

| <b>Banking and Insurance</b>   | <b>Desired Trend</b> | <b>Target</b> | <b>Current Quarter Oct -Dec</b> | <b>Current Quarter Jan - Mar</b> | <b>% Change</b> | <b>Last 12 Month Average</b> |
|--|----------------------|---------------|---------------------------------|----------------------------------|-----------------|------------------------------|
| <b>Quarterly Performance Indicators January - March 2013</b>                         |                      |               |                                 |                                  |                 |                              |
| <b>Quarterly Monitoring Financial Condition of Regulated Companies</b>               |                      |               |                                 |                                  |                 |                              |
| <b>Average time to complete an Examination in days</b>                               |                      |               |                                 |                                  |                 |                              |
| Insurance Companies  | Reduce               | 250           | 319                             | 189                              | -40.75%         | 290                          |
| Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc) | Reduce               | 40            | 59.32                           | 70.68                            | 19.15%          | 68                           |
| Bank Examinations Independent  | Increase             | 100           | 47                              | 87                               | 85.1%           | 61                           |
| Joint Bank Examinations with the FDIC or Federal Reserve                             | Increase             | 75            | 49                              | 74                               | 51.0%           | 55                           |
| <b>Average time to mail Examination Report (In days)</b>                             |                      |               |                                 |                                  |                 |                              |
| Insurance Companies  | Reduce               | 40            | 12                              | 16                               | 33.33%          | 22                           |
| Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc) | Reduce               | 60            | 73                              | 46.24                            | -36.66%         | 62                           |
| Bank Examinations Independent  | Reduce               | 55            | 37                              | 32                               | -13.5%          | 42                           |
| Joint Bank Examinations with the FDIC or Federal Reserve                             | Reduce               | 90            | 18                              | 58                               | 222.2%          | 38                           |
| Senior Staff Outreach to Bank Management   | Increase             | 40            | 28                              | 37                               | 32.1%           | 31                           |
| Senior Staff Attendance at Exam Report/Board Meeting                                 | Increase             | 50%           | 100%                            | 91%                              | -9.0%           | 92%                          |
| <b>Consumer Protection</b>   |                      |               |                                 |                                  |                 |                              |
| <b>Fraud Deterrence</b>  |                      |               |                                 |                                  |                 |                              |
| Referrals Received   | Increase             | 650           | 1160                            | 680                              | -41.4%          | 941                          |
| Investigations Completed   | Varies               | 800           | 795                             | 924                              | 16.2%           | 912                          |
| Cooperative Investigations with Regulators and Law Enforcement Agencies              | Increase             | 300           | 235                             | 92                               | -60.9%          | 193                          |
| Meeting with Industry investigative Units  | Increase             | 25            | 44                              | 27                               | -38.6%          | 30                           |

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| <b>Monthly Performance Indicators March 2014</b>                                | <b>Desired Trend</b> | <b>Target</b> | <b>Feb</b> | <b>Mar</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%            | 7.45%      | 5.88%      | -21.07%         | 10.50%                       |
| <b>Average time to process Rate and Form Filings in days</b>                    |                      |               |            |            |                 |                              |
| Life and Health   | Maintain             | 40            | 33.95      | 48.73      | 43.53%          | 45                           |
| Property and Casualty   | Maintain             | 30            | 16.0       | 14.0       | -12.5%          | 15                           |
| <b>Consumer Protection</b>  |                      |               |            |            |                 |                              |
| Percent of Phone calls not answered regarding complaints before caller hangs up | Reduce               | 6%            | 5.25%      | 4.77%      | -9.14%          | 6.94%                        |
| <b>Average time to process a complaint in days</b>                              |                      |               |            |            |                 |                              |
| Insurance   | Reduce               | 90            | 69.1       | 57.3       | -17.09%         | 97                           |
| Banking Consumer Finance  | Reduce               | 70            | 115.2      | 100.16     | -13.1%          | 83                           |
| Real Estate   | Reduce               | 125           | 220.15     | 134.56     | -38.88%         | 0                            |
| <b>Average time to process an enforcement action in days</b>                    |                      |               |            |            |                 |                              |
| Insurance   | Reduce               | 915           | 502.7      | 421.6      | -16.14%         | 476                          |
| Banking Consumer Finance  | Reduce               | 280.0         | 102.17     | 146.57     | 43.5%           | 117                          |
| Real Estate   | Reduce               | 525           | 567.21     | 575.8      | 57.3            | 0                            |