

2001 Complaint Index Life

	NAIC#	Company Name	Premium	Number of Complaints	Complaint Index
1	60054	Aetna Life Ins Co	\$15,194,727	6	1.91
2	56014	Aid Assn For Lutherans	\$16,711,660	1	0.29
3	60097	All American Life Ins Co	\$3,069,933	1	1.57
4	90611	Allianz Life Ins Co Of North Amer	\$2,198,314	1	2.19
5	60186	Allstate Life Ins Co	\$19,433,982	5	1.24
6	67369	Alta Health & Life Ins Co	\$200,873	1	DNC
7	60275	American Bankers Life Assur Co Of FL	\$3,939,253	6	7.35
8	60291	American Capitol Ins Co	\$279,156	2	DNC
9	60305	American Comm Mut Ins Co	\$2,328,670	1	2.07
10	60380	American Family Life Asr Co Columbus	\$2,086,389	1	2.31
11	60410	American Fidelity Assur Co	\$1,770,201	2	5.45
12	60445	American Founders Life Ins Co	\$330,274	2	DNC
13	66672	American Gen Life & Acc Ins Co	\$12,220,985	15	5.92
14	60518	American Health & Life Ins Co	\$4,031,854	1	1.20
15	60577	American Income Life Ins Co	\$6,427,879	3	2.25
16	60607	American Intl Life Assr Co NY	\$2,379,812	1	2.03
17	60631	American Investors Life Ins Co	\$4,099	1	DNC
18	67989	American Memorial Life Ins Co	\$8,986,512	2	1.07
19	65811	American Modern Life Ins Co	\$527,321	1	DNC
20	60879	American States Life Ins Co	\$5,730,009	1	0.84
21	60895	American United Life Ins Co	\$59,608,851	7	0.57
22	61689	Amerus Life Ins Co	\$5,937,663	1	0.81
23	61069	Anthem Life Ins Co	\$16,403,584	1	0.29
24	71838	Associates Financial Life Ins Co	-\$2,782,385	1	DNC
25	61093	Atlanta Life Ins Co	\$269,427	3	DNC
26	68160	Balboa Life Ins Co	-\$304,714	1	DNC
27	61212	Baltimore Life Ins Co	\$198,281	1	DNC
28	61263	Bankers Life & Cas Co	\$10,051,358	5	2.40
29	81043	Bankers Life Ins Co	\$241,290	1	DNC
30	71900	Bankers Natl Life Ins Co	\$593,397	4	DNC
31	61395	Beneficial Life Ins Co	\$144,536	1	DNC
32	69752	Benicorp Ins Co	\$861,826	1	DNC
33	76236	Cincinnati Life Ins Co	\$8,582,416	1	0.56
34	70491	Clarica Life Ins Co US	\$3,100,174	1	1.56
35	74268	CNA Group Life Assurance Company	None	2	DNC
36	62049	Colonial Life & Accident Ins Co	\$3,212,443	3	4.51
37	99937	Columbus Life Ins Co	\$7,126,244	2	1.35
38	62146	Combined Ins Co Of Amer	\$2,714,368	4	7.11
39	62308	Connecticut General Life Ins Co	\$18,116,513	2	0.53
40	60682	Conseco Annuity Assur Co	\$237,234	6	DNC
41	62065	Conseco Direct Life Ins Co	\$2,703,954	2	3.57
42	65900	Conseco Life Ins Co	\$8,809,812	22	12.05
43	93769	Conseco Medical Ins Co	\$143,633	1	DNC
44	76325	Conseco Senior Health Ins Co	\$291,300	1	DNC
45	64017	Conseco Variable Ins Co	\$2,199,327	18	39.49
46	62413	Continental Assur Co	\$5,346,745	2	1.80
47	62626	Cuna Mut Ins Society	\$8,302,351	1	0.58
48	62952	Equitable Life & Cas Ins Co	\$2,370	1	DNC
49	62944	Equitable Life Assr Soc Of The US	\$24,550,944	2	0.39
50	62510	Equitrust Life Ins Co	\$644,946	1	DNC
51	70769	Erie Family Life Ins Co	\$2,943,290	1	1.64
52	63177	Farmers New World Life Ins Co	\$5,878,443	3	2.46
53	67695	Federal Home Life Ins Co	\$1,383,412	3	10.46
54	63207	Federal Kemper Life Assur Co	\$5,413,823	2	1.78
55	63401	First Colony Life Ins Co	\$10,650,547	1	0.45
56	91642	Forethought Life Ins Co	\$47,948,698	3	0.30
57	70408	Fortis Benefits Ins Co	\$16,557,607	2	0.58
58	69477	Fortis Ins Co	\$2,041,186	1	2.36
59	63622	Franklin Life Ins Co	\$11,433,456	6	2.53
60	65536	GE Life And Annuity Assur Co	\$4,266,508	3	3.39
61	70025	General Electric Capital Assur Co	\$610,434	1	DNC
62	70939	Gerber Life Ins Co	\$3,815,586	1	1.26
63	91472	Globe Life & Accident Ins Co	\$8,521,753	7	3.96
64	62286	Golden Rule Ins Co	\$4,562,913	1	1.06
65	68322	Great West Life & Annuity Ins Co	\$42,778,375	1	0.11
66	70815	Hartford Life & Accident Ins Co	\$10,931,856	2	0.88
67	88072	Hartford Life Ins Co	\$11,918,446	3	1.21

