

Life
2008 Complaint Index

	NAIC #	Company Name	Premium	Number of Complaints	Complaint Index
1	60038	Acacia Life Ins Co	197,266	1	DNC
2	60054	Aetna Life Ins Co	6,425,111	2	1.70
3	60941	AIG SunAmerica Life Assur Co	519,358	3	DNC
4	90611	Allianz Life Ins Co Of N Amer	2,663,213	1	2.05
5	60186	Allstate Life Ins Co	14,448,126	1	0.38
6	60275	American Bankers Life Assur Co Of FL	1,765,980	2	6.19
7	60291	American Capitol Ins Co	147,420	1	DNC
8	92738	American Equity Invest Life Ins Co	268,447	1	DNC
9	60380	American Family Life Assur Co of Col	4,808,372	2	2.27
10	60399	American Family Life Ins Co	18,257,169	3	0.90
11	60410	American Fidelity Assur Co	1,911,269	1	2.86
12	68373	American Gen Assur Co	1,067,613	2	10.24
13	66672	American Gen Life & Acc Ins Co	10,851,141	13	6.55
14	60488	American Gen Life Ins Co	35,052,774	9	1.40
15	60534	American Heritage Life Ins Co	1,345,404	1	4.06
16	60518	American Hlth & Life Ins Co	1,968,432	2	5.55
17	60577	American Income Life Ins Co	10,595,810	1	0.52
18	67989	American Memorial Life Ins Co	9,744,913	1	0.56
19	60739	American Natl Ins Co	5,133,370	1	1.07
20	60895	American United Life Ins Co	58,761,538	9	0.84
21	61999	Americo Fin Life & Ann Ins Co	2,378,046	1	2.30
22	61301	Ameritas Life Ins Corp	1,067,849	1	5.12
23	27928	Amex Assurance Company	None	1	DNC
24	61069	Anthem Life Ins Co	42,494,788	2	0.26
25	61093	Atlanta Life Ins Co	82,600	1	DNC
26	62944	AXA Equitable Life Ins Co	18,041,472	1	0.30
27	61263	Bankers Life & Cas Co	10,628,020	17	8.75
28	81060	Canada Life Ins Co Of Amer	77,201	1	DNC
29	61727	Central Reserve Life Ins Co	119,121	1	DNC
30	61832	Chesapeake Life Ins Co	1,026,495	2	10.65
31	76236	Cincinnati Life Ins Co	13,784,232	1	0.40
32	62065	Colonial Penn Life Ins Co	3,711,429	1	1.47
33	84786	Colorado Bankers Life Ins Co	649,230	1	DNC
34	99937	Columbus Life Ins Co	5,654,150	1	0.97
35	62146	Combined Ins Co Of Amer	1,840,677	3	8.91
36	84824	Commonwealth Ann & Life Ins Co	969,838	2	DNC
37	62308	Connecticut Gen Life Ins Co	1,745,970	2	6.26
38	78174	Conseco Hlth Ins Co	47,099	2	DNC
39	60682	Conseco Ins Co	234,812	4	93.13
40	65900	Conseco Life Ins Co	4,094,913	16	21.36
41	62510	Equitrust Life Ins Co	2,412,315	1	2.27
42	70769	Erie Family Life Ins Co	5,567,549	1	0.98
43	63177	Farmers New World Life Ins Co	7,420,194	3	2.21
44	63258	Federated Life Ins Co	5,967,883	1	0.92
45	63290	Fidelity Life Assn A Legal Reserve L	903,771	1	DNC
46	91642	Forethought Life Ins Co	26,101,160	5	1.05
47	99775	Funeral Directors Life Ins Co	392,174	1	DNC
48	65536	Genworth Life & Ann Ins Co	21,797,607	6	1.50
49	70025	Genworth Life Ins Co	3,400,784	2	3.22
50	70939	Gerber Life Ins Co	6,248,858	2	1.75
51	91472	Globe Life & Accident Ins Co	13,276,802	16	6.59
52	62286	Golden Rule Ins Co	2,591,594	1	2.11

