

Life
2010 Complaints

	NAIC #	Company Name	Premium	Number of Complaints	Complaint Index
1	90611	Allianz Life Ins Co Of N Amer	2,878,384	1	2.25
2	60186	Allstate Life Ins Co	14,218,504	8	3.64
3	60275	American Bankers Life Assur Co Of FL	1,157,898	2	11.18
4	60399	American Family Life Ins Co	17,600,666	3	1.10
5	60410	American Fidelity Assur Co	3,124,255	2	4.14
6	66672	American Gen Life & Acc Ins Co	9,762,855	13	8.62
7	60488	American Gen Life Ins Co	27,716,735	4	0.93
8	60534	American Heritage Life Ins Co	1,423,357	1	4.55
9	60518	American Hlth & Life Ins Co	1,031,724	2	12.54
10	60577	American Income Life Ins Co	11,920,804	1	0.54
11	67989	American Memorial Life Ins Co	10,285,117	1	0.63
12	60895	American United Life Ins Co	56,573,325	6	0.69
13	61069	Anthem Life Ins Co	22,341,707	1	0.29
14	71439	Assurity Life Ins Co	2,566,381	1	2.52
15	61689	Aviva Life & Ann Co	26,352,773	5	1.23
16	62944	AXA Equitable Life Ins Co	18,151,995	2	0.71
17	61263	Bankers Life & Cas Co	11,298,781	18	10.31
18	94250	Banner Life Ins Co	9,181,351	2	1.41
19	61476	Boston Mut Life Ins Co	7,281,982	1	0.89
20	61751	Central States H & L Co Of Omaha	813,665	1	7.95
21	76236	Cincinnati Life Ins Co	14,664,961	1	0.44
22	93432	CM Life Ins Co	3,083,962	1	2.10
23	62049	Colonial Life & Accident Ins Co	3,150,205	1	2.05
24	62065	Colonial Penn Life Ins Co	4,177,017	2	3.10
25	84786	Colorado Bankers Life Ins Co	1,005,217	1	6.44
26	76023	Columbian Life Ins Co	1,435,886	1	4.51
27	62146	Combined Ins Co Of Amer	2,181,321	2	5.93
28	62308	Connecticut Gen Life Ins Co	3,538,940	1	1.83
29	65900	Conseco Life Ins Co	3,491,828	13	24.09
30	71404	Continental Gen Ins Co	318,921	1	DNC
31	62626	Cuna Mut Ins Society	11,016,987	1	0.59
32	63053	Family Life Ins Co	136,791	1	DNC
33	63177	Farmers New World Life Ins Co	7,467,206	3	2.60
34	63258	Federated Life Ins Co	6,150,112	1	1.05
35	67652	First Penn Pacific Life Ins Co	4,755,474	1	1.36
36	91642	Forethought Life Ins Co	21,644,630	3	0.90
37	63665	General Amer Life Ins Co	5,413,014	2	2.39
38	65536	Genworth Life & Ann Ins Co	19,456,822	6	2.00
39	70939	Gerber Life Ins Co	6,268,779	1	1.03
40	91472	Globe Life & Accident Ins Co	14,727,278	12	5.27
41	62286	Golden Rule Ins Co	2,241,393	1	2.89
42	64246	Guardian Life Ins Co Of Amer	31,632,297	1	0.20
43	64327	Harleysville Life Ins Co	889,554	1	DNC
44	70815	Hartford Life & Accident Ins Co	17,708,955	5	1.83
45	71153	Hartford Life & Ann Ins Co	23,844,162	1	0.27
46	88072	Hartford Life Ins Co	2,375,632	1	2.72
47	93777	Household Life Ins Co	1,935,788	4	13.37
48	86509	Ing Life Ins & Ann Co	2,088,777	1	3.10
49	65056	Jackson Natl Life Ins Co	12,383,524	5	2.61
50	64017	Jefferson Natl Life Ins Co	785,412	2	DNC
51	65838	John Hancock Life Ins Co (USA)	56,001,439	1	0.12
52	65110	Kanawha Ins Co	847,552	1	DNC

