

2020 Life
Complaint Index

	NAIC#	Company Name	Premium	Number of Complaints	Complaint Index
1	71854	AAA Life Ins Co	9,797,431	1	2.98
2	62200	Accordia Life & Ann Co	13,305,095	3	6.59
3	90611	Allianz Life Ins Co Of N Amer	12,522,195	2	4.66
4	60380	American Family Life Assur Co of Col	5,103,313	1	5.72
5	60399	American Family Life Ins Co	20,886,566	1	1.40
6	60488	American Gen Life Ins Co	37,958,560	4	3.08
7	60534	American Heritage Life Ins Co	2,404,889	1	12.15
8	60518	American Hlth & Life Ins Co	7,411,744	1	3.94
9	60577	American Income Life Ins Co	29,090,698	1	1.00
10	60895	American United Life Ins Co	57,233,105	1	0.51
11	61069	Anthem Life Ins Co	27,915,231	1	1.05
12	61689	Athene Ann & Life Co	2,854,795	4	40.92
13	61190	Auto Owners Life Ins Co	8,649,748	1	3.38
14	61263	Bankers Life & Cas Co	19,230,958	3	4.56
15	61476	Boston Mut Life Ins Co	7,582,769	1	3.85
16	87726	Brighthouse Life Ins Co	25,761,255	3	3.40
17	62626	CMFG Life Ins Co	19,106,521	2	3.06
18	62146	Combined Ins Co Of Amer	2,566,785	1	11.38
19	62553	Country Life Ins Co	3,264,291	1	8.95
20	84174	ELCO Mut Life & Ann	841,289	1	DNC
21	62944	Equitable Financial Life Ins Co	13,116,025	2	4.45
22	63274	Fidelity & Guar Life Ins Co	4,069,887	1	7.18
23	63290	Fidelity Life Assn A Legal Reserve L	2,911,167	1	10.03
24	71870	Fidelity Security Life Ins Co	649,034	1	DNC
25	65536	Genworth Life & Ann Ins Co	14,851,389	1	1.97
26	70939	Gerber Life Ins Co	11,909,608	2	4.90
27	91472	Globe Life & Accident Ins Co	21,506,325	3	4.07
28	64211	Guarantee Trust Life Ins Co	425,791	1	DNC
29	64505	Homesteaders Life Co	34,565,105	1	0.85
30	58068	Independent Order Of Foresters Us Br	12,424,869	1	2.35
31	63487	Investors Life Ins Co N Amer	956,604	1	DNC
32	65838	John Hancock Life Ins Co USA	58,369,413	2	1.00
33	65595	Lincoln Benefit Life Co	15,011,808	1	1.95
34	65676	Lincoln Natl Life Ins Co	104,362,323	2	0.56
35	65978	Metropolitan Life Ins Co	168,074,296	5	0.87
36	66044	Midland Natl Life Ins Co	41,308,935	2	1.41
37	62359	Nassau Life Insurance Co of TX	None	1	DNC
38	66583	National Guardian Life Ins Co	12,278,439	1	2.38
39	66680	National Life Ins Co	5,386,252	1	5.42
40	66915	New York Life Ins Co	72,832,380	2	0.80
41	67644	Penn Mut Life Ins Co	11,351,515	1	2.57
42	67873	Pioneer Amer Ins Co	1,512,576	2	38.62
43	68136	Protective Life Ins Co	38,557,876	1	0.76
44	79227	Pruco Life Ins Co	84,993,363	1	0.34
45	68241	Prudential Ins Co Of Amer	101,602,737	6	1.72
46	78662	Senior Life Ins Co	893,536	1	DNC
47	65757	Shelter Life Ins Co	5,022,579	1	5.82
48	69108	State Farm Life Ins Co	119,890,040	1	0.24
49	76236	The Cincinnati Life Ins Co	20,006,502	1	1.46
50	69477	Time Insurance Company	None	1	DNC
51	86231	Transamerica Life Ins Co	62,825,620	6	2.79
52	66281	Transamerica Premier Life Insurance Co	None	6	DNC
53	11121	Unified Life Ins Co	86,962	1	DNC
54	69930	United Ins Co Of Amer	2,361,072	1	12.37
55	80942	Venerable Ins & Ann Co	461,148	1	DNC
56	70319	Washington Natl Ins Co	1,024,559	3	85.52
57	70335	West Coast Life Ins Co	7,979,764	1	3.66
58	70483	Western & Southern Life Ins Co	12,969,311	1	2.25
59	65900	Wilco Life Insurance Company	None	1	DNC
Subtotal Premium and Complaints			\$1,380,036,048	103	
330 Companies with Zero Complaints			<u>\$1,628,358,998</u>		
Total Premium and Complaints			\$3,008,395,046	103	

Report does not include the 330 companies with zero complaints
DNC- did not calculate (premium under \$1 million)
None- No premium was reported in 2020
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