

Life
2019 Complaint Index

	NAIC#	Company Name	Premium	Number of Complaints	Complaint Index
1	71854	AAA Life Ins Co	8,430,890	1	2.53
2	62200	Accordia Life & Ann Co	15,256,020	5	6.99
3	60054	Aetna Life Ins Co	4,731,168	1	4.51
4	92738	American Equity Invest Life Ins Co	33,399	1	DNC
5	60380	American Family Life Assur Co of Col	4,764,819	1	4.48
6	60488	American Gen Life Ins Co	37,805,176	3	1.69
7	60518	American Hlth & Life Ins Co	17,177,942	1	1.24
8	60577	American Income Life Ins Co	26,343,048	4	3.24
9	67989	American Memorial Life Ins Co	16,064,256	2	2.66
10	60739	American Natl Ins Co	5,165,649	1	4.13
11	60895	American United Life Ins Co	56,812,194	1	0.38
12	61689	Athene Ann & Life Co	3,614,042	14	82.61
13	61492	Athene Annuity & Life Assur Co	1,469,229	2	29.03
14	61263	Bankers Life & Cas Co	18,524,464	3	3.45
15	61832	Chesapeake Life Ins Co	805,840	1	DNC
16	62626	CMFG Life Ins Co	17,660,186	1	1.21
17	62049	Colonial Life & Accident Ins Co	4,561,368	1	4.68
18	76023	Columbian Life Ins Co	4,645,098	1	4.59
19	77828	Companion Life Ins Co	1,154,520	1	18.47
20	63274	Fidelity & Guar Life Ins Co	3,612,902	1	5.90
21	91642	Forethought Life Ins Co	7,549,112	3	8.47
22	65536	Genworth Life & Ann Ins Co	15,606,604	1	1.37
23	70939	Gerber Life Ins Co	11,263,177	1	1.89
24	91472	Globe Life & Accident Ins Co	20,490,940	6	6.24
25	83607	Guggenheim Life & Ann Co	23,620	1	DNC
26	73288	Humana Insurance Company	1,802,097	2	23.67
27	65056	Jackson Natl Life Ins Co	13,167,186	10	16.20
28	65838	John Hancock Life Ins Co USA	56,075,174	2	0.76
29	68543	Liberty Bankers Life Ins Co	815,035	1	DNC
30	65498	Life Ins Co Of N Amer	32,772,747	1	0.65
31	65927	Lincoln Heritage Life Ins Co	8,140,464	2	5.24
32	65676	Lincoln Natl Life Ins Co	120,961,443	2	0.35
33	61883	ManhattanLife Assur Co of Amer	410,750	2	DNC
34	65935	Massachusetts Mut Life Ins Co	109,505,555	1	0.19
35	65951	Merit Life Ins Co	None	1	DNC
36	65978	Metropolitan Life Ins Co	163,502,398	7	0.91
37	78077	Mony Life Ins Co Of Amer	6,802,257	1	3.14
38	71412	Mutual of Omaha Insurance Company	None	1	DNC
39	66583	National Guardian Life Ins Co	11,556,645	1	1.85
40	66915	New York Life Ins Co	70,516,052	3	0.91
41	72125	Physicians Life Ins Co	6,434,387	2	6.63
42	61271	Principal Life Ins Co	20,547,551	1	1.04
43	68136	Protective Life Ins Co	32,987,731	1	0.65
44	79227	Pruco Life Ins Co	74,717,745	1	0.29
45	68241	Prudential Ins Co Of Amer	98,683,884	4	0.86

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46	93742	Securian Life Ins Co	29,547,686	1	0.72
47	69051	Standard Life Insurance Company of IN	None	1	DNC
48	69108	State Farm Life Ins Co	115,938,949	4	0.74
49	70435	The Savings Bank Mut Life Ins Co of	3,304,406	1	6.45
50	69477	Time Ins Co II	819,632	2	DNC
51	86231	Transamerica Life Ins Co	36,219,082	1	0.59
52	66281	Transamerica Premier Life Ins Co	28,326,114	8	6.02
53	62596	Union Fidelity Life Ins Co	312,259	2	DNC
54	69922	United Home Life Ins Co	1,666,995	1	12.79
55	69930	United Ins Co Of Amer	2,402,971	5	44.37
56	69868	United Of Omaha Life Ins Co	48,579,736	2	0.88
57	62235	Unum Life Ins Co Of Amer	23,557,730	1	0.91
58	84530	US Financial Life Ins Co	1,875,289	1	11.37
59	69663	USAA Life Ins Co	8,075,448	1	2.64
60	70319	Washington Natl Ins Co	1,027,386	1	20.76
61	70335	West Coast Life Ins Co	8,578,399	1	2.49
62	92622	Western Southern Life Assur Co	18,603,669	3	3.44
63	65900	Wilco Life Ins Co	2,133,413	2	19.99

Subtotal Premium and Complaints	\$1,463,933,928	142
329 Companies with Zero Complaints	\$1,479,047,065	
Total Premium and Complaints	<u>\$2,942,980,993</u>	142

Report does not include the 329 companies with zero complaints

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

None- No premium was reported in 2019

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

Premium information from Health Annual Statement Page 290.IN, Line 1, Column 1