

Life
2013 Complaints

	NAIC #	Company Name	Premium	Number of Complaints	Complaint Index
1	12321	American Continental Ins Co	925,412	1	DNC
2	60488	American Gen Life Ins Co	37,335,365	3	3.13
3	60577	American Income Life Ins Co	16,786,741	1	2.32
4	61492	Athene Annuity & Life Assur Co	2,657,599	1	14.64
5	61689	Aviva Life & Ann Co	22,155,999	1	1.76
6	61263	Bankers Life & Cas Co	19,585,081	6	11.92
7	61476	Boston Mut Life Ins Co	8,027,201	1	4.85
8	62146	Combined Ins Co Of Amer	1,685,754	1	23.08
9	65900	Conseco Life Ins Co	3,310,232	1	11.75
10	74004	Family Service Life Insurance Company	None	1	DNC
11	91472	Globe Life & Accident Ins Co	16,783,590	3	6.95
12	70815	Hartford Life & Accident Ins Co	16,519,804	3	7.06
13	58068	Independent Order Of Foresters	None	2	DNC
14	65498	Life Ins Co Of N Amer	26,797,941	1	1.45
15	65927	Lincoln Heritage Life Ins Co	4,929,908	1	7.89
16	65676	Lincoln Natl Life Ins Co	106,236,892	1	0.37
17	87726	Metlife Ins Co of CT	6,599,007	1	5.90
18	65978	Metropolitan Life Ins Co	142,865,544	4	1.09
19	66109	Midwestern United Life Ins Co	955,055	2	DNC
20	66168	Minnesota Life Ins Co	49,115,157	1	0.79
21	66281	Monumental Life Ins Co	22,468,749	11	19.05
22	66915	New York Life Ins Co	55,167,984	2	1.41
23	67660	Pennsylvania Life Insurance Company	None	1	DNC
24	37648	Permanent General Assurance Corporation	None	1	DNC
25	68241	Prudential Ins Co Of Amer	104,163,035	4	1.49
26	67105	Reliastar Life Ins Co	23,194,351	1	1.68
27	69108	State Farm Life Ins Co	101,649,219	1	0.38
28	65021	Stonebridge Life Ins Co	5,692,298	2	13.67
29	61425	Trustmark Ins Co	3,574,035	1	10.88
30	69892	United Farm Family Life Ins Co	113,843,785	1	0.34
31	69930	United Ins Co Of Amer	3,126,151	2	24.89
32	69868	United Of Omaha Life Ins Co	30,409,560	1	1.28
33	70319	Washington Natl Ins Co	1,221,495	2	63.70
34	92622	Western Southern Life Assur Co	19,456,332	1	2.00

Subtotal Premium and Complaints	967,239,276	67
348 Companies with Zero Complaints	<u>1,639,219,574</u>	
Total Premium and Complaints	2,606,458,850	67

Report does not include the 348 companies with zero complaints

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

None - No premium was reported in 2013

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