

Individual Accident and Health by Company Name

| 2011 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Individual Accident & Health | Complaints Closed During 2011 | Individual Accident and Health Policies in Force as of 12/31/2011 | 2011 Individual A&H Complaint Ratio per 10,000 policies in force | Major Reasons Complaints were filed with the Illinois Department of Insurance | | | | 2010 Consumer Complaint Report Ratio |
|--|-------------------------------|---|--|---|-------------------|--------|----------------|--------------------------------------|
| | | | | under-writing | marketing - sales | claims | policy service | |
| Aetna Life Insurance Company | 6 | 8,068 | 7.44 | 0 | 0 | 6 | 0 | 8.54 |
| American Family Life Assurance Co of Columbus | 23 | 325,318 | 0.71 | 1 | 1 | 18 | 3 | 0.87 |
| American Family Mutual Insurance Company | 5 | 3,607 | 13.86 | 3 | 0 | 2 | 0 | 13.70 |
| Bankers Life & Casualty Company | 29 | 13,449 | 21.56 | 8 | 0 | 19 | 2 | 14.59 |
| Cincinnati Life Insurance Company (The) | 7 | 516 | 135.66 | 7 | 0 | 0 | 0 | - |
| Combined Insurance Company Of America | 6 | 87,164 | 0.69 | 0 | 0 | 5 | 1 | 0.63 |
| Continental Casualty Company | 27 | 16,803 | 16.07 | 18 | 0 | 9 | 0 | 5.35 |
| Genworth Life Insurance Company | 8 | 39,663 | 2.02 | 8 | 0 | 0 | 0 | 1.50 |
| Guarantee Trust Life Insurance Company | 6 | 8,005 | 7.50 | 1 | 0 | 4 | 1 | 9.13 |
| Health Alliance Medical Plans Inc. | 12 | 12,161 | 9.87 | 4 | 1 | 5 | 2 | 6.68 |
| Health Care Service Corporation | 225 | 572,696 | 3.93 | 72 | 1 | 114 | 38 | 5.45 |
| Humana Insurance Company | 42 | 25,969 | 16.17 | 2 | 0 | 36 | 4 | 22.63 |
| John Hancock Life Insurance Company U.S.A. | 35 | 22,235 | 15.74 | 32 | 0 | 3 | 0 | - |
| MetLife Insurance Company of Connecticut | 11 | 3,014 | 36.50 | 11 | 0 | 0 | 0 | 57.12 |
| Mutual of Omaha Insurance Company | 12 | 13,131 | 9.14 | 2 | 0 | 10 | 0 | 9.50 |

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| | | | | under-writing | marketing - sales | claims | policy service | |
| Prudential Insurance Company of America | 5 | 7,792 | 6.42 | 1 | 0 | 3 | 1 | - |
| Senior Health Insurance Co of Pennsylvania | 11 | 5,028 | 21.88 | 5 | 0 | 4 | 2 | 32.36 |
| United of Omaha Life Insurance Company | 33 | 65,365 | 5.05 | 21 | 1 | 6 | 5 | 3.38 |
| UnitedHealthcare Insurance Company | 6 | 348,420 | 0.17 | 1 | 0 | 5 | 0 | 0.16 |
| Washington National Insurance Company | 20 | 12,849 | 15.57 | 5 | 1 | 11 | 3 | 12.58 |
| Total | 529 | 1,591,253 | 17.30 | Mean (The "average" of complaint ratios) | | | | |
| | | | 9.50 | Median (The "middle" value of complaint ratios) | | | | |

"-" indicates that company was not included in the 2010 Consumer Complaint Report due to minimum complaint activity during 2010.