

2024 Life
Complaint Index

NAIC	Company Name	Premium	Number of Complaints	Complaint Index
71854	AAA LIFE INS CO	12,798,466	1	3.81
62200	ACCORDIA LIFE & ANN CO	8,702,877	5	27.98
90611	ALLIANZ LIFE INS CO OF N AMER	24,889,889	1	1.96
60410	AMERICAN FIDELITY ASSUR CO	11,179,991	1	4.36
60488	AMERICAN GEN LIFE INS CO	39,261,778	4	4.96
60577	AMERICAN INCOME LIFE INS CO	41,007,436	5	5.94
67989	AMERICAN MEMORIAL LIFE INS CO	17,580,929	1	2.77
61689	ATHENE ANN & LIFE CO	2,392,563	2	40.71
61476	BOSTON MUT LIFE INS CO	7,200,954	1	6.76
87726	BRIGHTHOUSE LIFE INS CO	21,349,627	1	2.28
62146	COMBINED INS CO OF AMER	3,095,791	3	47.19
71129	DEARBORN LIFE INS CO	662,280	1	DNC
68322	EMPOWER ANN INS CO OF AMER	1,657,045	1	29.39
60186	EVERLAKE LIFE INS CO	6,365,214	1	7.65
91472	GLOBE LIFE & ACCIDENT INS CO	23,062,646	1	2.11
70815	HARTFORD LIFE & ACCIDENT INS CO	57,007,515	1	0.85
65838	JOHN HANCOCK LIFE INS CO USA	52,162,215	1	0.93
65242	LAFAYETTE LIFE INS CO	13,227,267	1	3.68
65498	LIFE INS CO OF N AMER	35,589,572	1	1.37
99724	LIFESHIELD NATL INS CO	443,573	1	DNC
65927	LINCOLN HERITAGE LIFE INS CO	11,401,513	1	4.27
65676	LINCOLN NATL LIFE INS CO	129,386,095	3	1.13
65935	MASSACHUSETTS MUT LIFE INS CO	127,196,640	1	0.38
65978	METROPOLITAN LIFE INS CO	189,016,286	3	0.77
97136	METROPOLITAN TOWER LIFE INS CO	69,491,082	1	0.70
66044	MIDLAND NATL LIFE INS CO	20,623,985	1	2.36
66109	MIDWESTERN UNITED LIFE INS CO	483,337	1	DNC
66850	NATIONAL WESTERN LIFE INS CO	2,348,155	1	20.74
66915	NEW YORK LIFE INS CO	78,791,765	1	0.62
68136	PROTECTIVE LIFE INS CO	57,534,192	2	1.69
68241	PRUDENTIAL INS CO OF AMER	90,122,295	3	1.62
61360	RELIASTAR LIFE INS CO OF NY	1,006,884	2	96.74
68608	SYMETRA LIFE INS CO	25,673,753	1	1.90
71153	TALCOTT RESOLUTION LIFE & ANN INS CO	8,999,509	1	5.41
60142	TIAA CREF LIFE INS CO	2,326,850	1	20.93
86231	TRANSAMERICA LIFE INS CO	65,678,517	8	5.93
70408	UNION SECURITY INS CO	1,056,912	1	46.08
69892	UNITED FARM FAMILY LIFE INS CO	114,017,275	2	0.85
80659	US BUSINESS OF CANADA LIFE ASSUR CO	1,189,258	1	40.95
70319	WASHINGTON NATL INS CO	1,048,924	3	139.29
92622	WESTERN SOUTHERN LIFE ASSUR CO	14,154,123	2	6.88

Subtotal Premium and Complaints	1,391,184,978	74
405 Companies with Zero Complaints	<u>2,261,432,980</u>	
Total Premium and Complaints	3,652,617,958	74

Report does not include the 405 companies with zero complaints
DNC- did not calculate (premium under \$1 million)
None- No premium was reported in 2024
Premium information from Life Annual Statement Page 24, Col. 1, Line 11 & 19