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68	64645	Indianapolis Life Ins Co	\$23,409,346	7	1.44
69	63487	Investors Life Ins Co North Amer	\$550,624	1	DNC
70	64734	Investors Life Ins Co Of IN	\$2,048,900	2	4.71
71	65056	Jackson Natl Life Ins Co	\$18,326,237	1	0.26
72	65021	JC Penney Life Ins Co	\$6,658,524	5	3.62
73	70254	Jefferson Pilot Financial Ins Co	\$25,590,590	3	0.57
74	67865	Jefferson Pilot Life Ins Co	\$10,561,188	2	0.91
75	62057	Jefferson Pilot Lifeamerica Ins Co	\$3,685	1	DNC
76	65099	John Hancock Life Ins Co	\$13,330,960	5	1.81
77	90204	John Hancock Variable Life Ins Co	\$16,918,855	1	0.29
78	90557	Kemper Investors Life Ins Co	\$13,444,581	1	0.36
79	86843	Key Life Ins Co	\$1,159,839	1	4.16
80	65242	Lafayette Life Ins Co	\$12,720,296	1	0.38
81	65323	Liberty Life Ins Co	\$2,525,649	6	11.46
82	69130	Life Investors Insurance Company of America	None	1	DNC
83	65595	Lincoln Benefit Life Co	\$8,589,466	1	0.56
84	65927	Lincoln Heritage Life Ins Co	\$5,481,571	1	0.88
85	65676	Lincoln Natl Life Ins Co	\$25,044,421	5	0.96
86	97039	Lincoln Natl Reassur Co	\$756,095	1	DNC
87	65781	Madison Natl Life Ins Co Inc	\$910,016	1	DNC
88	67083	Manhattan Natl Life Ins Co	\$1,054,177	2	9.15
89	65935	Massachusetts Mut Life Ins Co	\$33,317,073	4	0.58
90	97055	Mega Life & Health Ins Co The	\$469,066	1	DNC
91	65951	Merit Life Ins Co	\$6,018,244	1	0.80
92	93513	MetLife Investors Ins Co	\$21,483	1	DNC
93	65978	Metropolitan Life Ins Co	\$144,364,262	11	0.37
94	66087	Mid West Natl Life Ins Co Of TN	\$392,127	1	DNC
95	66044	Midland Natl Life Ins Co	\$7,292,150	3	1.99
96	66168	Minnesota Life Ins Co	\$18,569,648	2	0.52
97	66281	Monumental Life Ins Co	\$24,406,091	24	4.74
98	66370	Mony Life Ins Co	\$7,487,449	1	0.64
99	74403	National Mut Life Ins Co	\$2,237,438	1	2.16
100	66850	National Western Life Ins Co	\$462,040	3	DNC
101	66869	Nationwide Life Ins Co	\$11,655,908	1	0.41
102	66915	New York Life Ins Co	\$26,100,593	3	0.55
103	66974	North American Co Life & Hlth Ins	\$3,862,543	1	1.25
104	67091	Northwestern Mut Life Ins Co	\$150,536,032	2	0.06
105	67172	Ohio Natl Life Ins Co	\$4,694,346	1	1.03
106	67180	Ohio State Life Ins Co	\$1,341,057	2	7.20
107	67245	Old Line Life Ins Co Of Amer	\$6,926,024	1	0.70
108	67628	Pekin Life Ins Co	\$4,461,578	1	1.08
109	67644	Penn Mut Life Ins Co	\$4,138,460	2	2.33
110	67660	Pennsylvania Life Ins Co	\$291,253	3	DNC
111	66605	Peoples Benefit Life Ins Co	\$2,944,009	5	8.20
112	72125	Physicians Life Ins Co	\$6,011,267	1	0.80
113	68330	Pioneer Life Ins Co	\$573,255	6	DNC
114	65919	Primerica Life Ins Co	\$19,788,435	4	0.98
115	61271	Principal Life Ins Co	\$11,365,774	3	1.27
116	68128	Protected Home Mut Life Ins Co	\$18,413	1	DNC
117	68136	Protective Life Ins Co	\$9,141,943	2	1.06
118	68195	Provident Life & Accident Ins Co	\$9,702,230	1	0.50
119	68241	Prudential Ins Co Of Amer	\$169,048,257	37	1.06
120	66133	Prudential Select Life Insurance Company of America	None	3	DNC
121	65765	Reassure America Life Ins Co	\$1,674,417	2	5.76
122	68381	Reliance Standard Life Ins Co	\$2,321,895	1	2.08
123	57657	Royal Neighbors Of Amer	\$806,167	1	DNC
124	91588	Security Connecticut Life Ins Co	\$4,566,651	2	2.11
125	68713	Security Life Of Denver Ins Co	\$11,959,761	1	0.40
126	73377	Southern Security Life Ins Co	\$27,557	1	DNC
127	68950	Southland Life Ins Co	\$4,302,407	2	2.24
128	91391	Southwestern Life Ins Co	\$1,313,634	1	3.67
129	86355	Standard Life & Accident Ins Co	\$785,346	1	DNC
130	69051	Standard Life Ins Co Of IN	\$967,243	1	DNC
131	69108	State Farm Life Ins Co	\$65,323,342	1	0.07
132	69116	State Life Ins Co	\$2,480,643	1	1.95
133	89184	Sterling Investors Life Ins Co	\$2,306	1	DNC
134	80802	Sun Life Assur Co Of Canada	\$19,362,149	1	0.25

