

Department of Banking and Insurance	FY2023 Actual	FY2024 Revised	FY2025 Target
Performance Indicators - FY2025 Materials			
Core Mission 1: Monitoring Financial Conditions of Regulated Companies			
Complete Examinations			
Average time to complete an insurance company examination (days)	374	350	350
Average time to complete a consumer lender (mortgage lender, check cashers, money transmitters, etc.) examination (days)	96	90	90
Average time to complete a bank examination (days)	106	115	115
Average time to complete joint examination with the Federal Deposit Insurance Corporation (FDIC) or Federal Reserve (days)	61	60	60
Average time to mail examination report to insurance companies (days)	24	50	50
Average time to mail examination report to consumer lenders (includes mortgage lenders, check cashers, money transmitters, etc.)	675	575	575
Average time to mail examination report to bank (days)	106	75	75
Average time to mail examination report of joint bank examinations with the FDIC or Federal Reserve (days)	66	66	66
Core Mission 2: Promoting Growth and Stability of Regulated Industries			
Abandoned calls to Insurance licensing (monthly percentage)*	1%	2%	2%
Average time to process Life and Health rate and form filings (days)	69	60	60
Average time to process Property and Casualty rate and form filings (days)	69	65	60
Core Mission 3: Consumer Protection			
Fraud Deterrence			
Consumer fraud referrals received	3,170	3,000	3,000
Consumer fraud investigations completed	4,680	4,000	4,000
Consumer fraud investigations completed with cooperation of regulators and law enforcement agencies	333	500	500
Meetings with consumer fraud deterrence investigative units	393	393	393
Process Consumer Complaints			
Abandoned consumer complaint calls (monthly percentage)*	0	0	0
Average time to process a consumer insurance complaint (days)	17	19	19
Average time to process a consumer banking complaint (days)	66	70	70
Average time to process a consumer real estate complaint (days)	65	60	60
Process Enforcement Actions			
Average time to process a consumer protection insurance enforcement action (days)	832	700	700
Average time to process a consumer protection banking enforcement action (days)	410	400	400
Average time to process a consumer real estate enforcement action (days)	1,041	975	970