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53	65242	Lafayette Life Ins Co	10,510,585	1	0.62
54	65315	Liberty Life Assur Co Of Boston	14,310,009	1	0.45
55	61492	Liberty Life Ins Co	3,516,860	2	3.68
56	65498	Life Ins Co Of N Amer	18,237,820	2	0.71
57	65595	Lincoln Benefit Life Co	31,493,055	1	0.21
58	65927	Lincoln Heritage Life Ins Co	5,429,905	1	1.19
59	65676	Lincoln Natl Life Ins Co	89,202,378	5	0.36
60	68446	Longevity Ins Co	7,682	1	DNC
61	65722	Loyal Amer Life Ins Co	323,539	1	DNC
62	65781	Madison Natl Life Ins Co Inc	4,293,825	1	1.51
63	61018	Magna Ins Co	336,988	1	DNC
64	65935	Massachusetts Mut Life Ins Co	45,402,374	5	0.71
65	97055	Mega Life & Hlth Ins Co The	281,286	1	DNC
66	87726	Metlife Ins Co of CT	7,880,858	1	0.82
67	65978	Metropolitan Life Ins Co	143,191,414	23	1.04
68	66044	Midland Natl Life Ins Co	19,624,172	2	0.66
69	66109	Midwestern United Life Ins Co	1,022,374	1	6.33
70	66168	Minnesota Life Ins Co	34,684,362	3	0.56
71	66281	Monumental Life Ins Co	22,105,605	24	7.02
72	66583	National Guardian Life Ins Co	7,048,557	1	0.92
73	66869	Nationwide Life Ins Co	5,865,613	1	1.10
74	91596	New York Life Ins & Ann Corp	68,483,840	1	0.09
75	66915	New York Life Ins Co	51,489,708	4	0.50
76	66974	North Amer Co Life & Hlth Ins	5,575,241	1	1.16
77	67091	Northwestern Mut Life Ins Co	188,315,754	3	0.10
78	67148	Occidental Life Ins Co Of NC	382,527	1	DNC
79	76112	Oxford Life Ins Co	4,986,419	1	1.30
80	67466	Pacific Life Ins Co	18,617,222	1	0.35
81	67660	Pennsylvania Life Ins Co	1,073,547	2	12.05
82	67784	Philadelphia Amer Life Ins Co	14,590	1	DNC
83	72125	Physicians Life Ins Co	5,160,135	2	2.51
84	65919	Primerica Life Ins Co	25,193,430	1	0.26
85	68136	Protective Life Ins Co	35,608,282	6	1.09
86	68195	Provident Life & Accident Ins Co	7,206,202	1	0.90
87	79227	Pruco Life Ins Co	37,882,101	2	0.34
88	68241	Prudential Ins Co Of Amer	101,905,531	14	0.89
89	70211	Reassure Amer Life Ins Co	13,712,300	6	2.83
90	67105	Reliastar Life Ins Co	22,900,901	1	0.28
91	61360	Reliastar Life Ins Co Of NY	2,056,813	1	3.15
92	65005	RiverSource Life Ins Co	17,376,386	2	0.74
93	69108	State Farm Life Ins Co	93,956,030	4	0.28
94	69116	State Life Ins Co	8,664,037	3	2.24
95	65021	Stonebridge Life Ins Co	6,253,337	6	6.21
96	79065	Sun Life Assur Co Of Canada US	445,430	1	DNC
97	60941	SunAmerica Ann & Life Assur Co	463,223	1	DNC
98	68608	Symetra Life Ins Co	5,992,643	3	3.24
99	69396	Texas Life Ins Co	5,894,088	1	1.10
100	69477	Time Ins Co	1,130,412	1	5.72
101	86231	Transamerica Life Ins Co	47,832,426	3	0.41
102	61425	Trustmark Ins Co	1,207,164	1	5.36
103	80837	Union Central Life Ins Co	3,864,782	1	1.67
104	62596	Union Fidelity Life Ins Co	1,019,578	2	12.69

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105	70408	Union Security Ins Co	4,608,865	1	1.40
106	92916	United Amer Ins Co	678,115	3	DNC
107	69892	United Farm Family Life Ins Co	99,404,050	6	0.39
108	69922	United Home Life Ins Co	836,757	2	DNC
109	69930	United Ins Co Of Amer	3,705,307	4	6.98
110	94099	United Investors Life Ins Co	1,145,566	1	5.65
111	69868	United Of Omaha Life Ins Co	25,803,215	6	1.50
112	70106	United States Life Ins Co In NYC	1,486,602	3	13.06
113	62235	Unum Life Ins Co Of Amer	21,249,237	3	0.91
114	70955	USA Life One Ins Co Of IN	528,914	3	DNC
115	70319	Washington Natl Ins Co	1,049,330	11	67.82
116	70483	Western & Southern Life Ins Co	17,214,449	5	1.88
117	70432	Western Natl Life Ins Co	10,203	1	DNC
118	91413	Western Reserve Life Assur Co of OH	5,719,387	2	2.26
119	92622	Western Southern Life Assur Co	15,529,549	9	3.75

Subtotal Premium and Complaints	1,990,904,981	371
272 Companies with Zero Complaints	<u>409,380,377</u>	
Total Premium and Complaints	2,400,285,358	371

Report does not include the 272 companies with zero complaints

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

None - No premium was reported in 2010

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