

SPRINGFIELD – Illinois consumers filed fewer complaints regarding their insurance companies and HMOs in 2006, according to consumer complaint statistics released today by the Illinois Department of Financial and Professional Regulation (IDFPR), Division of Insurance.

IDFPR experienced a 30% decrease in complaints regarding health maintenance organizations (HMOs) in the year 2006, closing 628 HMO complaints compared to 893 HMO complaints the previous year. HMOs reported 77,646 fewer enrolled Illinois residents in 2006, a decline of 5% from the previous year. Of the 1.5 million Illinois members enrolled in HMOs during 2006, approximately 16% are covered through Medicare, Medicaid or other federal programs. Federal laws generally pre-empt Illinois from handling complaint related issues for Medicare and Medicaid members; therefore, complaints related to those members are not reflected in the complaint statistics.

In 2006, most of the remaining major coverage types also experienced a decrease from the prior year: individual life (-5%); individual accident and health (-3%); group credit accident and health (-62%); group accident and health (-6%); private passenger automobile (-4%); homeowner (-5%).

For the second year, individual annuity coverage was the only major coverage type with an increase in complaints. IDFPR closed 165 individual annuity complaints in 2006, in comparison with 119 in 2005, and 108 in 2004, an increase of 39% from the prior year, and an overall increase of 53% since 2004. Of the 165 individual annuity complaints, 95 of them (58%) were regarding policyholder service issues. Examples of policyholder

service issues include cash value and surrender charge disputes and premium notice or billing problems.

In 2006, the Illinois Department of Financial and Professional Regulation, Division of Insurance investigated 9,361 written complaints against insurance companies, in comparison to 9,755 in 2005; 11,107 in 2004; 11,762 in 2003; and 12,019 in 2002. This resulted in a 4% decrease during the past year, and an overall decrease of 22% since 2002.

For a copy of this report, or to obtain the online consumer complaint form, visit the IDFPR Website at www.idfpr.com, where the link to the Division of Insurance web page can be accessed. Illinois consumers may also contact the Illinois Department of Financial and Professional Regulation, Division of Insurance, by calling the Consumer Assistance Hotline toll-free at 866-445-5364 or the Office of Consumer Health Insurance toll-free at 877-527-9431.

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2006 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Private Passenger Automobile	Complaints	AUTO 2006 Illinois Direct Written Premium \$	2006 Auto Complaint Ratio per \$1 Million in Direct Written Premiums	Major Reasons Complaints were filed with IDFP, Division of Insurance			
				Underwriting	Marketing - Sales	Claims	Service
AFFIRMATIVE INSURANCE COMPANY	45	\$23,263,385	1.93	2	0	43	0
ALLSTATE INSURANCE COMPANY	209	\$359,320,248	0.58	15	7	175	12
AMERICAN ACCESS CASUALTY COMPANY	141	\$63,597,555	2.22	7	1	130	3
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	66	\$269,736,290	0.24	6	0	58	2
AMERICAN FREEDOM INSURANCE COMPANY	64	\$13,853,449	4.62	0	0	63	1
AMERICAN HEARTLAND INSURANCE COMPANY	53	\$9,192,853	5.76	0	0	53	0
AMERICAN SERVICE INSURANCE COMPANY, INC.	96	\$29,093,578	3.30	8	1	84	3
AMERICAN STANDARD INSURANCE COMPANY OF WISCONSIN	10	\$35,226,116	0.28	1	0	8	1
APOLLO CASUALTY COMPANY	119	\$21,659,774	5.49	2	1	116	1
CONSTITUTIONAL CASUALTY COMPANY	11	\$9,729,884	1.13	0	0	11	0
COUNTRY MUTUAL INSURANCE COMPANY	32	\$296,969,646	0.11	6	1	20	5
COUNTRY PREFERRED INSURANCE COMPANY	12	\$136,242,480	0.09	2	1	9	0
ESURANCE INSURANCE COMPANY	10	\$21,436,572	0.47	2	0	7	1
FIRST ACCEPTANCE INSURANCE COMPANY INC	19	\$30,125,331	0.63	2	1	15	1
FOUNDERS INSURANCE COMPANY	97	\$48,297,621	2.01	4	0	91	2
GENERAL CASUALTY COMPANY OF ILLINOIS	10	\$42,653,740	0.23	0	0	10	0
ILLINOIS FARMERS INSURANCE COMPANY	76	\$264,357,334	0.29	10	1	58	7
INSURA PROPERTY AND CASUALTY INSURANCE COMPANY	89	\$43,561,988	2.04	4	1	84	0
INTERSTATE BANKERS CASUALTY COMPANY	16	\$6,331,183	2.53	0	0	16	0

