

Individual Life by Complaint Ratio

2011 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Individual Life	Complaints Closed During 2011	Individual Life Policies in Force as of 12/31/2011	2011 Individual Life 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	
Country Life Insurance Company	5	417,014	0.12	1	2	0	2	0.12
State Farm Life Insurance Company	8	447,990	0.18	3	0	3	2	0.16
Prudential Insurance Company of America	20	539,658	0.37	2	0	6	12	0.39
Transamerica Life Insurance Company	5	111,829	0.45	1	0	3	1	0.85
John Hancock Life Insurance Company U.S.A.	5	104,273	0.48	1	1	0	3	0.51
Metropolitan Life Insurance Company	30	467,581	0.64	3	0	10	17	0.54
New York Life Insurance Company	9	135,333	0.67	2	1	2	4	0.51
Western & Southern Life Insurance Company	8	109,325	0.73	1	0	4	3	0.79
American General Life Insurance Company	11	125,970	0.87	0	1	3	7	1.08
Lincoln National Life Insurance Company	5	56,638	0.88	2	2	0	1	2.04
AXA Equitable Life Insurance Company	9	93,609	0.96	0	0	4	5	-
Globe Life & Accident Insurance Company	16	160,065	1.00	3	0	6	7	2.55
Protective Life Insurance Company	10	92,622	1.08	2	0	2	6	1.52
Allstate Life Insurance Company	8	72,481	1.10	1	1	1	5	1.17
United Insurance Company Of America	22	174,671	1.26	3	0	12	7	1.49
United of Omaha Life Insurance Company	12	88,456	1.36	1	2	4	5	-