

Banking and Insurance Quarterly Performance Indicators July - September 2013	Desired Trend	Target	Prior Quarter Apr -June	Current Quarter July - Sept	% Change	Last 12 Month Average
Quarterly Monitoring Financial Condition of Regulated Companies						
Average time to complete an Examination in days						
Insurance Companies	Reduce	250	286	N/A	N/A	274
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	40	58.86	80.11	36.1%	81
Bank Examinations Independent	Increase	100	50	52	4.0%	55
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	75	53	44	-17.0%	59
Average time to mail Examination Report (In days)						
Insurance Companies	Reduce	40	27	N/A	N/A	26
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	73	51.77	-29.1%	58
Bank Examinations Independent	Reduce	55	44	49	11.4%	50
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	90	58	37	-36.2%	46
Senior Staff Outreach to Bank Management	Increase	40	30	27	-10.0%	33
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	89%	92%	3.4%	95%
Consumer Protection						
Fraud Deterrence						
Referrals Received	Increase	650	874	1049	20.0%	1008
Investigations Completed	Varies	800	998	1021	2.3%	970
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	300	226	219	-3.1%	312
Meeting with Industry investigative Units	Increase	25	23	35	52.2%	26
Monthly Performance Indicators Novemrr 2013						
	Desired Trend	Target	Oct	Nov	% 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%	7.70%	5.06%	-34.3%	9.98%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	49.11	48.78	-0.7%	43
Property and Casualty	Maintain	30	13.0	15.0	15.4%	15
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	4.63%	6.16%	33.0%	7.96%
Average time to process a complaint in days						
Insurance	Reduce	90	90.1	102.3	13.5%	97
Banking Consumer Finance	Reduce	70	69.217	73.154	0	89
Real Estate	Reduce	125	214.28	149	-30.5%	220
Average time to process an enforcement action in days						
Insurance	Reduce	915	1061.9	194.2	-81.7%	482
Banking Consumer Finance	Reduce	280	39.46	71.63	81.5%	116

*No insurance financial exams completed or mailed during the quarter