

## Individual Annuity by Company Name

2013 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Individual Annuity	Complaints Closed During 2013	Individual Annuity Policies in Force as of 12/31/2013	2013 Individual Annuity Complaint Ratio per 10,000 policies in force	Major Reasons Complaints were filed with the Illinois Department of Insurance				2012 Consumer Complaint Report Ratio
				under writing	marketing sales	claims handling	policy-holders service	
American Equity Investment Life Ins Co 92738	6	35,242	1.70	0	0	0	6	N/A
American General Life Insurance Company 60488	8	57,731	1.39	0	0	2	6	N/A
Forethought Life Insurance Company 91642	5	1,414	35.36	0	1	1	3	N/A
<b>Total</b>	<b>19</b>		<b>12.82</b>	<b>Mean</b> (The "average" of complaint ratios)				
			<b>1.70</b>	<b>Median</b> (The "middle" value of complaint ratios)				

"N/A" indicates that company was not included in the 2012 Consumer Complaint Report due to minimum compliant activity during 2012.