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135	79065	Sun Life Assur Co Of Canada (US)	\$626,441	1	DNC
136	69566	Trans World Assur Co	\$188,134	1	DNC
137	86231	Transamerica Life Ins Co	\$3,233,208	1	1.49
138	67121	Transamerica Occidental Life Ins Co	\$18,619,346	2	0.52
139	61425	Trustmark Ins Co	\$3,436,247	3	4.21
140	80314	Unicare Life & Health Ins Co	\$15,628,559	1	0.31
141	69701	Union Bankers Ins Co	\$102,760	2	DNC
142	80837	Union Central Life Ins Co	\$5,824,789	2	1.66
143	62596	Union Fidelity Life Ins Co	\$2,060,669	1	2.34
144	69744	Union Labor Life Ins Co	\$1,193,234	1	4.04
145	98884	Union Security Life Ins Co	\$5,277,244	1	0.91
146	69892	United Farm Family Life Ins Co	\$79,309,333	6	0.37
147	87645	United Fidelity Life Ins Co	\$258,736	2	DNC
148	69922	United Home Life Ins Co	\$641,710	2	DNC
149	69930	United Ins Co Of Amer	\$4,959,494	7	6.81
150	69973	United Life Ins Co	\$333,897	1	DNC
151	69868	United Of Omaha Life Ins Co	\$15,340,770	2	0.63
152	70033	United Presidential Life Ins Co	\$3,651,812	1	1.32
153	70106	United States Life Ins Co In NYC	\$1,589,211	1	3.04
154	63479	United Teacher Assoc Ins Co	\$14,204	1	DNC
155	97179	United WI Life Ins Co	\$1,411,210	1	3.42
156	70130	Universal Guaranty Life Ins Co	\$432,558	2	DNC
157	62235	Unum Life Ins Co Of Amer	\$13,397,875	1	0.36
158	84530	US Financial Life Ins Co	\$3,178,289	1	1.52
159	70955	USA Life One Ins Co Of IN	\$937,718	6	DNC
160	70211	Valley Forge Life Ins Co	\$14,447,992	2	0.67
161	81027	Veterans Life Ins Co	\$3,054,382	1	1.58
162	70319	Washington Natl Ins Co	\$260,696	6	DNC
163	70335	West Coast Life Ins Co	\$3,861,487	1	1.25
164	70483	Western & Southern Life Ins Co	\$19,369,616	8	1.99
165	91413	Western Reserve Life Assur Co of OH	\$8,657,189	2	1.11
166	92622	Western Southern Life Assur Co	\$12,817,498	9	3.39
167	70661	Zurich Life Ins Co Of Amer	\$3,162,886	6	9.15

Subtotal Premium and Complaints	\$1,726,712,304	478
378 Companies with Zero Complaints	\$579,750,054	
Total Premium and Complaints	\$2,306,462,358	478

DNC- Did Not Calculate (Premiums Under \$1 Million)

Premium Information from Life Annual Statement Page 70, Line 15, Column 2

Premium Information from Fraternal Annual Statement Page 66, Line 15, Column 9

Report Does Not Include the 378 Companies with Zero Complaints

None-No Premium was reported during 2001.