

Life
2009 Complaints

	NAIC #	Company Name	Premium	Number of Complaints	Complaint Index
1	71854	AAA Life Ins Co	2,978,286	1	1.70
2	60038	Acacia Life Ins Co	302,681	1	DNC
3	60054	Aetna Life Ins Co	8,063,539	2	1.25
4	90611	Allianz Life Ins Co Of N Amer	2,308,029	1	2.19
5	60186	Allstate Life Ins Co	22,705,490	2	0.45
6	60275	American Bankers Life Assur Co Of FL	1,425,703	1	3.55
7	60305	American Comm Mut Ins Co	875,867	1	DNC
8	92738	American Equity Invest Life Ins Co	378,271	1	DNC
9	60399	American Family Life Ins Co	17,895,458	3	0.85
10	66672	American Gen Life & Acc Ins Co	9,670,857	9	4.71
11	60488	American Gen Life Ins Co	30,072,522	7	1.18
12	66842	American Gen Life Ins Co of DE	1,045,340	1	4.84
13	60534	American Heritage Life Ins Co	1,344,033	1	3.76
14	60577	American Income Life Ins Co	11,142,511	1	0.45
15	60895	American United Life Ins Co	58,159,854	11	0.96
16	61999	Americo Fin Life & Ann Ins Co	2,694,408	3	5.63
17	61069	Anthem Life Ins Co	27,057,173	2	0.37
18	61093	Atlanta Life Ins Co	83,927	2	DNC
19	61689	Aviva Life & Ann Co	28,324,663	6	1.07
20	62944	AXA Equitable Life Ins Co	20,219,093	4	1.00
21	61263	Bankers Life & Cas Co	10,404,350	17	8.26
22	94250	Banner Life Ins Co	8,964,783	1	0.56
23	61883	Central United Life Ins Co	28,041	1	DNC
24	62383	Centurion Life Ins Co	215,529	1	DNC
25	61921	Citizens Security Life Ins Co	433,911	1	DNC
26	62049	Colonial Life & Accident Ins Co	3,092,830	1	1.63
27	62065	Colonial Penn Life Ins Co	3,947,908	3	3.84
28	84786	Colorado Bankers Life Ins Co	807,244	1	DNC
29	62146	Combined Ins Co Of Amer	1,769,594	1	2.86
30	81426	Commercial Travelers Mutual Insurance Company	None	1	DNC
31	78174	Conseco Hlth Ins Co	46,128	2	DNC
32	60682	Conseco Ins Co	272,180	5	DNC
33	65900	Conseco Life Ins Co	3,836,561	31	40.85
34	62413	Continental Assur Co	588,133	1	DNC
35	62626	Cuna Mut Ins Society	10,853,919	3	1.40
36	70769	Erie Family Life Ins Co	5,954,015	1	0.85
37	63258	Federated Life Ins Co	6,322,754	1	0.80
38	63290	Fidelity Life Assn A Legal Reserve L	1,031,300	1	4.90
39	71870	Fidelity Security Life Ins Co	509,479	1	DNC
40	69140	First Allmerica Fin Life Ins Co	254,012	1	DNC
41	56340	First Catholic Slovak Union Of The Usa And Canada	None	1	DNC
42	64696	First Continental Life And Accident Insurance Co	None	1	DNC
43	67652	First Penn Pacific Life Ins Co	5,149,524	3	2.95
44	91642	Forethought Life Ins Co	22,694,192	1	0.22
45	71129	Fort Dearborn Life Ins Co	6,607,845	3	2.30
46	63657	Garden State Life Ins Co	523,094	1	DNC
47	65536	Genworth Life & Ann Ins Co	19,024,584	6	1.59
48	91472	Globe Life & Accident Ins Co	13,911,757	16	5.81
49	62286	Golden Rule Ins Co	2,316,146	2	4.37
50	71218	Grange Life Ins Co	4,714,561	2	2.14
51	63312	Great Amer Life Ins Co	723,822	1	DNC
52	68322	Great W Life & Ann Ins Co	13,877,116	1	0.36