(continued from previous page) 2006 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Private Passenger Automobile	Complaints	AUTO 2006 Illinois Direct Written Premium \$	2006 Auto Complaint Ratio per \$1 Million in Direct Written Premiums	Major Reasons Complaints were filed with IDFPR, Division of Insurance			
				Underwriting	Marketing - Sales	Claims	Service
LIBERTY MUTUAL FIRE INSURANCE COMPANY	18	\$64,457,123	0.28	4	0	14	0
MADISON MUTUAL INSURANCE COMPANY	10	\$25,984,497	0.38	3	0	6	1
MEMBERSELECT INSURANCE COMPANY	30	\$54,774,082	0.55	7	2	18	3
MERCURY INSURANCE COMPANY OF ILLINOIS	11	\$24,841,474	0.44	3	0	8	0
MID-CENTURY INSURANCE COMPANY	17	\$49,407,640	0.34	2	0	14	1
NATIONAL HERITAGE INSURANCE COMPANY	11	\$4,862,397	2.26	1	0	10	0
PROGRESSIVE DIRECT INSURANCE COMPANY	20	\$75,872,422	0.26	1	0	18	1
PROGRESSIVE NORTHERN INSURANCE COMPANY	29	\$147,154,282	0.20	2	0	27	0
SAFE AUTO INSURANCE COMPANY	27	\$8,046,672	3.35	4	1	12	10
SAFeway INSURANCE COMPANY	79	\$19,435,069	4.06	4	1	73	1
STATE FARM FIRE & CASUALTY COMPANY	14	\$106,265,386	0.13	5	0	8	1
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	211	\$1,576,855,838	0.13	31	2	173	6
TRAVELERS PERSONAL INSURANCE COMPANY	15	\$23,367,487	0.64	6	0	9	0
UNIQUE INSURANCE COMPANY	133	\$23,114,850	5.75	2	1	130	0
UNITED AUTOMOBILE INSURANCE COMPANY	102	\$28,170,546	3.62	4	0	96	2
UNITED EQUITABLE INSURANCE COMPANY	51	\$11,043,904	4.62	2	0	49	0
UNITED SERVICES AUTOMOBILE ASSOCIATION	11	\$52,217,748	0.21	0	0	10	1
UNIVERSAL CASUALTY COMPANY	235	\$55,605,277	4.23	8	0	223	4
USAGENCIES DIRECT INSURANCE COMPANY	73	\$12,454,099	5.86	0	2	69	2

Composite of Insurance Complaints Investigated by the Division of Insurance in the Year 2006

HMO Complaints	628
Insurance Company Complaints	<u>9,361</u>
	9,989
Not Categorized Complaints	<u>1,510</u>
Total Complaints	11,499

Complaints by Line of Coverage

Auto	2,976	26%
Homeowners	832	7%
Individual Life	559	5%
Individual Accident & Health	875	8%
Group Accident & Health	2,901	25%
HMOs	628	5%
Group Credit Accident & Health	11	1%
Individual Annuity	165	1%
All Other Coverages	406	3%
No Coverage Designated	636	6%
Not Categorized	1,510	13%
Total:	11,499	100%

Major Reasons for Complaints

	Insurance Companies		HMOs	
Underwriting	932	10%	15	2%
Marketing & Sales	274	3%	1	1%
Claims Handling	6,982	75%	481	76%
Policyholder Service	1,173	12%	131	21%
Total:	9,361	100%	628	100%

Distribution of Complaints by Zip Code

	Insurance Companies		HMOs	
Metro Cook County (600-605)	3,950	42%	270	43%
Chicago (606)	1,838	20%	125	20%
Downstate (607-629)	2,746	29%	200	32%
Outside Illinois	801	8%	32	4%
	26	1%	1	1%
Total:	9,361	100%	628	100%

Comparison of Complaints by Coverage & Reason 2005-2006

Coverage	Underwriting	Marketing & Sales	Claim Handling	Policyholder Service	Total	% of Change from Prior Year
Auto (2005)	374	126	2,503	110	3,113	
Auto (2006)	279	97	2,450	150	2,976	-4%
Homeowners (2005)	301	30	515	30	876	
Homeowners (2006)	222	25	550	35	832	-5%
Individual Life (2005)	102	53	134	299	588	
Individual Life (2006)	79	53	129	298	559	-5%
Individual Annuity (2005)	0	48	12	59	119	
Individual Annuity (2006)	2	54	14	95	165	+39%
Individual A & H (2005)	173	17	608	100	898	
Individual A & H (2006)	150	19	571	135	875	-3%
Group A & H (2005)	98	6	2,771	202	3,077	
Group A & H (2006)	87	3	2,623	188	2,901	-6%
Group Credit A & H (2005)	1	1	25	2	29	
Group Credit A & H (2006)	0	0	9	2	11	-62%
HMOs (2005)	14	3	834	42	893	
HMOs (2006)	15	1	481	131	628	-30%
All Other Coverages (2006)	90	22	155	139	406	
No Coverage Designated (2006)					636	
Totals for 2006:	924	274	6,982	1,173	9,989	

