

<b>Banking and Insurance</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Current Quarter July - Sept</b>	<b>Current Quarter Oct - Dec</b>	<b>% Change</b>	<b>Last 12 Month Quarterly Average</b>
<b>Quarterly Performance Indicators Oct - Dec 2018</b>						
<b>Quarterly Monitoring Financial Condition of Regulated Companies</b>						
<b>Average time to complete an Examination in days</b>						
Insurance Companies	Reduce	250	N/A	N/A	N/A	405
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	100	60	70	16.70%	91
Bank Examinations Independent	Increase	60	N/A	134	N/A	121
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	65	60	107	N/A	61
<b>Average time to mail Examination Report (In days)</b>						
Insurance Companies	Reduce	20	N/A	N/A	N/A	8
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	85	86	0.62%	85
Bank Examinations Independent	Reduce	55	30	53	76.67%	34
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	60	54	86	59.26%	84
Number of Senior Staff Outreaches to Bank Management	Increase	40	30	27	-10.0%	29
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	99%	100%	1.0%	100%
<b>Consumer Protection</b>						
<b>Fraud Deterrence</b>						
Referrals Received	Increase	800	921	618	-32.9%	904
Investigations Completed	Varies	950	1115	833	-25.3%	1037
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	313	84	89	6.0%	121
Meeting with Industry investigative Units	Increase	25	13	53	307.7%	25

<b>Monthly Performance Indicators December 2018</b>	<b>Desired Trend</b>	<b>Target</b>	<b>November</b>	<b>December</b>	<b>% Change</b>	<b>Last 12 Month Average</b>
<b>Promoting Growth and Stability of Regulated Industries</b>						
Percent of Phone calls not answered regarding licensing before caller hangs up	Reduce	6%	5.17%	4.79%	-7.35%	3.45%
<b>Average time to process Rate and Form Filings in days</b>						
Life and Health	Maintain	40	48	55	14.89%	39
Property and Casualty	Maintain	30	17	14	-17.6%	19
<b>Consumer Protection</b>						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	5.07%	4.16%	-17.95%	3.56%
<b>Average time to process a complaint in days</b>						
Insurance	Reduce	90	21	29	42.61%	23
Banking Consumer Finance	Reduce	60	25	23	0.00%	37
Real Estate	Reduce	145	348	593	70.48%	287
<b>Average time to process an enforcement action in days</b>						
Insurance	Reduce	500	308	362	17.36%	551
Banking Consumer Finance	Reduce	75.0	173	410	136.69%	224
Real Estate	Reduce	525	553	1577	185.06%	877



