

2024 Health
Complaint Index

NAIC	Company Name	Premium	Number of Complaints	Complaint Index
60054	Aetna Life Ins Co	291,818,030	2	0.41
60380	American Family Life Assur Co of Col	81,525,431	4	2.95
60488	American Gen Life Ins Co	664,671	1	DNC
60801	American Public Life Ins Co	427,683	1	DNC
88366	American Retirement Life Ins Co	13,529,796	1	4.44
61301	Ameritas Life Ins Corp	22,392,617	4	10.72
28207	Anthem Ins Co Inc	2,818,549,767	30	0.64
61239	Bankers Fidelity Life Ins Co	4,316,292	1	13.91
61263	Bankers Life & Cas Co	21,200,354	4	11.33
10142	CareSource IN Inc	521,018,154	17	1.96
80799	Celtic Ins Co	716,609,065	27	2.26
67369	Cigna Hlth & Life Ins Co	231,381,079	1	0.26
62626	CMFG Life Ins Co	6,578,227	1	9.13
71730	Continental Amer Ins Co	22,855,565	1	2.63
20443	Continental Cas Co	6,386,110	2	18.80
71404	Continental Gen Ins Co	4,499,176	1	13.34
68500	Continental Life Ins Co Brentwood	47,651,867	1	1.26
63223	Federal Life Ins Co	672,471	4	DNC
62324	Freedom Life Ins Co Of Amer	40,076,792	1	1.50
70025	Genworth Life Ins Co	41,661,707	2	2.88
64246	Guardian Life Ins Co Of Amer	90,040,234	3	2.00
73288	Humana Ins Co	12,149,529	6	29.65
26581	Independence Amer Ins Co	304,624	1	DNC
13164	Indiana University Hlth Plans Inc	67,190,837	1	0.89
93610	John Hancock Life & Hlth Ins Co	4,886,307	1	12.29
65838	John Hancock Life Ins Co USA	27,806,973	3	6.48
65331	Liberty Natl Life Ins Co	2,785,228	1	21.55
65595	Lincoln Benefit Life Co	484,415	1	DNC
61883	ManhattanLife Ins & Ann Co	8,362,025	1	7.18
65978	Metropolitan Life Ins Co	142,953,784	3	1.26
67105	Reliastar Life Ins Co	78,627,127	1	0.76
69019	Standard Ins Co	29,103,849	2	4.13
25178	State Farm Mut Auto Ins Co	16,182,776	1	3.71
68608	Symetra Life Ins Co	59,519,631	1	1.01
86231	Transamerica Life Ins Co	18,144,798	4	13.23
70408	Union Security Ins Co	1,033,393	1	58.09
85766	United Concordia Ins Co	80,766	1	DNC
79413	UnitedHealthcare Ins Co	1,827,310,923	24	0.79
80802	US Br Sun Life Assur Co of Canada	129,741,573	1	0.46
97772	US Hlth & Life Ins Co Inc	7,780,963	2	15.43
39616	Vision Serv Plan Ins Co	36,404,938	1	1.65

Subtotal Premium and Complaints	7,454,709,547	166
486 Companies with Zero Complaints	<u>2,510,403,834</u>	
Total Premium and Complaints	9,965,113,381	166

Report does not include 486 companies with zero complaints
DNC - did not calculate (premium under \$1 million)
None - No premium was reported in 2024.
Complaint indices do not include Medicare or Medicaid Premiums
Premium information from Health Annual Statement Page 30, Line 12, Columns 2,3,5,6,7,13
Premium information from Life Annual Statement Page 24, Line 34,35,37,38,39,42-45 Column 1
Premium information pulled from P&C blank Page 19, Lines 13.1,13.2, 14, 15.1-15.3, 15.7
& 15.8,15.9 Column 1