## Banking and Insurance

### Quarterly Performance Indicators January - March 2015

#### Quarterly Monitoring Financial Condition of Regulated Companies

<table>
<thead>
<tr>
<th></th>
<th>Desired Trend</th>
<th>Target</th>
<th>Prior Quarter Oct - Dec</th>
<th>Current Quarter Jan - Mar</th>
<th>% Change</th>
<th>Last 12 Month Average</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Average time to complete an Examination in days</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Insurance Companies</td>
<td>Reduce</td>
<td>250</td>
<td>289</td>
<td>287</td>
<td>N/A</td>
<td>285</td>
</tr>
<tr>
<td>Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)</td>
<td>Reduce</td>
<td>100</td>
<td>75.55</td>
<td>67.9</td>
<td>-10.13%</td>
<td>90</td>
</tr>
<tr>
<td>Bank Examinations Independent</td>
<td>Reduce</td>
<td>60</td>
<td>56</td>
<td>71</td>
<td>26.8%</td>
<td>58</td>
</tr>
<tr>
<td>Joint Bank Examinations with the FDIC or Federal Reserve</td>
<td>Reduce</td>
<td>65</td>
<td>61.2</td>
<td>72</td>
<td>17.6%</td>
<td>56</td>
</tr>
</tbody>
</table>

#### Average time to mail Examination Report (In days)

<table>
<thead>
<tr>
<th></th>
<th>Desired Trend</th>
<th>Target</th>
<th>Prior Quarter Oct - Dec</th>
<th>Current Quarter Jan - Mar</th>
<th>% Change</th>
<th>Last 12 Month Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Insurance Companies</td>
<td>Reduce</td>
<td>20</td>
<td>31</td>
<td>13</td>
<td>N/A</td>
<td>16</td>
</tr>
<tr>
<td>Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)</td>
<td>Reduce</td>
<td>60</td>
<td>103.87</td>
<td>124.55</td>
<td>19.91%</td>
<td>92</td>
</tr>
<tr>
<td>Bank Examinations Independent</td>
<td>Reduce</td>
<td>55</td>
<td>22.3</td>
<td>28</td>
<td>25.6%</td>
<td>32</td>
</tr>
<tr>
<td>Joint Bank Examinations with the FDIC or Federal Reserve</td>
<td>Reduce</td>
<td>60</td>
<td>64</td>
<td>36</td>
<td>-43.8%</td>
<td>42</td>
</tr>
<tr>
<td>Senior Staff Outreach to Bank Management</td>
<td>Increase</td>
<td>40</td>
<td>23</td>
<td>23</td>
<td>0.0%</td>
<td>24</td>
</tr>
<tr>
<td>Senior Staff Attendance at Exam Report/Board Meeting</td>
<td>Increase</td>
<td>50%</td>
<td>100%</td>
<td>92%</td>
<td>-8.0%</td>
<td>97%</td>
</tr>
</tbody>
</table>

#### Consumer Protection

<table>
<thead>
<tr>
<th></th>
<th>Desired Trend</th>
<th>Target</th>
<th>Current Prior Quarter Oct - Dec</th>
<th>Current Quarter Jan - Mar</th>
<th>% Change</th>
<th>Last 12 Month Average</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fraud Deterrence</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Referrals Received</td>
<td>Increase</td>
<td>800</td>
<td>912</td>
<td>1386</td>
<td>52.0%</td>
<td>856</td>
</tr>
<tr>
<td>Investigations Completed</td>
<td>Varies</td>
<td>950</td>
<td>1081</td>
<td>844</td>
<td>-21.9%</td>
<td>1015.5</td>
</tr>
<tr>
<td>Cooperative Investigations with Regulators and Law Enforcement Agencies</td>
<td>Increase</td>
<td>313</td>
<td>267</td>
<td>202</td>
<td>-24.3%</td>
<td>290</td>
</tr>
<tr>
<td>Meeting with Industry investigative Units</td>
<td>Increase</td>
<td>25</td>
<td>53</td>
<td>28</td>
<td>-47.2%</td>
<td>39</td>
</tr>
<tr>
<td>Monthly Performance Indicators March 2015</td>
<td>Desired Trend</td>
<td>February</td>
<td>March</td>
<td>% Change</td>
<td>Last 12 Month Average</td>
<td></td>
</tr>
<tr>
<td>------------------------------------------</td>
<td>---------------</td>
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<td>-------</td>
<td>----------</td>
<td>-----------------------</td>
<td></td>
</tr>
<tr>
<td><strong>Promoting Growth and Stability of Regulated Industries</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Percent of Phone calls not answered regarding licensing before caller hangs up</td>
<td>Reduce 6%</td>
<td>2.37%</td>
<td>3.24%</td>
<td>36.71%</td>
<td>3.35%</td>
<td></td>
</tr>
<tr>
<td><strong>Average time to process Rate and Form Filings in days</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Life and Health</td>
<td>Maintain 40</td>
<td>34.12</td>
<td>43.9</td>
<td>28.66%</td>
<td>48</td>
<td></td>
</tr>
<tr>
<td>Property and Casualty</td>
<td>Maintain 30</td>
<td>12.0</td>
<td>13.0</td>
<td>8.3%</td>
<td>13</td>
<td></td>
</tr>
<tr>
<td><strong>Consumer Protection</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Percent of Phone calls not answered regarding complaints before caller hangs up</td>
<td>Reduce 6%</td>
<td>3.38%</td>
<td>3.19%</td>
<td>-5.62%</td>
<td>4.10%</td>
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<tr>
<td><strong>Average time to process a complaint in days</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Insurance</td>
<td>Reduce 90</td>
<td>42.8</td>
<td>43.3</td>
<td>1.19%</td>
<td>53</td>
<td></td>
</tr>
<tr>
<td>Banking Consumer Finance</td>
<td>Reduce 60</td>
<td>86.47</td>
<td>67.9</td>
<td>-21.5%</td>
<td>128</td>
<td></td>
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<tr>
<td>Real Estate</td>
<td>Reduce 145</td>
<td>128.76</td>
<td>113.85</td>
<td>-11.58%</td>
<td>170</td>
<td></td>
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<tr>
<td><strong>Average time to process an enforcement action in days</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Insurance</td>
<td>Reduce 500</td>
<td>402.6</td>
<td>296.1</td>
<td>-26.44%</td>
<td>434</td>
<td></td>
</tr>
<tr>
<td>Banking Consumer Finance</td>
<td>Reduce 75.0</td>
<td>116.9</td>
<td>423.33</td>
<td>262.13%</td>
<td>163</td>
<td></td>
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<tr>
<td>Real Estate</td>
<td>Reduce 525</td>
<td>435.29</td>
<td>N/A</td>
<td>N/A</td>
<td>686</td>
<td></td>
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