

Life
2012 Complaints

	NAIC #	Company Name	Premium	Number of Complaints	Complaint Index
1	60054	Aetna Life Ins Co	4,029,143	1	4.18
2	60186	Allstate Life Ins Co	9,598,732	2	3.51
3	60380	American Family Life Assur Co of Col	5,407,368	1	3.11
4	60399	American Family Life Ins Co	17,643,191	1	0.95
5	60410	American Fidelity Assur Co	3,863,685	1	4.36
6	66672	American General Life And Accident Ins Co	None	4	DNC
7	60488	American Gen Life Ins Co	38,769,625	1	0.43
8	60518	American Hlth & Life Ins Co	1,109,599	1	15.17
9	60577	American Income Life Ins Co	15,066,110	2	2.23
10	67989	American Memorial Life Ins Co	12,041,773	1	1.40
11	60739	American Natl Ins Co	3,760,042	1	4.48
12	60895	American United Life Ins Co	56,529,356	2	0.60
13	61492	Athene Annuity & Life Assur Co	2,796,259	1	6.02
14	61689	Aviva Life & Ann Co	25,899,461	4	2.60
15	62944	AXA Equitable Life Ins Co	23,168,079	1	0.73
16	61263	Bankers Life & Cas Co	17,366,387	11	10.66
17	94250	Banner Life Ins Co	11,457,857	1	1.47
18	61832	Chesapeake Life Ins Co	770,654	1	DNC
19	76236	Cincinnati Life Ins Co	16,748,026	3	3.02
20	62065	Colonial Penn Life Ins Co	4,822,474	2	6.98
21	84786	Colorado Bankers Life Ins Co	922,645	1	DNC
22	62146	Combined Ins Co Of Amer	1,728,119	3	29.22
23	62308	Connecticut Gen Life Ins Co	3,383,282	2	9.95
24	65900	Conseco Life Ins Co	3,087,221	6	32.71
25	62359	Constitution Life Ins Co	173,480	1	DNC
26	63177	Farmers New World Life Ins Co	7,872,781	1	2.14
27	65536	Genworth Life & Ann Ins Co	21,900,570	1	0.77
28	91472	Globe Life & Accident Ins Co	16,104,382	8	8.36
29	63312	Great Amer Life Ins Co	549,417	1	DNC
30	64246	Guardian Life Ins Co Of Amer	36,644,813	1	0.46
31	64513	Horace Mann Life Ins Co	1,712,913	1	9.83
32	93777	Household Life Ins Co	2,044,272	2	16.47
33	58068	Independent Order Of Foresters	None	2	DNC
34	80942	ING USA Ann & Life Ins Co	557,434	2	DNC
35	65838	John Hancock Life Ins Co (USA)	68,489,734	4	0.98
36	58033	Knights Of Columbus Insurance Company	None	1	DNC
37	65242	Lafayette Life Ins Co	9,675,061	1	1.74
38	65498	Life Ins Co Of N Amer	24,545,542	1	0.69
39	99724	LifeShield National Insurance Co.	None	1	DNC
40	65927	Lincoln Heritage Life Ins Co	4,564,303	2	7.38
41	65676	Lincoln Natl Life Ins Co	91,973,428	3	0.55
42	65935	Massachusetts Mut Life Ins Co	56,977,521	1	0.30
43	65978	Metropolitan Life Ins Co	133,940,711	8	1.01
44	66044	Midland Natl Life Ins Co	44,080,630	1	0.38
45	66281	Monumental Life Ins Co	22,298,579	12	9.06
46	66311	Motorists Life Ins Co	3,908,995	1	4.31
47	71412	Mutual of Omaha Insurance Company	None	1	DNC
48	19445	National Union Fire Insurance Company Of Pittsburgh	None	1	DNC
49	91596	New York Life Ins & Ann Corp	28,304,620	1	0.59
50	66915	New York Life Ins Co	53,165,170	2	0.63
51	66974	North Amer Co Life & Hlth Ins	7,979,751	3	6.33
52	67091	Northwestern Mut Life Ins Co	239,793,392	1	0.07
53	56383	Order Of United Commercial Travelers Of America	None	1	DNC

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54	67660	Pennsylvania Life Insurance Company	None	1	DNC
55	72125	Physicians Life Ins Co	5,180,907	1	3.25
56	68136	Protective Life Ins Co	36,057,454	2	0.93
57	68241	Prudential Ins Co Of Amer	107,582,664	4	0.63
58	67105	Reliastar Life Ins Co	22,935,652	2	1.47
59	61360	Reliastar Life Ins Co Of NY	1,961,497	1	8.58
60	79057	Southland Natl Ins Corp	120,124	1	DNC
61	69108	State Farm Life Ins Co	100,389,351	3	0.50
62	25178	State Farm Mutual Automobile Insurance Company	None	1	DNC
63	65021	Stonebridge Life Ins Co	5,899,197	2	5.71
64	62596	Union Fidelity Life Ins Co	798,207	3	DNC
65	69744	Union Labor Life Ins Co	810,108	1	DNC
66	69892	United Farm Family Life Ins Co	109,661,091	1	0.15
67	69930	United Ins Co Of Amer	3,372,802	1	4.99
68	69868	United Of Omaha Life Ins Co	29,835,514	3	1.69
69	70955	USA Life One Ins Co Of IN	441,072	1	DNC
70	70319	Washington Natl Ins Co	1,105,130	2	30.46
71	70432	Western National Life Insurance Company	None	1	DNC
72	92622	Western Southern Life Assur Co	18,637,917	3	2.71

Subtotal Premium and Complaints	1,602,015,274	154
315 Companies with Zero Complaints	<u>990,149,683</u>	
Total Premium and Complaints	2,592,164,957	154

Report does not include the 315 companies with zero complaints

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

None - No premium was reported in 2012

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