

Banking and Insurance	Desired Trend	Target	Current Quarter Oct -Dec	Current Quarter Jan - Mar	% Change	Last 12 Month Average
Quarterly Performance Indicators January - March 2013						
Quarterly Monitoring Financial Condition of Regulated Companies						
Average time to complete an Examination in days						
Insurance Companies	Reduce	250	319	189	-40.75%	290
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	40	59.32	70.68	19.15%	68
Bank Examinations Independent	Increase	100	47	87	85.1%	61
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	75	49	74	51.0%	55
Average time to mail Examination Report (In days)						
Insurance Companies	Reduce	40	12	16	33.33%	22
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	73	46.24	-36.66%	62
Bank Examinations Independent	Reduce	55	37	32	-13.5%	42
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	90	18	58	222.2%	38
Senior Staff Outreach to Bank Management	Increase	40	28	37	32.1%	31
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	100%	91%	-9.0%	92%
Consumer Protection						
Fraud Deterrence						
Referrals Received	Increase	650	1160	680	-41.4%	941
Investigations Completed	Varies	800	795	924	16.2%	912
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	300	235	92	-60.9%	193
Meeting with Industry investigative Units	Increase	25	44	27	-38.6%	30

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Monthly Performance Indicators May 2014	Desired Trend	Target	Apr	May	% 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%	5.14%	5.23%	1.75%	9.78%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	38.37	47.12	22.80%	45
Property and Casualty	Maintain	30	10.0	11.0	10.0%	14
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	5.28%	4.49%	-14.96%	6.53%
Average time to process a complaint in days						
Insurance	Reduce	90	48.2	61.8	28.27%	88
Banking Consumer Finance	Reduce	70	79.89	127.51	59.6%	86
Real Estate	Reduce	125	152.58	67.94	-55.47%	215
Average time to process an enforcement action in days						
Insurance	Reduce	915	593.5	453.9	-23.53%	521
Banking Consumer Finance	Reduce	280.0	105	192.44	83.3%	123
Real Estate	Reduce	525	587.08	350.67	-40.3%	493