

Individual Accident and Health by Complaint Ratio

2010 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Individual Accident & Health	Complaints	Individual Accident and Health Policies in Force as of 12/31/2010	2010 Individual A&H Complaint Ratio per 10,000 policies in force	Major Reasons Complaints were filed with the Illinois Department of Insurance			
				underwriting	marketing - sales	claims	policy service
UnitedHealthcare Insurance Company	5	313,531	0.16	0	0	4	1
Combined Insurance Company Of America	6	94,496	0.63	0	0	6	0
American Family Life Assurance Company of Columbus	29	332,836	0.87	0	1	28	0
Genworth Life Insurance Company	6	40,038	1.50	1	0	4	1
Colonial Life & Accident Insurance Company	6	20,948	2.86	1	0	5	0
United of Omaha Life Insurance Company	19	56,233	3.38	13	1	1	4
Physicians Mutual Insurance Company	5	11,934	4.19	1	0	4	0
Transamerica Life Insurance Company	5	11,271	4.44	0	0	4	1
Continental Casualty Company	10	18,699	5.35	2	0	7	1
Health Care Service Corporation	315	577,798	5.45	92	5	178	40
Unum Life Insurance Company of America	5	8,267	6.05	0	0	5	0
United American Insurance Company	6	9,105	6.59	2	0	3	1
Health Alliance Medical Plans Inc.	7	10,480	6.68	0	0	7	0
Aetna Life Insurance Company	8	9,365	8.54	0	0	8	0
Pennsylvania Life Insurance Company	5	5,659	8.84	0	0	3	2

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Guarantee Trust Life Insurance Company	7	7,665	9.13	0	1	5	1
Mutual of Omaha Insurance Company	13	13,691	9.50	2	0	7	4
Allianz Life Insurance Company of North America	5	4,710	10.62	4	0	0	1
Reserve National Insurance Company	6	5,192	11.56	0	0	4	2
Kanawha Insurance Company	5	4,270	11.71	5	0	0	0
Washington National Insurance Company	18	14,311	12.58	6	0	11	1
American Family Mutual Insurance Company	6	4,378	13.70	3	0	3	0
Bankers Life & Casualty Company	21	14,392	14.59	3	0	12	6
Time Insurance Company	5	3,365	14.86	0	0	5	0
Celtic Insurance Company	8	4,963	16.12	2	0	5	1
Humana Insurance Company	48	21,211	22.63	14	0	32	2
Senior Health Insurance Company of Pennsylvania	18	5,562	32.36	8	0	7	3
MetLife Insurance Company of Connecticut	17	2,976	57.12	16	0	0	1
Unicare Health Insurance Company of the Midwest	23	3,785	60.77	3	0	17	3
Unicare Life & Health Insurance Co ****	5	25	2000.00	2	0	3	0

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American Community Mutual Ins Co *	25	N/A	N/A	9	2	13	1
National States Insurance Company **	6	N/A	N/A	1	0	3	2
Penn Treaty Network America Ins Co ***	5	N/A	N/A	3	0	2	0

* Company entered in Suspended status as of 4/8/2010, and no policy in force count was collected.

** Company's Certificate of Authority was cancelled on 4/29/2011, and no policy in force count was collected.

*** Company's Certificate of Authority was cancelled on 2/4/2009, and no policy in force count was collected.

**** Company exited the market in Illinois.