

2003 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Individual Life	Complaints	2003 Illinois Direct Written Premium	Major Sort Reasons broken down for our DOI Internet Site			
			Underwriting	Marketing - Sales	Claims	Service
AMERICAN GENERAL LIFE & ACCIDENT INSURANCE COMPANY	20	13,756,082	8	0	4	8
AMERICAN GENERAL LIFE INSURANCE COMPANY	20	88,028,638	8	1	3	8
AMERICAN INCOME LIFE INSURANCE COMPANY	11	16,700,452	2	1	2	6
ATLANTA LIFE INSURANCE COMPANY	12	2,424,274	1	0	2	9
BANKERS LIFE & CASUALTY COMPANY	12	8,776,606	2	0	8	2
CONSECO LIFE INSURANCE COMPANY	11	10,633,425	2	1	2	6
GLOBE LIFE & ACCIDENT INSURANCE COMPANY	22	13,386,921	3	1	12	6
METROPOLITAN LIFE INSURANCE COMPANY	45	186,209,886	10	6	13	16
MONUMENTAL LIFE INSURANCE COMPANY	40	38,077,100	7	0	13	20
PRIMERICA LIFE INSURANCE COMPANY	12	57,273,442	6	2	4	0
PRUDENTIAL INSURANCE COMPANY OF AMERICA	63	168,856,688	11	11	11	30
REASSURE AMERICA LIFE INSURANCE COMPANY	27	18,511,310	5	2	10	10
STATE FARM LIFE INSURANCE COMPANY	10	165,032,535	2	0	5	3
UNITED INSURANCE COMPANY OF AMERICA	30	16,413,396	6	0	8	16