

2007 Complaint Index Life

	NAIC #	Company Name	Premium	Number of Complaints	Complaint Index
1	60054	Aetna Life Ins Co	20,685,326	2	0.63
2	66842	AIG Life Ins Co	1,435,986	1	4.52
3	90611	Allianz Life Ins Co Of N Amer	2,503,296	1	2.59
4	60186	Allstate Life Ins Co	16,709,189	3	1.17
5	68594	American Amicable Life Ins Co Of TX	445,674	2	DNC
6	60275	American Bankers Life Assur Co Of FL	1,588,417	2	8.17
7	60399	American Family Life Ins Co	18,461,873	1	0.35
8	66672	American Gen Life & Acc Ins Co	10,797,508	11	6.61
9	60488	American Gen Life Ins Co	36,777,164	4	0.71
10	60534	American Heritage Life Ins Co	1,252,653	1	5.18
11	60739	American Natl Ins Co	4,306,108	1	1.51
12	86630	American Skandia Life Assur Corp	69,636	1	DNC
13	60895	American United Life Ins Co	60,404,070	9	0.97
14	61999	Americo Fin Life & Ann Ins Co	1,547,621	3	12.58
15	61069	Anthem Life Ins Co	43,815,388	4	0.59
16	62898	Aviva Life Ins Co	947,192	1	DNC
17	62944	AXA Equitable Life Ins Co	23,416,223	7	1.94
18	61263	Bankers Life & Cas Co	10,942,626	19	11.27
19	94250	Banner Life Ins Co	7,372,725	1	0.88
20	76236	Cincinnati Life Ins Co	13,263,100	1	0.49
21	62065	Colonial Penn Life Ins Co	3,337,880	3	5.83
22	62146	Combined Ins Co Of Amer	1,900,912	1	3.41
23	84824	Commonwealth Ann & Life Ins Co	720,119	1	DNC
24	62308	Connecticut Gen Life Ins Co	3,646,855	1	1.78
25	78174	Conseco Hlth Ins Co	47,660	2	DNC
26	60682	Conseco Ins Co	266,029	5	121.98
27	65900	Conseco Life Ins Co	4,155,785	14	21.86
28	76325	Conseco Senior Hlth Ins Co	164,292	2	DNC
29	62553	Country Life Ins Co	2,095,160	1	3.10
30	62626	Cuna Mut Ins Society	10,580,901	1	0.61
31	62510	Equitrust Life Ins Co	3,181,282	1	2.04
32	63177	Farmers New World Life Ins Co	7,418,337	1	0.87
33	67652	First Penn Pacific Life Ins Co	5,866,803	2	2.21
34	91642	Forethought Life Ins Co	29,725,490	4	0.87
35	71129	Fort Dearborn Life Ins Co	4,793,544	1	1.35
36	63665	General Amer Life Ins Co	7,830,932	1	0.83
37	65536	Genworth Life & Ann Ins Co	20,558,673	7	2.21
38	70025	Genworth Life Ins Co	2,617,861	1	2.48
39	70939	Gerber Life Ins Co	5,974,833	2	2.17
40	91472	Globe Life & Accident Ins Co	12,661,513	11	5.64
41	62286	Golden Rule Ins Co	3,516,725	5	9.23
42	71218	Grange Life Ins Co	4,041,742	1	1.61
43	90212	Great Southern Life Ins Co	1,288,579	1	5.04
44	64246	Guardian Life Ins Co Of Amer	28,878,638	1	0.22
45	70815	Hartford Life & Accident Ins Co	15,359,453	3	1.27
46	71153	Hartford Life & Ann Ins Co	26,406,110	1	0.25
47	64505	Homesteaders Life Co	32,500,375	2	0.40
48	64645	Indianapolis Life Ins Co	24,807,511	2	0.52
49	80942	ING USA Ann & Life Ins Co	749,644	1	DNC
50	63487	Investors Life Ins Co N Amer	1,593,716	1	4.07
51	65056	Jackson Natl Life Ins Co	14,013,153	2	0.93
52	64017	Jefferson Natl Life Ins Co	977,143	4	DNC

