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 July 2013	Desired Trend	Target	June	July	% Change	Last 12 Month Average
Promoting Growth and Stability of Regulated Industries						Tiverage
Percent of Phone calls not answered regarding licensing before caller hangs up	Reduce	6%	23.36%	12.52%	-46.4%	9.67%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	35.47	47.83	34.8%	44
Property and Casualty	Maintain	30	19.0	17.0	-10.5%	15
Consumer Protection					#DIV/()!	
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	9.24%	7.62%	-17.5%	6.59%
Average time to process a complaint in days						
Insurance	Reduce	90	109.0	103.5	-5.0%	89
Banking Consumer Finance	Reduce	70	69.829	72.289	3.5%	58
Real Estate	Reduce	125	257.97	218.86	-15.2%	197
Average time to process an enforcement action in days						
Insurance	Reduce	915	851.7	241.6	-71.6%	566
Banking Consumer Finance	Reduce	280	70.56	229.13	224.7%	136

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