

Banking and Insurance	Desired Trend	Target	Current Quarter Jul - Sep	Current Quarter Oct - Dec	% Change	Last 12 Month Average
Quarterly Performance Indicators Oct - Dec 2016						
Quarterly Monitoring Financial Condition of Regulated Companies						
Average time to complete an Examination in days						
Insurance Companies	Reduce	250	N/A	N/A	N/A	265
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	100	96.44	79.13	-17.95%	98
Bank Examinations Independent	Increase	60	182.8	98.37	N/A	102.02
Joint Bank Examinations with the FDIC or Federal Reserve	Increase	65	124.7	165.71	32.9%	64.64
Average time to mail Examination Report (In days)						
Insurance Companies	Reduce	20	N/A	N/A	N/A	7
Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)	Reduce	60	101	60.41	-40.19%	155
Bank Examinations Independent	Reduce	55	N/A	7	N/A	40.6
Joint Bank Examinations with the FDIC or Federal Reserve	Reduce	60	60.5	28.75	-52.5%	45.3
Senior Staff Outreach to Bank Management	Increase	40	37	43	16.2%	100
Senior Staff Attendance at Exam Report/Board Meeting	Increase	50%	100%	100%	0.0%	98%
Consumer Protection						
Fraud Deterrence						
Referrals Received	Increase	800	1356	1175	-13.3%	1528
Investigations Completed	Varies	950	1591	1926	21.1%	1769
Cooperative Investigations with Regulators and Law Enforcement Agencies	Increase	313	234	204	-12.8%	278
Meeting with Industry investigative Units	Increase	25	26	25	-3.8%	28

Monthly Performance Indicators January 2017	Desired Trend	Target	Dec	Jan	% 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%	3.03%	3.29%	8.58%	2.60%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	44.93	39.22	-12.71%	38
Property and Casualty	Maintain	30	14.0	16.0	14.3%	15
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	5.06%	4.26%	-15.81%	2.93%
Average time to process a complaint in days						
Insurance	Reduce	90	30.4	29.7	-2.50%	34
Banking Consumer Finance	Reduce	60	60.02	39.44	-34.3%	57
Real Estate	Reduce	145	299.67	397.73	32.72%	366
Average time to process an enforcement action in days						
Insurance	Reduce	500	1063.0	702.0	-33.96%	485
Banking Consumer Finance	Reduce	75.0	679.2	114.64	-83.12%	165
Real Estate	Reduce	525	237	N/A	N/A	924.73