2006 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Group Accident & Health	Complaints	Group Accident & Health Certificates in Force in 2006	2006 Group Accident & Health Complaint Ratio per 10,000 Certificates in force	underwriting	marketing/sales	claims	policyholder service
AETNA LIFE INSURANCE COMPANY	61	413,049	1.48	0	0	56	5
CELTIC INSURANCE COMPANY	18	1,791	100.50	3	0	12	3
CONCERT HEALTH PLAN INSURANCE COMPANY	14	4,572	30.62	1	0	13	0
CONNECTICUT GENERAL LIFE INSURANCE COMPANY	25	92,708	2.70	0	0	25	0
DESTINY HEALTH INSURANCE COMPANY	23	11,611	19.81	0	0	18	5
GOLDEN RULE INSURANCE COMPANY	31	5,900	52.54	11	0	18	2
GUARDIAN LIFE INSURANCE COMPANY OF AMERICA	56	179,422	3.12	0	0	51	5
HEALTH CARE SERVICE CORPORATION	419	752,020	5.57	12	0	374	33
HUMANA INSURANCE COMPANY	79	76,831	10.28	1	0	68	10
LIFE INSURANCE COMPANY OF NORTH AMERICA	10	520,777	0.19	0	0	10	0
MEGA LIFE AND HEALTH INSURANCE COMPANY	14	60,005	2.33	1	1	9	3
METROPOLITAN LIFE INSURANCE COMPANY	18	1,458,232	0.12	0	0	18	0
PERSONALCARE INSURANCE OF ILLINOIS INC.	14	41,805	3.35	0	0	14	0
PRINCIPAL LIFE INSURANCE COMPANY	43	123,116	3.49	0	0	41	2
PRUDENTIAL INSURANCE COMPANY OF AMERICA	14	135,532	1.03	0	0	12	2
TIME INSURANCE COMPANY	52	56,249	9.24	10	0	35	7
TRUSTMARK LIFE INSURANCE COMPANY	25	142,797	1.75	0	0	24	1
UNICARE HEALTH INSURANCE COMPANY OF THE MIDWEST	190	117,012	16.24	7	0	169	14
UNITED HEALTHCARE INSURANCE COMPANY	91	535,200	1.70	1	0	81	9
UNITED HEALTHCARE INSURANCE COMPANY OF ILLINOIS	44	39,254	11.21	1	0	36	7

**HMOs and Health Service Organizations with
No Illinois Enrollment at Year End 2006**

Total Illinois
Members as of
12/31/2006 in
Force

Non-Medicaid/Non-
Medicare Members/
Non-Federal
Employer Health
Benefit Plans
Members as of
12/31/2006 *

AMERIGROUP ILLINOIS INC. ***	0	0
AVETA HEALTH ILLINOIS INC.	179	0
BCI HMO INC.	0	0
ESSENCE INC.	470	0
FIRST COMMONWEALTH HEALTH SERVICES CORPORATION **	0	0
HARMONY HEALTH PLAN OF ILLINOIS INC. ***	97,817	0
HEALTHLINK HMO INC.	0	0
HEALTHSPRING OF TENNESSEE, INC.	6,284	0
HMO MISSOURI, INC.	0	0
MERCYCARE INSURANCE COMPANY	0	0
VISION SERVICE PLAN OF ILLINOIS NFP	0	0
WELLMARK HEALTH PLAN OF IOWA, INC.	0	0

*Total is adjusted to delete Medicaid/Medicare Members and FEHBP Members.

** Health Service Organization

*** Medicaid only HMO. Complaints are handled by the Illinois Department of Public Aid.

Enrollment numbers shown are derived from the 2006 Illinois Enrollment page included in the 2006 Annual Statement filing.

