

<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 Jan - Mar 2019</b>						
<b>Quarterly Monitoring Financial Condition of Regulated Companies</b>						
<b>Average time to complete an Examination in days</b>						
Insurance Companies	Reduce	285	N/A	N/A	N/A	405
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	85	60	70	16.70%	91
Bank Examinations Independent	Increase	100	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	100	N/A	N/A	N/A	8
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	90	85	86	0.62%	85
Bank Examinations Independent	Reduce	35	30	53	76.67%	34
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	80	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	1000	1115	833	-25.3%	1037
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	110	84	89	6.0%	121
Meeting with Industry investigative Units	Increase	25	13	53	307.7%	25

<b>Monthly Performance Indicators February 2019</b>	<b>Desired Trend</b>	<b>Target</b>	<b>January</b>	<b>February</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	4%	8.80%	6.40%	-27.27%	4.28%
<b>Average time to process Rate and Form Filings in days</b>						
Life and Health	Maintain	40	46	40	-12.87%	41
Property and Casualty	Maintain	30	17	25	47.1%	20
<b>Consumer Protection</b>						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	4%	7.70%	3.60%	-53.25%	4.05%
<b>Average time to process a complaint in days</b>						
Insurance	Reduce	30	30	21	-28.13%	22
Banking Consumer Finance	Reduce	50	28	34	0.00%	36
Real Estate	Reduce	250	313	220	-29.86%	282
<b>Average time to process an enforcement action in days</b>						
Insurance	Reduce	500	868	402	-53.67%	553
Banking Consumer Finance	Reduce	200	680	886	30.37%	302
Real Estate	Reduce	525	N/A	368	N/A	857



