

Individual Accident and Health by Complaint Ratio

2012 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Individual Accident & Health	Complaints Closed During 2012	Individual Accident and Health Policies in Force as of 12/31/2012	2012 Individual A&H Complaint Ratio per 10,000 policies in force	Major Reasons Complaints were filed with the Illinois Department of Insurance				2011 Consumer Complaint Report Ratio
				under-writing	marketing sales	claim handlings	policy-holders service	
American Family Life Assurance Co of Columbus	25	314,674	0.79	1	3	19	2	7.44
Combined Insurance Co Of America	8	79,042	1.01	1	1	6	0	0.71
Metropolitan Life Insurance Company	5	21,360	2.34	3	0	2	0	21.56
Health Care Service Corporation	179	580,828	3.08	45	6	102	26	0.69
Time Insurance Company	5	12,847	3.89	4	0	1	0	N/A
United of Omaha Life Insurance Company	25	49,888	5.01	19	1	2	3	N/A
Mutual of Omaha Insurance Company	14	26,709	5.24	6	1	4	3	2.02
Genworth Life Insurance Company	22	41,881	5.25	21	0	0	1	7.50
Prudential Insurance Company of America	6	7,565	7.93	5	0	0	1	9.87
Health Alliance Medical Plans Inc.	12	14,015	8.56	2	0	9	1	3.93
Guarantee Trust Life Insurance Company	7	7,625	9.18	1	1	3	2	16.17
Aetna Life Insurance Company	8	8,227	9.72	2	0	6	0	15.74
Humana Insurance Company	32	29,140	10.98	9	1	21	1	N/A
Bankers Life & Casualty Company	17	13,256	12.82	5	1	7	4	9.14

CAUTION: The information contained on this page is Unaudited and not a complete analysis nor is it an expression of opinion on any insurer. This page may contain inadvertent errors.

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Washington National Insurance Company	21	11,978	17.53	5	2	13	1	6.42
Continental Casualty Company	25	14,108	17.72	15	0	10	0	21.88
John Hancock Life Insurance Company U.S.A.	41	21,680	18.91	39	0	1	1	N/A
Senior Health Insurance Co of Pennsylvania	10	4,574	21.86	1	0	9	0	N/A
Coventry Health Care of Illinois, Inc.	7	2,800	25.00	1	0	6	0	5.05
Union Security Insurance Company	18	6,529	27.57	17	0	1	0	15.57
Total	487	1,268,726						
			10.72	Mean (The "average" of complaint ratios)				
			8.87	Median (The "middle" value of complaint ratios)				

"N/A" indicates that company was not included in the 2011 Consumer Complaint Report due to minimum compliant activity during 2011.