Banking and Insurance Quarterly Performance Indicators April - June 2013	Desired Trend	Target	Current Quarter Jan - Mar	Current Quarter Apr -June	% Change	Last 12 Month Average
Quarterly Monitoring Financial Condition of Regulated Companies						
Average time to complete an Examination in days						
Insurance Companies	Reduce	250	195	286	46.7%	274
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	40	102.05	58.86	-42.3%	108
Bank Examinations Independent	Increase	100	57	50	-12.3%	47
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	75	72	53	-26.4%	56
Average time to mail Examination Report (In days)						
Insurance Companies	Reduce	40	22	27	22.7%	26
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	52.63	73	38.7%	54
Bank Examinations Independent	Reduce	55	55	44	-20.0%	50
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	90	47	58	23.4%	53
Senior Staff Outreach to Bank Management	Increase	40	35	30	-14.3%	54
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	100%	89%	-11.0%	97%
Consumer Protection						
Fraud Deterrence						
Referrals Received	Increase	650	1095	874	-20.2%	1073
Investigations Completed	Varies	800	1032	998	-3.3%	981
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	300	493	226	-54.2%	337
Meeting with Industry investigative Units	Increase	25	21	23	9.5%	24

Monthly Performance Indicators June 2013	Desired Trend	Target	May	June	% 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%	12.53%	23.36%	86.4%	5.24%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	47.96	35.47	-26.0%	43
Property and Casualty	Maintain	30	13.0	19.0	46.2%	15
Consumer Protection Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	8.21%	9.24%	12.5%	8.02%
Average time to process a complaint in days	Reduce	070	8.21%	9.24%	12.370	8.02%
Insurance	Reduce	90	112.7	109.0	-3.3%	87
Banking Consumer Finance	Reduce	70	53.03	69.829	31.7%	69
Real Estate	Reduce	125	150.67	257.97	71.2%	200
Average time to process an enforcement action in days						
Insurance	Reduce	915	193.5	851.7	340.2%	659
Banking Consumer Finance	Reduce	280	70.41	70.56	0.2%	125

^{*}No insurance financial exams completed or mailed during the quarter