

Banking and Insurance	Desired Trend	Target	Previous Quarter July - Sep	Current Quarter Oct - Dec	% Change	Last 12 Month Average
Quarterly Performance Indicators Oct - Dec 2017						
Quarterly Monitoring Financial Condition of Regulated Companies						
Average time to complete an Examination in days						
Insurance Companies	Reduce	250	N/A	217	N/A	369
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	100	87	82	-5.74%	92
Bank Examinations Independent	Increase	60	141	119	-15.60%	109
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	65	106	N/A	N/A	40
Average time to mail Examination Report (In days)						
Insurance Companies	Reduce	20	N/A	6	N/A	5
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	76	111	45.83%	76
Bank Examinations Independent	Reduce	55	15	39	168.97%	42
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	60	96	72	-24.8%	76
Number of Senior Staff Outreaches to Bank Management	Increase	40	37	30	-18.9%	32
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	100%	100%	0.0%	100%
Consumer Protection						
Fraud Deterrence						
Referrals Received	Increase	800	864	926	7.2%	979
Investigations Completed	Varies	950	1170	841	-28.1%	1437
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	313	46	91	97.8%	92
Meeting with Industry investigative Units	Increase	25	30	29	-3.3%	30

Monthly Performance Indicators January 2018	Desired Trend	Target	December	January	% 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%	2.55%	3.58%	40.39%	4.56%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	42	42	-0.31%	35
Property and Casualty	Maintain	30	19	18	-5.3%	16
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	1.78%	3.27%	83.71%	3.50%
Average time to process a complaint in days						
Insurance	Reduce	90	27	29	8.02%	27
Banking Consumer Finance	Reduce	60	61	29	-51.8%	51
Real Estate	Reduce	145	816	348	-57.32%	360
Average time to process an enforcement action in days						
Insurance	Reduce	500	788	598	-24.14%	609
Banking Consumer Finance	Reduce	75.0	378	279	-26.24%	252
Real Estate	Reduce	525	403	715	N/A	739

