

2002 Complaint Index Life

	NAIC #	Company Name	Premium	Number of Complaints	Complaint Index
1	60054	Aetna Life Ins Co	14,024,951	3	1.21
2	90611	Allianz Life Ins Co Of North Amer	5,576,820	2	2.03
3	84824	Allmerica Financial Life & Annuity	3,706,426	1	1.53
4	60186	Allstate Life Ins Co	18,712,061	2	0.61
5	68594	American Amicable Life Ins Co Of TX	601,725	1	DNC
6	60275	American Bankers Life Assur Co Of FL	2,309,588	4	9.83
7	60291	American Capitol Ins Co	257,936	2	DNC
8	60380	American Family Life Asr Co Columbus	2,625,391	1	2.16
9	60399	American Family Life Ins Co	14,678,662	3	1.16
10	68373	American Gen Assur Co	406,020	1	DNC
11	66672	American Gen Life & Acc Ins Co	12,191,119	3	1.40
12	60488	American Gen Life Ins Co	23,766,432	2	0.48
13	60631	American Investors Life Ins Co	3,858	2	DNC
14	65811	American Modern Life Ins Co	366,679	1	DNC
15	60739	American Natl Ins Co	4,211,774	1	1.35
16	60763	American Pioneer Life Ins Co	81,466	1	DNC
17	60879	American States Life Ins Co	5,398,229	1	1.05
18	60895	American United Life Ins Co	59,209,880	6	0.57
19	61689	Amerus Life Ins Co	6,258,264	1	0.91
20	61093	Atlanta Life Ins Co	175,086	4	DNC
21	61182	Aurora Natl Life Assur Co	731,696	1	DNC
22	61190	Auto Owners Life Ins Co	3,533,999	1	1.61
23	68160	Balboa Life Ins Co	78,153	1	DNC
24	61263	Bankers Life & Cas Co	7,288,864	5	3.89
25	71900	Bankers Natl Life Ins Co	491,883	10	DNC
26	80659	Canada Life Assur Co	6,405,458	2	1.77
27	61751	Central States H & L Co Of Omaha	1,378,276	1	4.12
28	76236	Cincinnati Life Ins Co	9,317,045	2	1.22
29	62049	Colonial Life & Accident Ins Co	3,362,433	1	1.69
30	62146	Combined Ins Co Of Amer	2,623,339	4	8.65
31	60682	Conseco Annuity Assur Co	288,175	4	DNC
32	78174	Conseco Health Ins Co	42,392	1	DNC
33	65900	Conseco Life Ins Co	7,910,698	29	20.80
34	93769	Conseco Medical Ins Co	115,028	2	DNC
35	76325	Conseco Senior Health Ins Co	277,496	4	DNC
36	64017	Conseco Variable Ins Co	1,380,576	15	61.64
37	62413	Continental Assur Co	6,320,399	1	0.90
38	80675	Crown Life Ins Co	1,468,677	2	7.73
39	65749	Cuna Mut Life Ins Co	2,049,947	2	5.53
40	62944	Equitable Life Assr Soc Of The US	19,849,893	1	0.29
41	62979	Equitable Life Ins Co Of IA	1,014,227	1	5.59
42	70769	Erie Family Life Ins Co	3,450,727	2	3.29
43	63177	Farmers New World Life Ins Co	5,968,097	2	1.90
44	67695	Federal Home Life Ins Co	1,291,304	1	4.39
45	63207	Federal Kemper Life Assur Co	5,281,394	2	2.15
46	63274	Fidelity & Guaranty Life Ins Co	1,135,725	1	5.00
47	63401	First Colony Life Ins Co	11,213,797	2	1.01
48	67652	First Penn Pacific Life Ins Co	8,663,858	2	1.31
49	91642	Forethought Life Ins Co	49,979,383	2	0.23
50	65536	GE Life And Annuity Assur Co	3,803,355	2	2.98
51	63665	General American Life Ins Co	8,853,876	3	1.92
52	70939	Gerber Life Ins Co	4,112,777	2	2.76
53	91472	Globe Life & Accident Ins Co	9,068,281	10	6.26
54	71218	Grange Life Ins Co	2,312,821	1	2.45
55	64203	Guarantee Reserve Life Ins Co	3,397,310	2	3.34
56	64211	Guarantee Trust Life Ins Co	2,240,484	1	2.53
57	64238	Guaranty Income Life Ins Co	44,809	1	DNC
58	64246	Guardian Life Ins Co Of Amer	22,657,244	2	0.50
59	70815	Hartford Life & Accident Ins Co	7,265,146	1	0.78
60	88072	Hartford Life Ins Co	50,987,316	1	0.11
61	64513	Horace Mann Life Ins Co	2,174,723	1	2.61
62	65005	IDS Life Ins Co	17,133,953	1	0.33

