

Individual Life by Complaint Ratio

2010 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Individual Life	Complaints	Individual Life Policies in Force as of 12/31/2010	2010 Individual Life 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
Country Life Insurance Company	5	419,882	0.12	1	0	3	1
State Farm Life Insurance Company	7	444,294	0.16	3	0	3	1
Northwestern Mutual Life Insurance Co	7	409,827	0.17	3	0	3	1
Prudential Insurance Company of America	22	566,997	0.39	4	2	7	9
John Hancock Life Insurance Company U.S.A.	6	117,576	0.51	0	1	0	5
New York Life Insurance Company	7	136,571	0.51	0	1	3	3
Metropolitan Life Insurance Company	27	496,229	0.54	2	2	8	15
Farmers New World Life Insurance Company	5	72,807	0.69	2	1	1	1
Western & Southern Life Insurance Company	9	113,935	0.79	1	1	4	3
Transamerica Life Insurance Company	10	117,483	0.85	2	0	5	3
American General Life Insurance Company	14	129,837	1.08	3	0	7	4
Allstate Life Insurance Company	9	77,020	1.17	3	1	2	3
Primerica Life Insurance Company	10	83,593	1.20	2	0	5	3
United Insurance Company Of America	27	181,258	1.49	2	1	11	13
Protective Life Insurance Company	15	98,506	1.52	5	1	3	6

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Combined Insurance Company Of America	6	33,038	1.82	0	2	0	4
Monumental Life Insurance Company	40	203,175	1.97	3	0	16	21
Lincoln National Life Insurance Company	11	53,887	2.04	0	0	3	8
American General Life & Accident Insurance Company	20	90,043	2.22	0	0	11	9
Jackson National Life Insurance Company	9	39,108	2.30	1	0	6	2
Metropolitan Tower Life Insurance Co	7	27,798	2.52	2	0	5	0
Globe Life & Accident Insurance Company	42	164,897	2.55	7	0	19	16
Midland National Life Insurance Company	5	19,191	2.61	1	1	3	0
Atlanta Life Insurance Company	13	47,755	2.72	1	0	3	9
Reassure America Life Insurance Company	17	54,480	3.12	3	1	4	9
Western Southern Life Assurance Company	7	20,999	3.33	1	2	3	1
Genworth Life Insurance Company	5	13,351	3.75	3	0	1	1
Conseco Life Insurance Company	7	12,497	5.60	1	1	1	4
Assurity Life Insurance Company	5	7,310	6.84	1	0	1	3
Bankers Life & Casualty Company	29	39,852	7.28	3	1	22	3
Colonial Penn Life Insurance Company	8	10,066	7.95	1	0	5	2

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Washington National Insurance Company	9	10,177	8.84	3	0	3	3
Fidelity Life Association, A Legal Reserve Life Insurance Company	6	6,557	9.15	1	2	1	2
Reliable Life Insurance Company	10	4,271	23.41	0	0	1	9