

Life  
2017 Complaint Index

	NAIC#	Company Name	Premium	Number of Complaints	Complaint Index
1	62200	Accordia Life & Ann Co	12,481,481	13	20.02
2	60054	Aetna Life Ins Co	5,504,153	1	3.49
3	90611	Allianz Life Ins Co Of N Amer	8,384,230	1	2.29
4	60275	American Bankers Life Assur Co Of FL	134,884	1	DNC
5	60399	American Family Life Ins Co	19,310,481	2	1.99
6	60488	American Gen Life Ins Co	35,611,191	10	5.40
7	60577	American Income Life Ins Co	22,255,521	2	1.73
8	60895	American United Life Ins Co	53,274,786	1	0.36
9	61999	Americo Fin Life & Ann Ins Co	2,225,061	2	17.28
10	61689	Athene Ann & Life Co	3,268,319	25	147.06
11	61093	Atlanta Life Ins Co	25,076	1	DNC
12	61263	Bankers Life & Cas Co	19,506,480	4	3.94
13	87726	Brighthouse Life Ins Co	29,938,802	2	1.28
14	61832	Chesapeake Life Ins Co	776,617	1	DNC
15	62065	Colonial Penn Life Ins Co	6,288,065	2	6.12
16	77828	Companion Life Ins Co	1,685,783	1	11.40
17	68500	Continental Life Ins Co Brentwood	41,534	1	DNC
18	91642	Forethought Life Ins Co	12,014,649	1	1.60
19	91472	Globe Life & Accident Ins Co	19,514,449	3	2.96
20	62286	Golden Rule Ins Co	1,094,704	1	17.56
21	64211	Guarantee Trust Life Ins Co	397,414	1	DNC
22	64246	Guardian Life Ins Co Of Amer	50,284,001	1	0.38
23	58068	Independent Order Of Foresters Us Br	10,931,758	1	1.76
24	65056	Jackson Natl Life Ins Co	15,237,745	1	1.26
25	65838	John Hancock Life Ins Co USA	56,323,355	1	0.34
26	65331	Liberty Natl Life Ins Co	4,321,073	1	4.45
27	77720	LifeSecure Ins Co	18,006	1	DNC
28	65676	Lincoln Natl Life Ins Co	116,922,433	2	0.33
29	65722	Loyal Amer Life Ins Co	260,267	1	DNC
30	65935	Massachusetts Mut Life Ins Co	90,963,698	1	0.21
31	66087	Mid West Natl Life Ins Co Of TN	183,096	1	DNC
32	66109	Midwestern United Life Ins Co	795,346	1	DNC
33	66583	National Guardian Life Ins Co	12,220,535	1	1.57
34	66850	National Western Life Ins Co	4,217,966	1	4.56
35	66915	New York Life Ins Co	66,092,487	4	1.16
36	67180	Ohio State Life Ins Co	565,628	1	DNC
37	67873	Pioneer Amer Ins Co	964,725	1	DNC
38	65919	Primerica Life Ins Co	27,513,711	2	1.40
39	71161	Principal Natl Life Ins Co	7,819,550	1	2.46
40	68136	Protective Life Ins Co	30,638,919	3	1.88
41	68241	Prudential Ins Co Of Amer	92,126,990	3	0.63
42	68462	Reserve Natl Ins Co	627,021	1	DNC
43	93742	Securian Life Ins Co	14,656,014	2	2.62
44	86355	Standard Life & Accident Ins Co	275,985	1	DNC
45	69108	State Farm Life Ins Co	110,899,792	1	0.17

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46	86231	Transamerica Life Ins Co	38,447,965	1	0.50
47	66281	Transamerica Premier Life Ins Co	29,956,884	9	5.78
48	69892	United Farm Family Life Ins Co	105,784,185	2	0.36
49	69930	United Ins Co Of Amer	2,440,645	8	63.02
50	69868	United Of Omaha Life Ins Co	41,532,329	4	1.85
51	62235	Unum Life Ins Co Of Amer	18,108,367	1	1.06
52	80802	US Br Sun Life Assur Co of Canada	20,622,671	1	0.93
53	70955	USA Life One Ins Co Of IN	302,074	1	DNC
54	70319	Washington Natl Ins Co	1,011,215	2	38.03
55	70483	Western & Southern Life Ins Co	14,365,010	1	1.34
56	92622	Western Southern Life Assur Co	18,991,056	1	1.01
57	65900	Wilco Life Ins Co	2,837,995	10	67.74

Subtotal Premium and Complaints	1,262,994,177	151
340 Companies with Zero Complaints	<u>1,640,103,007</u>	
Total Premium and Complaints	2,903,097,184	151

Report does not include the 340 companies with zero complaints

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

None- No premium was reported in 2017

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

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