# Banking and Insurance
## Quarterly Performance Indicators Jan - Mar 2017

### Quarterly Monitoring Financial Condition of Regulated Companies

<table>
<thead>
<tr>
<th>Category</th>
<th>Desired Trend</th>
<th>Target</th>
<th>Current 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>Insurance Companies</strong></td>
<td>Reduce</td>
<td>250</td>
<td>217</td>
<td>N/A</td>
<td>N/A</td>
<td>326</td>
</tr>
<tr>
<td><strong>Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)</strong></td>
<td>Reduce</td>
<td>100</td>
<td>82</td>
<td>87</td>
<td>5.87%</td>
<td>95</td>
</tr>
<tr>
<td><strong>Bank Examinations Independent</strong></td>
<td>Increase</td>
<td>60</td>
<td>119</td>
<td>109</td>
<td>-8.40%</td>
<td>116</td>
</tr>
<tr>
<td><strong>Joint Bank Examinations with the FDIC or Federal Reserve</strong></td>
<td>Increase</td>
<td>65</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>29</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Category</th>
<th>Desired Trend</th>
<th>Target</th>
<th>Current 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>Insurance Companies</strong></td>
<td>Reduce</td>
<td>20</td>
<td>6</td>
<td>326</td>
<td>N/A</td>
<td>5</td>
</tr>
<tr>
<td><strong>Consumer Lenders (Includes Mortgage Lenders, Check Cashers, Money Transmitters, etc)</strong></td>
<td>Reduce</td>
<td>60</td>
<td>111</td>
<td>105</td>
<td>-5.35%</td>
<td>85</td>
</tr>
<tr>
<td><strong>Bank Examinations Independent</strong></td>
<td>Reduce</td>
<td>55</td>
<td>39</td>
<td>35</td>
<td>-10.26%</td>
<td>32</td>
</tr>
<tr>
<td><strong>Joint Bank Examinations with the FDIC or Federal Reserve</strong></td>
<td>Reduce</td>
<td>60</td>
<td>72</td>
<td>N/A</td>
<td>N/A</td>
<td>81</td>
</tr>
<tr>
<td><strong>Number of Senior Staff Outreaches to Bank Management</strong></td>
<td>Increase</td>
<td>40</td>
<td>30</td>
<td>30</td>
<td>0.0%</td>
<td>34</td>
</tr>
<tr>
<td><strong>Senior Staff Attendance at Exam Report/Board Meeting</strong></td>
<td>Increase</td>
<td>50%</td>
<td>100%</td>
<td>100%</td>
<td>0.0%</td>
<td>100%</td>
</tr>
</tbody>
</table>

### Consumer Protection

#### Fraud Deterrence

<table>
<thead>
<tr>
<th>Category</th>
<th>Desired Trend</th>
<th>Target</th>
<th>Current 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>Referrals Received</strong></td>
<td>Increase</td>
<td>800</td>
<td>926</td>
<td>1101</td>
<td>18.9%</td>
<td>327</td>
</tr>
<tr>
<td><strong>Investigations Completed</strong></td>
<td>Varies</td>
<td>950</td>
<td>841</td>
<td>1223</td>
<td>45.4%</td>
<td>420</td>
</tr>
<tr>
<td><strong>Cooperative Investigations with Regulators and Law Enforcement Agencies</strong></td>
<td>Increase</td>
<td>313</td>
<td>91</td>
<td>125</td>
<td>37.4%</td>
<td>31</td>
</tr>
<tr>
<td><strong>Meeting with Industry investigative Units</strong></td>
<td>Increase</td>
<td>25</td>
<td>29</td>
<td>30</td>
<td>3.4%</td>
<td>10</td>
</tr>
<tr>
<td>Monthly Performance Indicators April 2018</td>
<td>Desired Trend</td>
<td>Target</td>
<td>March</td>
<td>April</td>
<td>% Change</td>
<td>Last 12 Month Average</td>
</tr>
<tr>
<td>------------------------------------------</td>
<td>---------------</td>
<td>--------</td>
<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</td>
<td>6%</td>
<td>3.35%</td>
<td>2.82%</td>
<td>-15.82%</td>
<td>4.27%</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</td>
<td>40</td>
<td>28</td>
<td>35</td>
<td>25.18%</td>
<td>34</td>
</tr>
<tr>
<td>Property and Casualty</td>
<td>Maintain</td>
<td>30</td>
<td>29</td>
<td>22</td>
<td>-24.1%</td>
<td>18</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</td>
<td>6%</td>
<td>4.07%</td>
<td>2.81%</td>
<td>-30.96%</td>
<td>3.41%</td>
</tr>
<tr>
<td><strong>Average time to process a complaint in days</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Insurance</td>
<td>Reduce</td>
<td>90</td>
<td>24</td>
<td>21</td>
<td>-11.94%</td>
<td>26</td>
</tr>
<tr>
<td>Banking Consumer Finance</td>
<td>Reduce</td>
<td>60</td>
<td>47</td>
<td>42</td>
<td>-10.7%</td>
<td>55</td>
</tr>
<tr>
<td>Real Estate</td>
<td>Reduce</td>
<td>145</td>
<td>223</td>
<td>216</td>
<td>-3.34%</td>
<td>309</td>
</tr>
<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>
</tr>
<tr>
<td>Insurance</td>
<td>Reduce</td>
<td>500</td>
<td>522</td>
<td>445</td>
<td>-14.81%</td>
<td>559</td>
</tr>
<tr>
<td>Banking Consumer Finance</td>
<td>Reduce</td>
<td>75.0</td>
<td>356</td>
<td>379</td>
<td>6.54%</td>
<td>254</td>
</tr>
<tr>
<td>Real Estate</td>
<td>Reduce</td>
<td>525</td>
<td>852</td>
<td>999</td>
<td>17.20%</td>
<td>791</td>
</tr>
</tbody>
</table>