	87
Number of Senior Staff Outreaches to Bank Management	Increase	40	27	26	-3.7%	36
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	100%	100%	0.0%	100%
Consumer Protection						
Fraud Deterrence						
Referrals Received	Increase	800	618	663	7.3%	826
Investigations Completed	Varies	1000	833	1167	40.1%	1085
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	110	89	97	9.0%	99
Meeting with Industry investigative Units	Increase	25	53	78	47.2%	44

Monthly Performance Indicators April 2019	Desired Trend	Target	March	April	% 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	4%	5.01%	18.87%	276.65%	6.68%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	31	44	42.53%	42
Property and Casualty	Maintain	30	22	16	-27.3%	19
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	4%	2.78%	4.79%	72.30%	4.14%
Average time to process a complaint in days						
Insurance	Reduce	30	22	22	-3.36%	22
Banking Consumer Finance	Reduce	50	16	27	70.43%	34
Real Estate	Reduce	250	266	252	-5.28%	289
Average time to process an enforcement action in days						
Insurance	Reduce	500	310	442	42.56%	535
Banking Consumer Finance	Reduce	200	233	288	23.45%	292
Real Estate	Reduce	525	338	N/A	N/A	710

