

Life  
2016 Complaint Index

	NAIC#	Company Name	Premium	Number of Complaints	Complaint Index
1	62200	Accordia Life & Ann Co	14,320,054	33	34.00
2	12321	American Continental Ins Co	1,664,051	1	8.87
3	60488	American Gen Life Ins Co	34,695,859	10	4.25
4	60577	American Income Life Ins Co	20,748,587	4	2.84
5	60895	American United Life Ins Co	52,814,860	3	0.84
6	61689	Athene Ann & Life Co	2,721,853	27	146.35
7	61212	Baltimore Life Ins Co	2,027,728	1	7.28
8	61263	Bankers Life & Cas Co	19,854,802	3	2.23
9	80799	Celtic Insurance Company	4,913,000	2	6.01
10	62065	Colonial Penn Life Ins Co	6,028,001	1	2.45
11	76023	Columbian Life Ins Co	4,432,010	1	3.33
12	77828	Companion Life Ins Co	1,910,376	1	7.72
13	62308	Connecticut Gen Life Ins Co	2,749,066	1	5.37
14	71404	Continental Gen Ins Co	410,308	1	DNC
15	63223	Federal Life Ins Co	351,629	1	DNC
16	63274	Fidelity & Guar Life Ins Co	3,891,573	1	3.79
17	63290	Fidelity Life Assn A Legal Reserve L	2,424,273	2	12.17
18	91642	Forethought Life Ins Co	14,925,304	1	0.99
19	65536	Genworth Life & Ann Ins Co	17,914,108	1	0.82
20	91472	Globe Life & Accident Ins Co	18,951,618	9	7.01
21	90212	Great Southern Life Ins Co	952,663	1	DNC
22	65056	Jackson Natl Life Ins Co	16,527,112	1	0.89
23	65838	John Hancock Life Ins Co USA	54,215,724	3	0.82
24	68543	Liberty Bankers Life Ins Co	342,292	1	DNC
25	65315	Liberty Life Assur Co Of Boston	24,282,300	1	0.61
26	65927	Lincoln Heritage Life Ins Co	6,273,586	1	2.35
27	65676	Lincoln Natl Life Ins Co	128,068,992	2	0.23
28	65781	Madison Natl Life Ins Co Inc	5,898,176	1	2.50
29	87726	Metlife Ins Co USA	30,912,446	1	0.48
30	65978	Metropolitan Life Ins Co	164,244,458	5	0.45
31	66087	Mid West Natl Life Ins Co Of TN	194,777	2	DNC
32	66044	Midland Natl Life Ins Co	29,561,389	1	0.50
33	66168	Minnesota Life Ins Co	57,385,896	1	0.26
34	78077	Mony Life Ins Co Of Amer	5,936,886	1	2.48
35	66869	Nationwide Life Ins Co	14,553,687	1	1.01
36	66915	New York Life Ins Co	62,550,220	1	0.24
37	66974	North Amer Co Life & Hlth Ins	25,769,794	1	0.57
38	67091	Northwestern Mut Life Ins Co	223,021,783	1	0.07
39	67172	Ohio Natl Life Ins Co	9,520,304	1	1.55
40	76112	Oxford Life Ins Co	2,413,356	2	12.23
41	65919	Primerica Life Ins Co	27,145,734	1	0.54
42	68241	Prudential Ins Co Of Amer	94,023,643	5	0.78
43	68381	Reliance Standard Life Ins Co	14,349,037	1	1.03
44	68713	Security Life Of Denver Ins Co	7,273,226	1	2.03
45	68810	Sentry Life Ins Co	1,013,781	1	14.55

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46	69108	State Farm Life Ins Co	108,595,245	3	0.41
47	69116	State Life Ins Co	14,906,779	1	0.99
48	69477	Time Ins Co	980,779	1	DNC
49	86231	Transamerica Life Ins Co	38,351,948	4	1.54
50	66281	Transamerica Premier Life Ins Co	30,008,937	10	4.92
51	70408	Union Security Ins Co	3,545,439	1	4.16
52	69892	United Farm Family Life Ins Co	105,108,031	2	0.28
53	69930	United Ins Co Of Amer	2,495,160	2	11.83
54	69868	United Of Omaha Life Ins Co	39,337,155	3	1.13
55	70106	United States Life Ins Co in the Cit	1,666,237	1	8.85
56	62235	Unum Life Ins Co Of Amer	17,266,903	1	0.85
57	70319	Washington Natl Ins Co	1,046,595	1	14.10
58	70335	West Coast Life Ins Co	10,789,477	1	1.37
59	70483	Western & Southern Life Ins Co	14,649,632	3	3.02
60	62413	Wilcac Life Ins Co	378,140	1	DNC
61	65900	Wilco Life Ins Co	2,650,608	13	72.36

Subtotal Premium and Complaints	1,625,957,387	190
339 Companies with Zero Complaints	<u>1,177,122,217</u>	
Total Premium and Complaints	2,803,079,604	190

Report does not include the 339 companies with zero complaints

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

None- No premium was reported in 2016

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

Premium information from Fraternal Annual Statement Page 23, Line 1, Column 1