2006 Complaint Statistics for Health Maintenance Organizations - Complaints-Illinois Members Only

	Complaints	Total Illinois Members as of 12/31/2006 in Force	Non-Medicaid/Non-Medicare Members/ Non-Federal Employer Health Benefit Plans Members as of 12/31/2006 *	Complaint Ratio per 10,000 Members Enrolled in Illinois	Underwriting	Marketing/Sales	Claims	Service
AETNA HEALTH OF ILLINOIS, INC.	17	60,611	59,369	2.86	3	0	14	0
CIGNA HEALTHCARE OF ILLINOIS, INC.	1	3,898	3,898	2.56	0	0	1	0
GREAT-WEST HEALTHCARE OF ILLINOIS, INC.	1	4,254	4,254	2.35	0	0	1	0
GROUP HEALTH PLAN, INC.	12	27,071	23,906	5.02	0	0	11	1
HEALTH ALLIANCE MEDICAL PLANS, INC.	65	150,238	137,048	4.74	0	0	65	0
HEALTH CARE SERVICE CORPORATION MUTUAL LEGAL RESERVE COMPANY	158	716,861	716,861	2.20	2	0	147	9
HUMANA HEALTH PLAN, INC.	57	107,075	53,982	10.56	4	0	52	1
OSF HEALTH PLANS, INC.	15	53,163	38,540	3.89	0	0	15	0
PERSONALCARE INSURANCE OF ILLINOIS, INC.	61	54,523	51,171	11.92	0	0	61	0
UNICARE HEALTH PLANS OF THE MIDWEST, INC.	40	122,166	110,307	3.63	0	0	39	1
UNITEDHEALTHCARE OF ILLINOIS, INC.	23	25,946	25,946	8.86	1	0	20	2
UNITEDHEALTHCARE PLAN OF THE RIVER VALLEY	6	44,295	19,589	3.06	1	0	5	0

*Total is adjusted to delete Medicaid/Medicare Members and FEHBP Members.

Enrollment numbers shown are derived from the 2006 Illinois Enrollment page included in the 2006 Annual Statement filing.

**Illinois Licensed Health Maintenance
Organizations Having Commercial Enrollment
but No Complaints in 2006**

Total Illinois
Members as of
12/31/2006 in
Force

Non-Medicaid/Non-
Medicare Members/
Non-Federal
Employer Health
Benefit Plans
Members as of
12/31/2006 *

CIGNA HEALTHCARE OF ST. LOUIS, INC.	588	588
HEALTH ALLIANCE MIDWEST, INC.	241	241
MEDICAL ASSOCIATES HEALTH PLAN, INC.	3,085	3,085
MERCY HEALTH PLANS OF MISSOURI, INC.	3,479	2,707
NEVADACARE, INC.	146	146
UNION HEALTH SERVICE, INC.	37,925	36,001
UNITED HEALTHCARE OF THE MIDWEST INC.	9,300	856

*Total is adjusted to delete Medicaid/Medicare
Members and FEHBP Members.

Enrollment numbers shown are derived from the 2006 Illinois Enrollment page included in the 2006 Annual Statement filing.

2006 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Homeowners	Complaints	Homeowners 2006 Illinois Direct Written Premium \$	2006 Homeowners Complaint Ratio per \$1 Million in Direct Written Premiums	Major Reasons Complaints were filed with IDFPR, Division of Insurance			
				Underwriting	Marketing Sales	Claims	Service
ALLSTATE INSURANCE COMPANY	164	\$154,104,522	1.06	19	5	136	4
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	56	\$126,285,320	0.44	11	0	40	5
COUNTRY MUTUAL INSURANCE COMPANY	33	\$173,608,087	0.19	11	2	20	0
HOMESITE INSURANCE COMPANY OF ILLINOIS	10	\$5,053,025	1.98	4	1	5	0
ILLINOIS FARMERS INSURANCE COMPANY	36	\$132,095,635	0.27	7	2	23	4
MEMBERSELECT INSURANCE COMPANY	18	\$21,838,999	0.82	9	0	8	1
STANDARD MUTUAL INSURANCE COMPANY	10	\$10,907,847	0.92	2	0	8	0
STATE FARM FIRE & CASUALTY COMPANY	141	\$745,291,945	0.19	69	2	69	1
TRAVELERS PERSONAL INSURANCE COMPANY	11	\$29,629,201	0.37	7	0	4	0

**2006 Complaint Statistics for Health Service Organizations -
Complaints - Illinois Members Only**

	Complaints	Total Illinois Members as of 12/31/2006 in Force	Non-Medicaid/Non- Medicare Members/ Non- Federal Employer Health Benefit Plans Members as of 12/31/2006 *	Complaint Ratio per 10,000 Members Enrolled in Illinois	Underwriting	Marketing/ Sales	Claims	Service
COMPBENEFITS DENTAL, INC.	10	79,028	79,028	1.26	0	0	10	0
DELTA DENTAL PLAN OF ILLINOIS	13	302,717	302,717	0.43	0	0	13	0
FIRST COMMONWEALTH INSURANCE COMPANY	2	186,205	186,205	0.11	0	0	2	0
DENTAL CONCERN LTD (THE)	1	6,852	6,852	1.46	0	0	1	0

*Total is adjusted to delete

Medicaid/Medicare Members and FEHBP
Members.