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53	65099	John Hancock Life Ins Co	5,994,122	2	2.17
54	65838	John Hancock Life Ins Co (USA)	38,048,800	1	0.17
55	90204	John Hancock Variable Life Ins Co	11,755,649	1	0.55
56	65129	Kansas City Life Ins Co	5,265,379	1	1.23
57	90557	Kemper Investors Life Ins Co	138,129	1	DNC
58	65242	Lafayette Life Ins Co	13,424,515	1	0.48
59	65315	Liberty Life Assur Co Of Boston	2,008,201	1	3.23
60	61492	Liberty Life Ins Co	3,805,156	2	3.41
61	65498	Life Ins Co Of N Amer	14,165,040	2	0.92
62	65595	Lincoln Benefit Life Co	21,256,632	4	1.22
63	65927	Lincoln Heritage Life Ins Co	4,314,076	2	3.01
64	62057	Lincoln Life & Ann Co of NY	99,095	2	DNC
65	65676	Lincoln Natl Life Ins Co	83,147,431	8	0.62
66	65781	Madison Natl Life Ins Co Inc	1,667,223	1	3.89
67	65870	Manhattan Life Ins Co	128,587	1	DNC
68	65935	Massachusetts Mut Life Ins Co	43,698,823	2	0.30
69	97055	Mega Life & Hlth Ins Co The	454,049	1	DNC
70	87726	Metlife Ins Co of CT	10,360,578	1	0.63
71	65978	Metropolitan Life Ins Co	180,019,017	13	0.47
72	66044	Midland Natl Life Ins Co	20,057,385	2	0.65
73	66109	Midwestern United Life Ins Co	1,171,231	1	5.54
74	66281	Monumental Life Ins Co	24,997,460	28	7.27
75	66370	Mony Life Ins Co	4,605,416	1	1.41
76	66311	Motorists Life Ins Co	3,295,257	2	3.94
77	61409	National Benefit Life Ins Co	689,509	1	DNC
78	66583	National Guardian Life Ins Co	2,348,659	1	2.76
79	66850	National Western Life Ins Co	222,770	1	DNC
80	68225	Nationwide Life Ins Co of Amer	1,449,930	1	4.48
81	91626	New England Life Ins Co	6,169,224	2	2.10
82	78743	New Era Life Ins Co	3,802	1	DNC
83	66915	New York Life Ins Co	38,740,498	1	0.17
84	66974	North Amer Co Life & Hlth Ins	5,612,563	4	4.63
85	67091	Northwestern Mut Life Ins Co	179,648,006	2	0.07
86	89206	Ohio Natl Life Assur Corp	8,253,631	2	1.57
87	67199	Old Amer Ins Co	1,580,946	2	8.21
88	63274	OM Fin Life Ins Co	6,935,594	5	4.68
89	67466	Pacific Life Ins Co	19,585,974	1	0.33
90	67660	Pennsylvania Life Ins Co	1,452,516	4	17.87
91	65919	Primerica Life Ins Co	24,171,872	5	1.34
92	68136	Protective Life Ins Co	38,193,070	5	0.85
93	68195	Provident Life & Accident Ins Co	6,619,777	2	1.96
94	68241	Prudential Ins Co Of Amer	128,313,099	19	0.96
95	68284	Pyramid Life Ins Co	500,239	1	DNC
96	70211	Reassure Amer Life Ins Co	16,955,000	4	1.53
97	68357	Reliable Life Ins Co	9,190	1	DNC
98	67105	Reliastar Life Ins Co	20,747,664	1	0.31
99	61360	Reliastar Life Ins Co Of NY	2,448,766	1	2.65
100	65005	RiverSource Life Ins Co	17,654,979	1	0.37
101	68713	Security Life Of Denver Ins Co	16,581,935	2	0.78
102	69108	State Farm Life Ins Co	86,116,449	8	0.60
103	69116	State Life Ins Co	3,165,522	1	2.05
104	65021	Stonebridge Life Ins Co	6,971,874	3	2.79
105	68608	Symetra Life Ins Co	6,116,815	3	3.18
106	69396	Texas Life Ins Co	3,545,582	1	1.83

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107	69477	Time Ins Co	1,396,764	1	4.65
108	86231	Transamerica Life Ins Co	52,246,621	2	0.25
109	80314	Unicare Life & Health Ins Co	1,220,180	1	5.32
110	80837	Union Central Life Ins Co	7,073,595	1	0.92
111	62596	Union Fidelity Life Ins Co	1,408,371	2	9.22
112	92916	United American Ins Co	900,887	1	DNC
113	69892	United Farm Family Life Ins Co	98,373,381	4	0.26
114	69930	United Ins Co Of Amer	3,944,269	12	19.74
115	69868	United Of Omaha Life Ins Co	20,983,734	3	0.93
116	62235	Unum Life Ins Co Of Amer	21,917,646	1	0.30
117	80705	US Br Great West Life Assur Co	707,133	1	DNC
118	80802	US Br SunLife Assur Co Of Canada	24,219,954	1	0.27
119	80675	US Business of Crown Life Ins Co	999,940	2	DNC
120	84530	US Financial Life Ins Co	5,644,037	1	1.15
121	70955	USA Life One Ins Co Of IN	707,757	2	DNC
122	69663	USAA Life Ins Co	4,739,918	1	1.37
123	70319	Washington Natl Ins Co	871,418	15	DNC
124	70335	West Coast Life Ins Co	41,902,717	2	0.31
125	70483	Western & Southern Life Ins Co	17,953,983	10	3.61
126	91413	Western Reserve Life Assur Co of OH	6,525,284	1	0.99
127	92622	Western Southern Life Assur Co	13,674,449	6	2.85

Subtotal Premium and Complaints	2,030,514,169	398
284 Companies with Zero Complaints	<u>552,450,948</u>	
Total Premium and Complaints	2,582,965,117	398

Report does not include the 284 companies with zero complaints

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

None - No premium was reported in 2007

Premium information from Life Annual Statement Page 25, Line 1, Column 5