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	NAIC #	Company Name	Premium	Number of Complaints	Complaint Index
63	64602	Independence Life And Annuity Company	None	1	DNC
64	58068	Independent Order Of Foresters Us Br	3,703,421	1	1.53
65	64645	Indianapolis Life Ins Co	21,349,913	6	1.59
66	86509	Ing Life Ins & Annuity Co	3,759,984	2	3.02
67	63487	Investors Life Ins Co North Amer	2,221,826	5	12.77
68	65056	Jackson Natl Life Ins Co	16,424,618	2	0.69
69	70254	Jefferson Pilot Financial Ins Co	28,637,857	4	0.79
70	67865	Jefferson Pilot Life Ins Co	21,417,896	3	0.79
71	65099	John Hancock Life Ins Co	16,237,532	3	1.05
72	65242	Lafayette Life Ins Co	13,031,138	2	0.87
73	65323	Liberty Life Ins Co	2,184,762	4	10.39
74	65331	Liberty Natl Life Ins Co	693,141	1	DNC
75	65498	Life Ins Co Of North Amer	3,684,153	2	3.08
76	64130	Life Investors Ins Co Of Amer	11,643,687	1	0.49
77	65927	Lincoln Heritage Life Ins Co	4,313,715	3	3.95
78	65676	Lincoln Natl Life Ins Co	27,103,770	2	0.42
79	65722	Loyal American Life Ins Co	539,409	1	DNC
80	67083	Manhattan Natl Life Ins Co	886,290	4	DNC
81	65838	Manufacturers Life Ins Co USA	18,934,788	1	0.30
82	87750	Mayflower Natl Life Ins Co	2,619,903	1	2.17
83	65978	Metropolitan Life Ins Co	141,863,788	12	0.48
84	66087	Mid West Natl Life Ins Co Of TN	222,259	1	DNC
85	66044	Midland Natl Life Ins Co	7,167,012	1	0.79
86	66109	Midwestern United Life Ins Co	1,493,299	1	3.80
87	57541	Modern Woodmen Of Amer	2,591,712	1	2.19
88	66281	Monumental Life Ins Co	23,500,386	20	4.83
89	66370	Mony Life Ins Co	6,824,064	2	1.66
90	66311	Motorists Life Ins Co	1,636,169	2	6.93
91	98205	National Foundation Life Ins Co	5,562	1	DNC
92	60593	National States Ins Co	357,644	1	15.86
93	66850	National Western Life Ins Co	407,045	2	DNC
94	70750	Nationwide Life & Ann Co of Amer	1,725,209	2	6.58
95	66869	Nationwide Life Ins Co	8,333,422	1	0.68
96	91596	New York Life Ins & Annuity Corp	12,156,435	1	0.47
97	66915	New York Life Ins Co	27,241,820	3	0.62
98	66974	North American Co Life & Hlth Ins	4,900,513	1	1.16
99	67040	North Central Life Ins Co	137,386	1	DNC
100	67091	Northwestern Mut Life Ins Co	157,167,841	2	0.07
101	67253	Old Reliance Ins Co	10,885	1	DNC
102	67660	Pennsylvania Life Ins Co	543,186	3	DNC
103	66605	Peoples Benefit Life Ins Co	3,064,930	1	1.85
104	72125	Physicians Life Ins Co	6,358,539	1	0.89
105	68330	Pioneer Life Ins Co	498,795	3	DNC
106	65919	Primerica Life Ins Co	20,298,380	2	0.56
107	68136	Protective Life Ins Co	13,956,835	2	0.81
108	79227	Pruco Life Ins Co	27,622,897	2	0.41
109	68241	Prudential Ins Co Of Amer	176,086,957	28	0.90
110	68284	Pyramid Life Ins Co	408,431	2	DNC
111	65765	Reassure America Life Ins Co	4,689,567	4	4.84
112	67105	Reliastar Life Ins Co	7,855,751	1	0.72
113	68462	Reserve Natl Ins Co	26,908	1	DNC
114	91588	Security Connecticut Life Ins Co	5,231,911	1	1.08
115	69051	Standard Life Ins Co Of IN	895,475	4	DNC
116	69108	State Farm Life Ins Co	68,992,820	3	0.25
117	69116	State Life Ins Co	2,629,225	1	2.16
118	65021	Stonebridge Life Ins Co	6,215,581	6	5.48
119	86231	Transamerica Life Ins Co	3,216,445	1	1.76
120	80837	Union Central Life Ins Co	5,199,711	1	1.09
121	62596	Union Fidelity Life Ins Co	2,153,426	4	10.54
122	69744	Union Labor Life Ins Co	1,285,739	2	8.82
123	98884	Union Security Life Ins Co	3,512,901	2	3.23
124	92916	United American Ins Co	1,317,173	1	4.31

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	NAIC #	Company Name	Premium	Number of Complaints	Complaint Index
125	69892	United Farm Family Life Ins Co	85,709,689	10	0.66
126	87645	United Fidelity Life Ins Co	241,831	1	DNC
127	69930	United Ins Co Of Amer	4,780,424	6	7.12
128	69868	United Of Omaha Life Ins Co	15,538,855	2	0.73
129	81108	United Security Life Ins Co Of IL	581,651	1	DNC
130	97179	United WI Life Ins Co	1,025,509	1	5.53
131	70173	Universal Underwriters Life Ins Co	1,306,532	2	8.68
132	62235	Unum Life Ins Co Of Amer	14,496,528	1	0.39
133	70955	USA Life One Ins Co Of IN	918,778	1	DNC
134	70211	Valley Forge Life Ins Co	13,810,476	2	0.82
135	81027	Veterans Life Ins Co	2,937,452	4	7.73
136	70319	Washington Natl Ins Co	243,404	6	DNC
137	70483	Western & Southern Life Ins Co	18,515,805	5	1.53
138	92622	Western Southern Life Assur Co	13,437,086	7	2.96
139	57320	Woodmen World Life Ins Soc	907,989	1	DNC
140	70661	Zurich Life Ins Co Of Amer	3,363,521	1	1.69

Subtotal Premium and Complaints	1,608,534,768	406
451 Companies with Zero Complaints	694,761,573	
Total Premium and Complaints	2,303,296,341	406

DNC- Did Not Calculate (Premiums Under \$1 Million)

Premium Information from Life Annual Statement Page 29, Line 1, Column 5

Premium Information from Fraternal Annual Statement Page 20, Line 1

Report Does Not Include the 451 Companies with Zero Complaints

None - No premium was reported in 2002, and occurrence date was in 2001 or prior year.