

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 February 2017	Desired Trend	Target	Jan	Feb	% 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%	3.29%	2.76%	-16.11%	2.53%
Average time to process Rate and Form Filings in days						
Life and Health	Maintain	40	39.22	22.24	-43.29%	37
Property and Casualty	Maintain	30	16.0	14.0	-12.5%	15
Consumer Protection						
Percent of Phone calls not answered regarding complaints before caller hangs up	Reduce	6%	4.26%	3.28%	-23.00%	3.01%
Average time to process a complaint in days						
Insurance	Reduce	90	29.7	27.5	-7.22%	33
Banking Consumer Finance	Reduce	60	39.44	35.25	-10.6%	55
Real Estate	Reduce	145	397.73	512.63	28.89%	377
Average time to process an enforcement action in days						
Insurance	Reduce	500	702.0	841.9	19.93%	470
Banking Consumer Finance	Reduce	75.0	114.64	63.2	-44.87%	162
Real Estate	Reduce	525	N/A	1327.66	N/A	1076

