

Department of Banking and Insurance

Performance Indicators - FY2024

	FY2022 Actual	FY2023 Revised	FY2024 Target
Core Mission 1: Monitoring Financial Conditions of Regulated Companies			
Complete Examinations			
Average time to complete an insurance company examination (days)	325	351	300
Average time to complete a consumer lender (mortgage lender, check cashers, money transmitters, etc.) examination (days)	87	84	80
Average time to complete a bank examination (days)	210	220	150
Average time to complete joint examination with the Federal Deposit Insurance Corporation (FDIC) or Federal Reserve (days)	80	83	65
Average time to mail examination report to insurance companies (days)	120	43	60
Average time to mail examination report to consumer lenders (includes mortgage lenders, check cashers, money transmitters, etc.)	463	657	575
Average time to mail examination report to bank (days)	50	50	35
Average time to mail examination report of joint bank examinations with the FDIC or Federal Reserve (days)	70	73	75
Core Mission 2: Promoting Growth and Stability of Regulated Industries			
Abandoned calls to Insurance licensing (monthly percentage) (a)	N/A	1%	2%
Average time to process Life and Health rate and form filings (days)	41	68	60
Average time to process Property and Casualty rate and form filings (days)	43	65	60
Core Mission 3: Consumer Protection			
Fraud Deterrence			
Consumer fraud referrals received	2,703	3,852	3,800
Consumer fraud investigations completed	3,876	5,723	5,000
Consumer fraud investigations completed with cooperation of regulators and law enforcement agencies	356	351	350
Meetings with consumer fraud deterrence investigative units	325	325	340
Process Consumer Complaints			
Abandoned consumer complaint calls (monthly percentage)*	N/A	2%	2%
Average time to process a consumer insurance complaint (days)	21	19	18
Average time to process a consumer banking complaint (days)	58	65	65
Average time to process a consumer real estate complaint (days)	83	65	60
Process Enforcement Actions			
Average time to process a consumer protection insurance enforcement action (days)	495	832	700
Average time to process a consumer protection banking enforcement action (days)	353	599	600
Average time to process a consumer real estate enforcement action (days)	608	1,047	970

(a) Due to COVID, the Department implemented remote combined call centers to better serve the public. Data on individual call groups was no longer available for portions of FY2021 and FY2022.