

Monthly Performance Indicators June 2013	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%	12.53%	23.36%	86.4%	5.24%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	47.96	35.47	-26.0%	43
Property and Casualty	Maintain	30	13.0	19.0	46.2%	15
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	8.21%	9.24%	12.5%	8.02%
Average time to process a complaint in days						
Insurance	Reduce	90	112.7	109.0	-3.3%	87
Banking Consumer Finance	Reduce	70	53.03	69.829	31.7%	69
Real Estate	Reduce	125	150.67	257.97	71.2%	200
Average time to process an enforcement action in days						
Insurance	Reduce	915	193.5	851.7	340.2%	659
Banking Consumer Finance	Reduce	280	70.41	70.56	0.2%	125

*
*
*
*
*
*
*
*

*No insurance financial exams completed or mailed during the quarter