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53	71218	Grange Life Ins Co	4,454,421	1	1.23
54	68322	Great W Life & Ann Ins Co	22,045,006	1	0.25
55	64246	Guardian Life Ins Co Of Amer	28,638,773	2	0.38
56	70815	Hartford Life & Accident Ins Co	16,109,519	7	2.38
57	88072	Hartford Life Ins Co	2,664,026	2	4.10
58	64505	Homesteaders Life Co	33,065,120	1	0.17
59	93777	Household Life Ins Co	3,104,964	3	5.28
60	70580	Humanadental Ins Co	260,373	1	DNC
61	86509	Ing Life Ins & Ann Co	2,266,063	1	2.41
62	63487	Investors Life Ins Co N Amer	1,531,033	1	3.57
63	65056	Jackson Natl Life Ins Co	14,272,355	6	2.30
64	64017	Jefferson Natl Life Ins Co	919,359	1	DNC
65	65099	John Hancock Life Ins Co	5,178,821	5	5.28
66	90204	John Hancock Variable Life Ins Co	9,139,620	2	1.20
67	65110	Kanawha Ins Co	606,818	1	DNC
68	61492	Liberty Life Ins Co	3,560,869	4	6.14
69	65498	Life Ins Co Of N Amer	20,707,676	3	0.79
70	65595	Lincoln Benefit Life Co	30,298,458	2	0.36
71	65927	Lincoln Heritage Life Ins Co	4,625,528	1	1.18
72	65676	Lincoln Natl Life Ins Co	81,769,463	13	0.87
73	68446	Longevity Ins Co	7,719	1	DNC
74	67083	Manhattan Natl Life Ins Co	772,447	1	DNC
75	71072	Marquette Natl Life Ins Co	28,753	1	DNC
76	65935	Massachusetts Mut Life Ins Co	41,150,834	2	0.27
77	97055	Mega Life & Hlth Ins Co The	384,422	2	DNC
78	65978	Metropolitan Life Ins Co	154,619,757	20	0.71
79	97136	Metropolitan Tower Life Ins Co	1,678,050	1	3.26
80	66044	Midland Natl Life Ins Co	16,344,926	2	0.67
81	66168	Minnesota Life Ins Co	31,508,656	3	0.52
82	66281	Monumental Life Ins Co	24,019,798	28	6.37
83	66370	Mony Life Ins Co	4,264,743	1	1.28
84	66311	Motorists Life Ins Co	3,443,224	2	3.18
85	66915	New York Life Ins Co	41,524,136	8	1.05
86	66974	North Amer Co Life & Hlth Ins	5,444,001	1	1.00
87	67091	Northwestern Mut Life Ins Co	186,683,124	3	0.09
88	67172	Ohio Natl Life Ins Co	3,758,231	1	1.45
89	63274	OM Fin Life Ins Co	9,557,419	6	3.43
90	76112	Oxford Life Ins Co	731,116	1	DNC
91	67644	Penn Mut Life Ins Co	4,377,867	1	1.25
92	67660	Pennsylvania Life Ins Co	1,380,629	5	19.80
93	67814	Phoenix Life Ins Co	5,887,230	1	0.93
94	72125	Physicians Life Ins Co	5,492,780	2	1.99
95	65919	Primerica Life Ins Co	24,550,119	1	0.22
96	68136	Protective Life Ins Co	34,731,974	6	0.94
97	68195	Provident Life & Accident Ins Co	6,828,869	1	0.80
98	79227	Pruco Life Ins Co	34,323,531	2	0.32
99	68241	Prudential Ins Co Of Amer	108,263,598	20	1.01
100	70211	Reassure Amer Life Ins Co	15,844,200	7	2.42
101	68381	Reliance Standard Life Ins Co	6,762,158	1	0.81
102	61506	Resource Life Ins Co	15,901	1	DNC
103	65005	RiverSource Life Ins Co	17,590,488	1	0.31
104	60445	Sagicor Life Ins Co	2,214,623	1	2.47
105	69914	Sears Life Ins Co	658,570	3	DNC
106	68713	Security Life Of Denver Ins Co	11,420,641	1	0.48

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107	76325	Senior Hlth Ins Co of PA	153,782	4	DNC
108	86355	Standard Life & Accident Ins Co	577,474	1	DNC
109	69051	Standard Life Ins Co Of IN	815	2	DNC
110	68985	Starmount Life Ins Co	251,749	1	DNC
111	69108	State Farm Life Ins Co	88,057,204	3	0.19
112	69116	State Life Ins Co	3,742,369	1	1.46
113	65021	Stonebridge Life Ins Co	6,773,884	9	7.26
114	68608	Symetra Life Ins Co	5,993,192	1	0.91
115	69396	Texas Life Ins Co	4,537,114	1	1.21
116	86231	Transamerica Life Ins Co	33,052,937	1	0.17
117	61425	Trustmark Ins Co	2,446,819	1	2.23
118	62596	Union Fidelity Life Ins Co	1,262,220	1	4.33
119	69744	Union Labor Life Ins Co	867,288	1	DNC
120	70408	Union Security Ins Co	5,013,972	2	2.18
121	92916	United American Ins Co	867,341	1	DNC
122	69892	United Farm Family Life Ins Co	100,870,526	5	0.27
123	69922	United Home Life Ins Co	770,563	1	DNC
124	69930	United Ins Co Of Amer	3,716,497	7	10.30
125	69868	United Of Omaha Life Ins Co	21,446,019	3	0.76
126	79413	UnitedHealthcare Ins Co	3,567,093	1	1.53
127	62235	Unum Life Ins Co Of Amer	16,097,635	1	0.34
128	80659	US Business of Canada Life Assur Co	1,448,542	1	3.77
129	84530	US Financial Life Ins Co	5,317,164	2	2.06
130	70955	USA Life One Ins Co Of IN	617,810	1	DNC
131	70319	Washington Natl Ins Co	795,801	13	DNC
132	70483	Western & Southern Life Ins Co	17,841,909	5	1.53
133	91413	Western Reserve Life Assur Co of OH	6,296,334	1	0.87
134	92622	Western Southern Life Assur Co	13,726,091	7	2.79
135	60704	Wilton Reassurance Life Co of NY	153,427	1	DNC

Subtotal Premium and Complaints	1,828,407,729	433
270 Companies with Zero Complaints	<u>538,911,987</u>	
Total Premium and Complaints	2,367,319,716	433

Report does not include the 270 companies with zero complaints

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

None - No premium was reported in 2008

Premium information from Life Annual Statement Page 24, Line 1, Column 5