

Annuity
2009 Complaint Index

	NAIC #	Company Name	Premium	Number of Complaints	Complaint Index
1	90611	Allianz Life Ins Co Of N Amer	134,253,214	6	2.76
2	60186	Allstate Life Ins Co	13,319,529	2	9.28
3	92738	American Equity Invest Life Ins Co	89,183,325	2	1.39
4	60631	American Investors Life Insurance Company, Inc.	None	1	DNC
5	60631	American Investors Life Insurance Company, Inc.	None	1	DNC
6	60739	American Natl Ins Co	43,817,978	1	1.41
7	61999	Americo Fin Life & Ann Ins Co	1,333,849	1	46.35
8	93661	Annuity Investors Life Ins Co	6,294,783	1	9.82
9	61689	Aviva Life & Ann Co	128,416,255	1	0.48
10	62944	AXA Equitable Life Ins Co	90,472,479	1	0.68
11	61263	Bankers Life & Cas Co	30,849,720	11	22.04
12	60682	Conseco Ins Co	836,997	3	DNC
13	62510	Equitrust Life Ins Co	11,692,821	2	10.57
14	91642	Forethought Life Ins Co	21,176,280	2	5.84
15	71129	Fort Dearborn Life Ins Co	10,332,796	3	17.95
16	65536	Genworth Life & Ann Ins Co	11,370,912	2	10.87
17	71153	Hartford Life & Ann Ins Co	1,170,481	2	105.63
18	93777	Household Life Insurance Company	None	1	DNC
19	80942	ING USA Ann & Life Ins Co	125,053,824	3	1.48
20	65056	Jackson Natl Life Ins Co	389,255,990	1	0.16
21	65838	John Hancock Life Ins Co (USA)	167,309,485	1	0.37
22	90557	Kemper Investors Life Ins Co	1,729,874	1	35.74
23	65676	Lincoln Natl Life Ins Co	386,525,604	3	0.48
24	65935	Massachusetts Mut Life Ins Co	72,740,680	1	0.85
25	87726	Metlife Ins Co of CT	23,148,085	1	2.67
26	66850	National Western Life Ins Co	21,936,610	1	2.82
27	66869	Nationwide Life Ins Co	3,598,174	1	17.18
28	66915	New York Life Ins Co	314,595	1	DNC
29	67172	Ohio Natl Life Ins Co	35,892,671	1	1.72
30	63274	OM Fin Life Ins Co	26,499,942	2	4.67
31	67466	Pacific Life Ins Co	150,525,473	3	1.23
32	79227	Pruco Life Ins Co	72,226,595	2	1.71
33	86630	Prudential Ann Life Assur Corp	186,402,605	1	0.33
34	68284	Pyramid Life Insurance Company	None	1	DNC
35	65005	RiverSource Life Ins Co	132,275,780	1	0.47
36	79065	Sun Life Assur Co Of Canada US	60,241,486	1	1.03
37	60142	TIAA Cref Life Ins Co	2,189,397	1	28.24
38	86231	Transamerica Life Ins Co	135,948,714	3	1.36
39	70238	Variable Ann Life Ins Co	197,712,294	2	0.63
40	70319	Washington Natl Ins Co	123,227	1	DNC
41	70432	Western Natl Life Ins Co	111,030,850	3	1.67

Subtotal Premium and Complaints	2,897,203,374	79
201 Companies with Zero Complaints	1,986,563,884	
Total Premium and Complaints	4,883,767,258	79

Report does not include the 201 companies with zero complaints

DNC- did not calculate (premiums under \$1 million)

None - No premium was reported during 2009.

Premium information from Life Annual Statement Page 24, Line 2, Column 5