

2021 Life
Complaint Index

	NAIC#	Company Name	Premium	Number of Complaints	Complaint Index
1	60275	American Bankers Life Assur Co Of FL	52,910	1	DNC
2	60488	American Gen Life Ins Co	37,339,502	8	6.33
3	60577	American Income Life Ins Co	32,953,496	5	4.48
4	67989	American Memorial Life Ins Co	19,398,949	1	1.52
5	60895	American United Life Ins Co	58,347,412	2	1.01
6	61999	Americo Fin Life & Ann Ins Co	5,812,315	1	5.08
7	61069	Anthem Life Ins Co	17,275,812	1	1.71
8	61689	Athene Ann & Life Co	2,244,170	3	39.50
9	61263	Bankers Life & Cas Co	20,059,498	5	7.36
10	94250	Banner Life Ins Co	21,013,121	1	1.41
11	90638	Best Life & Hlth Ins Co	78,611	1	DNC
12	61832	Chesapeake Life Ins Co	648,099	2	DNC
13	62626	CMFG Life Ins Co	20,848,899	1	1.42
14	62065	Colonial Penn Life Ins Co	7,547,832	4	15.66
15	71730	Continental Amer Ins Co	566,736	1	DNC
16	62944	Equitable Financial Life Ins Co	11,993,838	1	2.46
17	63290	Fidelity Life Assn A Legal Reserve L	3,272,172	1	9.03
18	91642	Forethought Life Ins Co	8,197,283	1	3.60
19	65536	Genworth Life & Ann Ins Co	14,311,140	1	2.06
20	70939	Gerber Life Ins Co	12,634,947	1	2.34
21	91472	Globe Life & Accident Ins Co	22,758,724	4	5.19
22	64211	Guarantee Trust Life Ins Co	728,874	1	DNC
23	64246	Guardian Life Ins Co Of Amer	55,026,268	1	0.54
24	70815	Hartford Life & Accident Ins Co	51,263,306	1	0.58
25	64017	Jefferson Natl Life Ins Co	348,757	1	DNC
26	65838	John Hancock Life Ins Co USA	55,091,759	2	1.07
27	58033	Knights Of Columbus	18,009,340	1	1.64
28	65935	Massachusetts Mut Life Ins Co	143,001,147	1	0.21
29	65978	Metropolitan Life Ins Co	178,581,284	1	0.17
30	66109	Midwestern United Life Ins Co	660,724	1	DNC
31	62359	Nassau Life Insurance Company of TX	None	1	DNC
32	67091	Northwestern Mut Life Ins Co	257,854,701	1	0.11
33	61271	Principal Life Ins Co	20,580,351	1	1.44
34	68195	Provident Life & Accident Ins Co	5,338,088	1	5.54
35	79227	Pruco Life Ins Co	89,359,614	2	0.66
36	68241	Prudential Ins Co Of Amer	99,105,509	9	2.68
37	68381	Reliance Standard Life Ins Co	15,427,944	1	1.92
38	67105	Reliastar Life Ins Co	15,332,217	3	5.78
39	93742	Securian Life Ins Co	26,994,690	2	2.19
40	78662	Senior Life Ins Co	1,034,228	1	28.57
41	69019	Standard Ins Co	19,966,255	1	1.48
42	69116	State Life Ins Co	17,501,011	1	1.69
43	68608	Symetra Life Ins Co	19,700,575	2	3.00
44	76236	The Cincinnati Life Ins Co	20,668,535	1	1.43
45	69477	Time Insurance Company	None	1	DNC
46	86231	Transamerica Life Ins Co	63,629,427	9	4.18
47	66281	Transamerica Premier Life Ins Co.	None	2	DNC
48	11121	Unified Life Ins Co	83,139	1	DNC
49	69868	United Of Omaha Life Ins Co	55,976,668	1	0.53
50	70106	United States Life Ins Co in the Cit	436,117	1	DNC
51	79413	UnitedHealthcare Ins Co	10,001,021	1	2.95
52	84530	US Financial Life Ins Co	1,614,478	4	73.20
53	70319	Washington Natl Ins Co	1,008,635	2	58.59
54	70335	West Coast Life Ins Co	7,458,623	2	7.92
55	70483	Western & Southern Life Ins Co	12,568,106	1	2.35
56	92622	Western Southern Life Assur Co	14,811,324	1	1.99

Subtotal Premium and Complaints	\$1,596,518,181	109
372 Companies with Zero Complaints	\$1,624,067,338	
Total Premium and Complaints	\$3,220,585,519	109

Report does not include the 372 companies with zero complaints

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

None- No premium was reported in 2021

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