

2005 Complaint Index Life

	NAIC #	Company Name	Premium	Number of Complaints	Complaint Index
1	62049	Colonial Life & Accident Ins Co	3,109,894	1	2.03
2	62065	Colonial Penn Life Ins Co	2,876,195	1	2.19
3	99937	Columbus Life Ins Co	6,281,353	1	1.00
4	78654	Concord Natl Life Ins Co	982,858	2	DNC
5	62308	Connecticut General Life Ins Co	10,115,730	2	1.25
6	60682	Conseco Ins Co	155,638	1	DNC
7	65900	Conseco Life Ins Co	5,148,267	20	24.49
8	76325	Conseco Senior Health Ins Co	217,502	5	DNC
9	62413	Continental Assur Co	831,439	1	DNC
10	65749	Cuna Mut Life Ins Co	1,877,373	1	3.36
11	62928	EMC Natl Life Co	1,969,499	1	3.20
12	94285	Empire General Life Assur Corp	9,259,661	2	1.36
13	63177	Farmers New World Life Ins Co	6,881,826	1	0.92
14	67695	Federal Home Life Ins Co	988,670	2	DNC
15	63274	Fidelity & Guaranty Life Ins Co	3,727,006	3	5.08
16	71870	Fidelity Security Life Ins Co	577,438	1	DNC
17	63401	First Colony Life Ins Co	13,187,854	1	0.48
18	91642	Forethought Life Ins Co	34,071,118	2	0.37
19	63657	Garden State Life Ins Co	537,881	1	DNC
20	63665	General American Life Ins Co	11,681,680	1	0.54
21	65536	Genworth Life & Annuity Ins Co	2,991,605	2	4.22
22	70939	Gerber Life Ins Co	5,092,256	1	1.24
23	91472	Globe Life & Accident Ins Co	11,463,024	29	15.95
24	71218	Grange Life Ins Co	2,440,705	1	2.58
25	64211	Guarantee Trust Life Ins Co	1,641,327	3	11.52
26	64246	Guardian Life Ins Co Of Amer	25,443,909	1	0.25
27	70815	Hartford Life & Accident Ins Co	6,584,885	3	2.87
28	88072	Hartford Life Ins Co	3,846,289	2	3.28
29	64513	Horace Mann Life Ins Co	1,871,862	1	3.37
30	93777	Household Life Ins Co	2,869,914	3	6.59
31	64645	Indianapolis Life Ins Co	22,745,692	6	1.66
32	86509	Ing Life Ins & Annuity Co	3,154,637	1	2.00
33	80942	ING USA Annuity and Life Ins Co	897,208	1	DNC
34	64939	Investors Ins Corp	3,262	1	DNC
35	65056	Jackson Natl Life Ins Co	14,573,180	4	1.73
36	64017	Jefferson Natl Life Ins Co	1,111,428	1	5.67
37	70254	Jefferson Pilot Financial Ins Co	28,729,508	5	1.10
38	67865	Jefferson Pilot Life Ins Co	16,099,428	1	0.39
39	65099	John Hancock Life Ins Co	9,693,655	2	1.30
40	90204	John Hancock Variable Life Ins Co	14,091,937	1	0.45
41	65129	Kansas City Life Ins Co	4,789,300	3	3.95
42	65331	Liberty Natl Life Ins Co	895,366	1	DNC
43	65498	Life Ins Co Of North Amer	6,845,900	2	1.84
44	64130	Life Investors Ins Co Of Amer	5,813,173	2	2.17
45	65595	Lincoln Benefit Life Co	20,674,485	2	0.61
46	65927	Lincoln Heritage Life Ins Co	3,646,210	3	5.19
47	65676	Lincoln Natl Life Ins Co	27,759,254	1	0.23
48	65722	Loyal American Life Ins Co	437,562	1	DNC
49	65781	Madison Natl Life Ins Co Inc	1,221,098	1	5.16
50	65935	Massachusetts Mut Life Ins Co	34,990,746	2	0.36
51	74322	Medical Benefits Mut Life Ins Co	408,602	1	DNC
52	65951	Merit Life Ins Co	5,052,861	1	1.25
53	65978	Metropolitan Life Ins Co	118,286,805	13	0.69
54	66109	Midwestern United Life Ins Co	1,287,789	3	14.69
55	66168	Minnesota Life Ins Co	26,638,652	1	0.24
56	66281	Monumental Life Ins Co	23,440,775	22	5.92
57	66311	Motorists Life Ins Co	2,863,858	1	2.20