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53	70815	Hartford Life & Accident Ins Co	17,573,038	10	2.88
54	88072	Hartford Life Ins Co	2,360,109	1	2.14
55	62421	Heritage Union Life Ins Co	77,244	1	DNC
56	64505	Homesteaders Life Co	31,993,029	2	0.32
57	64513	Horace Mann Life Ins Co	1,787,679	1	2.83
58	93777	Household Life Ins Co	2,380,712	4	8.49
59	91693	IA Amer Life Ins Co	18,755	1	DNC
60	86509	Ing Life Ins & Ann Co	2,014,460	1	2.51
61	65056	Jackson Natl Life Ins Co	13,105,386	2	0.77
62	64017	Jefferson Natl Life Ins Co	835,820	3	DNC
63	70254	Jefferson Pilot Financial Insurance Company	None	4	DNC
64	65099	John Hancock Life Insurance Company	None	2	DNC
65	90204	John Hancock Variable Life Insurance Company	None	1	DNC
66	90204	John Hancock Variable Life Insurance Company	None	1	DNC
67	65129	Kansas City Life Ins Co	4,404,305	1	1.15
68	65242	Lafayette Life Ins Co	9,932,773	2	1.02
69	61492	Liberty Life Ins Co	3,501,420	4	5.78
70	65498	Life Ins Co Of N Amer	17,998,590	3	0.84
71	64130	Life Investors Insurance Company Of America	None	1	DNC
72	65595	Lincoln Benefit Life Co	22,204,003	3	0.68
73	65927	Lincoln Heritage Life Ins Co	5,204,516	5	4.86
74	65676	Lincoln Natl Life Ins Co	83,622,227	2	0.12
75	65722	Loyal Amer Life Ins Co	343,562	1	DNC
76	67083	Manhattan Natl Life Ins Co	683,178	1	DNC
77	65935	Massachusetts Mut Life Ins Co	45,209,760	1	0.11
78	97055	Mega Life & Hlth Ins Co The	317,803	1	DNC
79	65978	Metropolitan Life Ins Co	177,659,526	30	0.85
80	66044	Midland Natl Life Ins Co	14,137,088	5	1.79
81	66109	Midwestern United Life Ins Co	1,042,644	3	14.55
82	66281	Monumental Life Ins Co	23,139,662	25	5.46
83	78077	Mony Life Ins Co Of Amer	2,583,433	1	1.96
84	66311	Motorists Life Ins Co	3,689,523	2	2.74
85	66680	National Life Ins Co	4,264,520	1	1.19
86	60593	National States Ins Co	326,049	1	DNC
87	66850	National Western Life Ins Co	693,163	1	DNC
88	68225	Nationwide Life Insurance Company of America	None	1	DNC
89	91596	New York Life Ins & Ann Corp	67,517,471	2	0.15
90	66915	New York Life Ins Co	52,173,451	6	0.58
91	66974	North Amer Co Life & Hlth Ins	5,404,199	2	1.87
92	69000	Northwestern Long Term Care Insurance Company	None	1	DNC
93	67091	Northwestern Mut Life Ins Co	192,603,438	2	0.05
94	67199	Old Amer Ins Co	1,582,619	1	3.19
95	63274	OM Fin Life Ins Co	7,308,997	2	1.38
96	76112	Oxford Life Ins Co	3,283,041	1	1.54
97	67466	Pacific Life Ins Co	15,632,901	3	0.97
98	67598	Paul Revere Life Ins Co	125,606	1	DNC
99	67628	Pekin Life Ins Co	8,357,805	1	0.60
100	67660	Pennsylvania Life Ins Co	1,328,472	5	19.03
101	85561	Perico Life Ins Co	26,005	1	DNC
102	72125	Physicians Life Ins Co	5,274,297	1	0.96
103	65919	Primerica Life Ins Co	24,907,743	3	0.61
104	61271	Principal Life Ins Co	16,856,916	2	0.60

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105	68136	Protective Life Ins Co	33,083,363	4	0.61
106	68195	Provident Life & Accident Ins Co	7,022,688	1	0.72
107	79227	Pruco Life Ins Co	37,852,826	2	0.27
108	68241	Prudential Ins Co Of Amer	107,044,678	13	0.61
109	70211	Reassure Amer Life Ins Co	14,132,179	12	4.29
110	68357	Reliable Life Ins Co	5,661	1	DNC
111	68381	Reliance Standard Life Ins Co	4,911,449	3	3.09
112	67105	Reliastar Life Ins Co	21,832,381	2	0.46
113	61360	Reliastar Life Ins Co Of NY	2,081,185	3	7.29
114	57657	Royal Neighbors Of America	None	2	DNC
115	69914	Sears Life Ins Co	569,515	2	DNC
116	76325	Senior Health Insurance Company of Pennsylvania	None	1	DNC
117	76325	Senior Health Insurance Company of Pennsylvania	None	2	DNC
118	65757	Shelter Life Ins Co	3,021,684	1	1.67
119	69108	State Farm Life Ins Co	90,628,776	3	0.17
120	69116	State Life Ins Co	4,246,374	4	4.76
121	65021	Stonebridge Life Ins Co	6,511,937	7	5.43
122	60941	SunAmerica Ann & Life Assur Co	541,612	2	DNC
123	68608	Symetra Life Ins Co	5,940,987	1	0.85
124	56014	Thrivent Financial For Lutherans	None	2	DNC
125	86231	Transamerica Life Ins Co	33,777,837	6	0.90
126	61425	Trustmark Ins Co	1,249,196	1	4.05
127	62596	Union Fidelity Life Ins Co	1,133,716	2	8.92
128	70408	Union Security Ins Co	4,383,972	1	1.15
129	69892	United Farm Family Life Ins Co	93,105,381	8	0.43
130	87645	United Fidelity Life Ins Co	165,598	1	DNC
131	69930	United Ins Co Of Amer	3,693,109	7	9.58
132	69868	United Of Omaha Life Ins Co	23,804,971	2	0.42
133	70106	United States Life Ins Co In NYC	1,729,141	1	2.92
134	70130	Universal Guar Life Ins Co	251,997	1	DNC
135	62235	Unum Life Ins Co Of Amer	19,329,175	1	0.26
136	84530	US Financial Life Ins Co	4,872,088	2	2.08
137	70955	USA Life One Ins Co Of IN	558,672	1	DNC
138	70319	Washington Natl Ins Co	971,586	17	DNC
139	70335	West Coast Life Ins Co	14,355,321	1	0.35
140	70483	Western & Southern Life Ins Co	17,501,995	8	2.31
141	91413	Western Reserve Life Assur Co of OH	5,658,358	1	0.89
142	92622	Western Southern Life Assur Co	14,149,096	4	1.43

Subtotal Premium and Complaints	1,871,228,459	469
269 Companies with Zero Complaints	<u>500,041,816</u>	
Total Premium and Complaints	2,371,270,275	469

Report does not include the 269 companies with zero complaints

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

None - No premium was reported in 2009

Premium information from Life Annual Statement Page 24, Line 1, Column 5