

<b>Banking and Insurance</b> <b>Quarterly Performance Indicators April - June 2014</b>	<b>Desired Trend</b>	<b>Target</b>	<b>Current Quarter Jan - Mar</b>	<b>Current Quarter Apr - June</b>	<b>% Change</b>	<b>Last 12 Month Average</b>
<b>Quarterly Monitoring Financial Condition of Regulated Companies</b>						
<b>Average time to complete an Examination in days</b>						
Insurance Companies	Reduce	250	189	285	50.79%	292
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	40	70.68	92.7	31.15%	77
Bank Examinations Independent	Increase	100	87	48	-44.8%	63
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	75	74	54	-27.0%	55
<b>Average time to mail Examination Report (In days)</b>						
Insurance Companies	Reduce	40	16	16	0.00%	14
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	46.24	65.3	41.22%	58
Bank Examinations Independent	Reduce	55	32	36	12.5%	40
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	90	58	46	-20.7%	37
Senior Staff Outreach to Bank Management	Increase	40	37	27	-27.0%	31
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	91%	100%	9.9%	96%
<b>Consumer Protection</b>						
<b>Fraud Deterrence</b>						
Referrals Received	Increase	650	680	1082	59.1%	993
Investigations Completed	Varies	800	924	970	5.0%	928
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	300	92	552	500.0%	*
Meeting with Industry investigative Units	Increase	25	27	34	25.9%	*
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<b>Monthly Performance Indicators July 2014</b>						
	<b>Desired Trend</b>	<b>Target</b>	<b>June</b>	<b>July</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%	4.71%	3.10%	-34.18%	6.42%
<b>Average time to process Rate and Form Filings in days</b>						
Life and Health	Maintain	40	47.83	52.52	9.81%	46
Property and Casualty	Maintain	30	12.0	13.0	8.3%	13
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<b>Consumer Protection</b>						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	4.20%	3.10%	-26.19%	5.73%
<b>Average time to process a complaint in days</b>						
Insurance	Reduce	90	61.0	63.9	4.79%	80
Banking Consumer Finance	Reduce	70	140.88	182.22	29.3%	100
Real Estate	Reduce	125	240.66	213.3	-11.37%	220
<b>Average time to process an enforcement action in days</b>						
Insurance	Reduce	915	429.3	349.2	-18.67%	495
Banking Consumer Finance	Reduce	280.0	169.17	242.54	43.37%	143
Real Estate	Reduce	525	472.46	1010.77	113.94%	637