58	66427	MTL Ins Co	1,524,063	1	4.14
59	88668	Mutual Of Amer Life Ins Co	361,179	1	DNC
60	66850	National Western Life Ins Co	794,658	2	DNC
61	66869	Nationwide Life Ins Co	12,106,345	1	0.52
62	91596	New York Life Ins & Annuity Corp	22,845,061	1	0.28
63	66915	New York Life Ins Co	37,482,418	9	1.51
64	66974	North American Co Life & Hlth Ins	6,226,948	1	1.01
65	67091	Northwestern Mut Life Ins Co	174,347,492	4	0.14
66	67148	Occidental Life Ins Co Of NC	207,893	1	DNC
67	89206	Ohio Natl Life Assur Corp	12,109,583	1	0.52
68	67199	Old American Ins Co	1,717,149	1	3.67
69	67253	Old Reliance Ins Co	41,312	1	DNC
70	76007	Old United Life Ins Co	74,365	1	DNC
71	67466	Pacific Life Ins Co	19,890,054	1	0.32
72	67539	Pan American Life Ins Co	117,900	1	DNC
73	71099	Parker Centennial Assur Co	(120)	1	DNC
74	67660	Pennsylvania Life Ins Co	1,413,622	2	8.92
75	66605	Peoples Benefit Life Ins Co	3,053,712	8	16.52
76	72125	Physicians Life Ins Co	6,125,136	2	2.06
77	68039	Presidential Life Ins Co	130,054	1	DNC
78	65919	Primerica Life Ins Co	22,694,906	7	1.94
79	61271	Principal Life Ins Co	16,424,394	1	0.38
80	68136	Protective Life Ins Co	26,613,564	3	0.71
81	68195	Provident Life & Accident Ins Co	5,821,416	1	1.08
82	79227	Pruco Life Ins Co	29,021,579	1	0.22
83	68241	Prudential Ins Co Of Amer	174,926,098	18	0.65
84	68284	Pyramid Life Ins Co	542,046	2	DNC
85	65765	Reassure America Life Ins Co	6,264,663	9	9.06
86	67105	Reliastar Life Ins Co	17,872,823	3	1.06
87	61360	Reliastar Life Ins Co Of NY	2,578,677	1	2.45
88	69914	Sears Life Ins Co	742,759	1	DNC
89	68713	Security Life Of Denver Ins Co	11,504,025	1	0.55
90	86355	Standard Life & Accident Ins Co	595,009	1	DNC
91	69051	Standard Life Ins Co Of IN	729,789	4	DNC
92	69108	State Farm Life Ins Co	79,526,963	4	0.32
93	69116	State Life Ins Co	2,239,092	3	8.45
94	65021	Stonebridge Life Ins Co	5,255,491	7	8.40
95	87726	The Travelers Ins Co	3,914,795	1	1.61
96	86231	Transamerica Life Ins Co	28,331,344	3	0.67
97	67121	Transamerica Occidental Life Ins Co	23,314,482	2	0.54
98	80950	Travelers Life & Annuity Co	16,039,169	1	0.39
99	69701	Union Bankers Ins Co	393,728	1	DNC
100	62596	Union Fidelity Life Ins Co	1,879,952	3	10.06
101	70408	Union Security Ins Co	14,078,678	1	0.45
102	92916	United American Ins Co	1,060,047	3	17.84
103	69892	United Farm Family Life Ins Co	93,923,394	5	0.34
104	69930	United Ins Co Of Amer	4,502,901	12	16.80
105	69868	United Of Omaha Life Ins Co	18,712,721	6	2.02
106	63479	United Teacher Assoc Ins Co	94,778	1	DNC
107	62235	Unum Life Ins Co Of Amer	15,808,233	2	0.80
108	80802	US Branch SunLife Assur Co Of Canada	19,835,950	1	0.32
109	84530	US Financial Life Ins Co	5,710,578	2	2.21
110	70955	USA Life One Ins Co Of IN	837,279	1	DNC
111	70211	Valley Forge Life Ins Co	12,113,863	3	1.56
112	81027	Veterans Life Ins Co	2,314,006	1	2.72
113	70319	Washington Natl Ins Co	1,027,751	12	73.62
114	70483	Western & Southern Life Ins Co	18,629,155	5	1.69
115	91413	Western Reserve Life Assur Co of OH	8,414,405	2	1.50
116	92622	Western Southern Life Assur Co	14,801,002	10	4.26

Subtotal Premium and Complaints	1,584,537,358	365
329 Companies with Zero Complaints	<u>716,756,851</u>	
Total Premium and Complaints	2,301,294,209	365

Report does not include the 329 companies with zero complaints

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

None - No premium was reported in 2005

Premium information from Life Annual Statement Page 25, Line 1, Column 5