

2003 Complaint Statistics for Health Service Organizations - Complaints - Illinois Members Only							
	Complaints	Total Illinois Members as of 12/31/03 in Force	Non-Medicaid/Non- Medicare Members/ Non-Federal Employer Health Benefit Plans Members as of 12/31/03 *	Underwriting	Marketing /Sales	Claims	Service
DELTA DENTAL PLAN OF ILLINOIS	13	239,746	239,746			13	

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

Enrollment numbers shown are derived from the 2003 Illinois Enrollment page included in the 2003 Annual Statement filing.