

## 2025 Life Complaint Index

NAIC#	Company Name	Premium	Number of Complaints	Complaint Index
71854	AAA Life Ins Co	13,672,750	1	2.94
62200	Accordia Life & Ann Co	7,514,279	2	10.70
90611	Allianz Life Ins Co Of N Amer	26,800,399	1	1.50
68594	American Amicable Life Ins Co Of TX	9,100,365	2	8.84
12321	American Continental Ins Co	806,705	1	DNC
60410	American Fidelity Assur Co	12,028,091	2	6.69
60488	American Gen Life Ins Co	39,190,479	2	2.05
60577	American Income Life Ins Co	43,228,488	3	2.79
67989	American Memorial Life Ins Co	7,936,111	1	5.07
60739	American Natl Ins Co	5,905,476	1	6.81
60895	American United Life Ins Co	64,080,969	1	0.63
61999	Americo Fin Life & Ann Ins Co	10,745,043	1	3.74
61301	Ameritas Life Ins Corp	9,164,005	2	8.77
61689	Athene Ann & Life Co	2,221,966	2	36.19
63932	Athene Life Ins Co of NY	2,917	1	DNC
61263	Bankers Life & Cas Co	18,956,363	3	6.36
94250	Banner Life Ins Co	29,118,782	1	1.38
83607	Clear Spring Life & Ann Co	11,490	1	DNC
62626	CMFG Life Ins Co	25,241,051	1	1.59
62065	Colonial Penn Life Ins Co	9,234,260	1	4.35
62103	Columbian Mut Life Ins Co	58,965	1	DNC
62146	Combined Ins Co Of Amer	4,020,667	2	20.00
62944	Equitable Financial Life Ins Co	17,684,492	1	2.27
78077	Equitable Financial Life Ins Co of A	6,972,682	1	5.77
60186	Everlake Life Ins Co	6,063,992	1	6.63
91642	Forethought Life Ins Co	19,768,751	1	2.03
62324	Freedom Life Ins Co Of Amer	4,945,829	1	8.13
65536	Genworth Life & Ann Ins Co	11,809,488	1	3.40
70025	Genworth Life Ins Co	3,122,999	1	12.87
70939	Gerber Life Ins Co	13,382,035	1	3.00
90212	Great Southern Life Ins Co	699,878	1	DNC
70815	Hartford Life & Accident Ins Co	59,786,354	1	0.67
58068	Independent Order Of Foresters Us Br	14,265,839	2	5.64
65056	Jackson Natl Life Ins Co	8,238,715	2	9.76
68543	Liberty Bankers Life Ins Co	1,847,363	1	21.76
65331	Liberty Natl Life Ins Co	10,151,046	1	3.96
65595	Lincoln Benefit Life Co	11,148,234	1	3.61
73504	Lumico Life Ins Co	2,104,557	1	19.10
65978	Metropolitan Life Ins Co	214,962,865	4	0.75
66370	Mony Life Ins Co	1,487,293	2	54.07
66583	National Guardian Life Ins Co	16,155,999	1	2.49

67539 Pan Amer Life Ins Co	4,643,414	2	17.32
65919 Primerica Life Ins Co	39,090,498	1	1.03
68136 Protective Life Ins Co	77,304,388	1	0.52
79227 Pruco Life Ins Co	112,973,204	2	0.71
68241 Prudential Ins Co Of Amer	80,131,559	6	3.01
67105 Reliastar Life Ins Co	13,598,742	1	2.96
65005 RiverSource Life Ins Co	16,389,893	1	2.45
69019 Standard Ins Co	71,337,112	1	0.56
68985 Starmount Life Ins Co	129,915	1	DNC
69108 State Farm Life Ins Co	140,060,913	1	0.29
86231 Transamerica Life Ins Co	67,216,138	11	6.58
69868 United Of Omaha Life Ins Co	73,152,285	1	0.55
80802 US Br Sun Life Assur Co of Canada	25,551,556	1	1.57
70319 Washington Natl Ins Co	1,106,673	3	108.99
62413 Wilcac Life Ins Co	1,773,194	1	22.67

Subtotal Premium and Complaints	1,488,097,516	92
319 Companies with Zero Complaints	<u>2,170,597,564</u>	
Total Premium and Complaints	3,658,695,080	92

Report does not include the 319 companies with zero complaints

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

None- No premium was reported in 2025

Premium information from Life Annual Statement Page 24, Col. 1, Line 11 & 19