

Accident and Health
2017 Complaint Index

	NAIC#	Company Name	Premium	Number of Complaints	Complaint Index
1	52568	Advantage Health Solutions, Inc.	None	1	DNC
2	60054	Aetna Life Ins Co	\$431,283,144	3	0.11
3	82406	All Savers Ins Co	\$60,854,510	21	5.22
4	90611	Allianz Life Ins Co Of N Amer	\$1,979,073	1	7.65
5	60186	Allstate Life Ins Co	\$385,263	1	DNC
6	60380	American Family Life Assur Co of Col	\$97,230,623	4	0.62
7	60410	American Fidelity Assur Co	\$41,641,451	1	0.36
8	60488	American Gen Life Ins Co	\$1,845,071	1	8.21
9	88366	American Retirement Life Ins Co	\$19,021,586	1	0.80
10	60895	American United Life Ins Co	\$16,189,553	1	0.94
11	61301	Ameritas Life Ins Corp	\$16,833,559	1	0.90
12	28207	Anthem Ins Co Inc	\$2,776,346,995	91	0.50
13	61069	Anthem Life Ins Co	\$21,700,089	2	1.40
14	37273	Axis Ins Co	\$2,694,585	1	5.62
15	10142	CareSource IN	\$151,710,646	127	12.67
16	67369	Cigna Hlth & Life Ins Co	\$196,927,815	2	0.15
17	62065	Colonial Penn Life Ins Co	\$22,847,646	1	0.66
18	77828	Companion Life Ins Co	\$32,905,189	1	0.46
19	62359	Constitution Life Ins Co	\$2,423,166	1	6.25
20	20443	Continental Cas Co	\$8,929,682	1	1.70
21	68500	Continental Life Ins Co Brentwood	\$34,236,654	2	0.88
22	95831	Coordinated Care Corp	\$34,742	60	DNC
23	73474	Dentegra Ins Co	\$2,713,020	1	5.58
24	26921	Everest Reins Co	\$1,129,220	1	13.41
25	20281	Federal Ins Co	\$2,313,470	1	6.54
26	63258	Federated Life Ins Co	\$1,124,782	1	13.46
27	13935	Federated Mut Ins Co	\$50,367,979	2	0.60
28	70025	Genworth Life Ins Co	\$49,694,140	2	0.61
29	62286	Golden Rule Ins Co	\$53,607,241	2	0.56
30	64211	Guarantee Trust Life Ins Co	\$5,452,457	2	5.55
31	64246	Guardian Life Ins Co Of Amer	\$66,771,100	1	0.23
32	92711	HCC Life Ins Co	\$69,624,504	2	0.43
33	95885	Humana Hlth Plan Inc	\$19,999,561	2	1.51
34	73288	Humana Ins Co	\$169,169,507	9	0.81
35	70580	Humanadental Ins Co	\$8,271,817	1	1.83
36	13164	Indiana University Hlth Plans Inc	\$61,257,601	13	3.21
37	65676	Lincoln Natl Life Ins Co	\$33,910,689	1	0.45
38	65781	Madison Natl Life Ins Co Inc	\$8,075,259	1	1.87
39	61883	ManhattanLife Assur Co of Amer	\$1,702,077	1	8.90
40	38970	Markel Ins Co	\$1,290,543	1	11.73
41	15584	MDwise Marketplce Inc	\$146,411,879	112	11.58
42	31119	Medico Ins Co	\$34,860,952	1	0.43
43	65978	Metropolitan Life Ins Co	\$93,753,678	4	0.65
44	82538	National Hlth Ins Co	\$11,906,632	2	2.54
45	80578	Physicians Mut Ins Co	\$9,564,772	1	1.58
46	68284	Pyramid Life Ins Co	\$1,809,029	2	16.74
47	68381	Reliance Standard Life Ins Co	\$40,014,366	1	0.38
48	67105	Reliastar Life Ins Co	\$27,524,763	1	0.55
49	61700	Renaissance Life & Hlth Ins Co of Am	\$3,899,632	3	11.65
50	68462	Reserve Natl Ins Co	\$15,845,812	2	1.91
51	76325	Senior Hlth Ins Co of PA	\$2,364,492	2	12.81
52	95812	Southeastern IN Hlth Org Inc	\$30,817,396	1	0.49
53	69078	Standard Security Life Ins Co Of NY	\$2,041,058	1	7.42

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54	68985	Starmount Life Ins Co	\$1,680,828	2	18.01
55	86231	Transamerica Life Ins Co	\$28,016,868	1	0.54
56	66281	Transamerica Premier Life Ins Co	\$36,091,685	5	2.10
57	11121	Unified Life Ins Co	\$1,876,350	4	32.28
58	92916	United Amer Ins Co	\$10,717,998	1	1.41
59	79413	UnitedHealthcare Ins Co	\$1,652,731,300	50	0.46
60	97179	UnitedHealthcare Life Ins Co	None	1	DNC
61	70319	Washington Natl Ins Co	\$20,823,804	1	0.73

Subtotal Premium and Complaints	\$6,717,249,303	567
491 Companies with Zero Complaints	<u>\$1,867,158,939</u>	
Total Premium and Complaints	\$8,584,408,242	567

Report does not include 491 companies with zero complaints

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

None - No premium was reported in 2017.

Complaint indices do not include Medicare or Medicaid Premiums

Premium information from Fraternal Annual Statement Page 23, Line 26, Column 1

Premium information from Health Annual Statement Page 30, Line 12, Column 1

Premium information from Life Annual Statement Page 24, Line 26, Column 1

Premium information pulled from P&C blank Page 19, Lines 13, 14, 15.1 - 15.5, 15.7 & 15.8, Column 1