

Banking and Insurance Quarterly Performance Indicators FY 2012	Desired Trend	Target	Prior Quarter	Current Quarter	% 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%	12.00%	8.22%	-31.5%	7.1%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	38.23	36.06	-5.7%	46.56
Property and Casualty	Maintain	30	16			19
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	8.19%	10.88%	32.8%	7.94%
Average time to process a complaint in days						
Insurance	Reduce	90	80.4	71.37	-11.2%	76
Banking Consumer Finance	Reduce	70	54.9	89.84	63.7%	305
Real Estate	Reduce	125	134.1	132.8	-1.0%	149
Average time to process an enforcement action in days						
Insurance	Reduce	915	865.6	929.7	7.4%	1789
Banking Consumer Finance	Reduce	280	516.0	350.84	-32.0%	693
Real Estate	Reduce	150	124.1	N/A		153