Enrollment numbers shown are derived from the 2006 Illinois Enrollment page included in the 2006 Annual Statement filing.

**Illinois Licensed Health Services
Organizations Having Commercial Enrollment
but No Complaints in 2006**

Total Illinois
Members as of
12/31/2006 in
Force

Non-Medicaid/Non-
Medicare Members/
Non-Federal
Employer Health
Benefit Plans
Members as of
12/31/2006 *

DENTAL BENEFIT PROVIDERS OF ILLINOIS, INC.	1,055	1,055
FIRST COMMONWEALTH LIMITED HEALTH SERVICES CORP.	298	298
NATIONAL DENTAL CARE, INC.	321	321
OLYMPIA LIMITED HEALTH SERVICE ORGANIZATION	55,481	55,481
SIDNEY HILLMAN HEALTH CENTRE	7,122	5,981
TRUASSURE INSURANCE COMPANY	393	393
UNION MEDICAL CENTER	10,927	10,755
UNITED CONCORDIA DENTAL PLANS OF ILLINOIS, INC.	97	97

*Total is adjusted to delete Medicaid/Medicare Members and FEHBP Members.

Enrollment numbers shown are derived from the 2006 Illinois Enrollment page included in the 2006 Annual Statement filing.

2006 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Individual Accident & Health	Complaints	Individual Accident and Health Policies in Force in 2006	2006 Individual A&H Complaint Ratio per 10,000 policies in force	underwriting	marketing/sales	claims	policyholder service
AMERICAN FAMILY LIFE ASSURANCE COMPANY OF COLUMBUS	27	333,369	0.81	1	1	24	1
AMERICAN REPUBLIC INSURANCE COMPANY	11	5,271	20.87	1	0	7	3
BANKERS LIFE & CASUALTY COMPANY	31	14,877	20.84	14	1	13	3
COMBINED INSURANCE COMPANY OF AMERICA	16	149,975	1.07	0	1	12	3
CONSECO HEALTH INSURANCE COMPANY	22	14,366	15.31	2	1	15	4
CONSECO SENIOR HEALTH INSURANCE COMPANY	29	9,285	31.23	5	0	21	3
HEALTH CARE SERVICE CORPORATION	309	484,439	6.38	62	2	197	48
HUMANA INSURANCE COMPANY	24	120,087	2.00	2	0	19	3
MUTUAL OF OMAHA INSURANCE COMPANY	11	18,964	5.80	3	0	7	1
PENN TREATY NETWORK AMERICA INSURANCE COMPANY	12	8,125	14.77	1	0	10	1
UNICARE HEALTH INSURANCE COMPANY OF THE MIDWEST	85	45,300	18.76	10	1	66	8

2006 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Individual Annuity	Complaints	Individual Annuity- Policies in Force in 2006	2006 Individual Life Complaint Ratio per 10,000 Policies in force	underwriting	marketing/sales	claims	policyholder service
AIG ANNUITY INSURANCE COMPANY	11	42,859	2.57	0	4	0	7
ALLIANZ LIFE INSURANCE COMPANY OF NORTH AMERICA	16	44,831	3.57	0	10	0	6

2006 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Individual Life	Complaints	Individual Life Policies in Force in 2006	2006 Individual Life Complaint Ratio per 10,000 Policies in force	underwriting	marketing/sales	claims	policyholder service
AMERICAN GENERAL LIFE & ACCIDENT INSURANCE COMPANY	21	106,289	1.97	1	0	8	12
AMERICAN GENERAL LIFE INSURANCE COMPANY	20	134,757	1.48	5	1	2	12
BANKERS LIFE & CASUALTY COMPANY	17	41,989	4.05	3	1	1	12
GLOBE LIFE & ACCIDENT INSURANCE COMPANY	26	214,135	1.21	1	0	17	8
METROPOLITAN LIFE INSURANCE COMPANY	26	636,376	0.41	2	4	3	17
MONUMENTAL LIFE INSURANCE COMPANY	34	300,492	1.13	4	1	10	19
PRUDENTIAL INSURANCE COMPANY OF AMERICA	26	712,132	0.36	3	4	2	17
UNITED INSURANCE COMPANY OF AMERICA	25	199,867	1.25	0	1	10	14

