

2004 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Group Accident & Health	Complaints	Group A&H - 2004 Illinois Direct Written Premium \$	2004 Certificates in Force	2004 Complaint Ratio Per 10,000 Certificates in Force for Illinois Business	Major Reasons Complaints were filed			
					Underwriting	Marketing - Sales	Claims	Service
AETNA LIFE INSURANCE COMPANY	28	\$211,246,003	180,522	1.55	0	0	26	2
AMERICAN COMMUNITY MUTUAL INSURANCE COMPANY	10	\$23,619,941	4,218	23.71	0	0	10	0
CELTIC INSURANCE COMPANY	18	\$10,569,276	2,302	78.19	3	0	14	1
CONCERT HEALTH PLAN INSURANCE COMPANY	20	\$26,291,032	3,413	58.60	0	0	20	0
CONNECTICUT GENERAL LIFE INSURANCE COMPANY	50	\$197,984,696	308,431	1.62	0	0	44	6
DESTINY HEALTH INSURANCE COMPANY	11	\$57,943,167	14,014	7.85	0	0	10	1
FORTIS INSURANCE COMPANY	95	\$111,306,665	32,733	29.02	6	0	29	1
GOLDEN RULE INSURANCE COMPANY	28	\$28,046,334	6,980	40.11	8	0	17	3
GUARDIAN LIFE INSURANCE COMPANY OF AMERICA	67	\$191,517,825	138,948	4.82	1	0	62	4
HEALTH ALLIANCE MEDICAL PLANS INC.	10	\$97,105,434	36,693	2.73	0	0	10	0
HEALTH CARE SERVICE CORPORATION	329	\$2,466,523,807	406,954	8.08	8	0	292	29
HUMANA INSURANCE COMPANY	84	\$569,329,750	88,523	9.49	1	0	76	7
LIFE INSURANCE COMPANY OF NORTH AMERICA	15	\$57,116,907	261,184	0.57	0	0	15	0
MEGA LIFE AND HEALTH INSURANCE COMPANY	16	\$55,287,463	98,518	1.62	0	0	16	0
METROPOLITAN LIFE INSURANCE COMPANY	26	\$172,642,458	1,433,048	0.18	0	0	26	0
PERSONALCARE INSURANCE OF ILLINOIS INC.	10	\$35,781,290	7,866	12.71	1	0	9	0
PRINCIPAL LIFE INSURANCE COMPANY	31	\$198,871,850	96,141	3.22	2	0	24	5
STONEBRIDGE LIFE INSURANCE COMPANY	15	\$13,346,652	148,805	1.01	1	2	7	5
TRUSTMARK INSURANCE COMPANY	54	\$147,542,061	109,596	4.93	4	0	48	2
TRUSTMARK LIFE INSURANCE COMPANY	11	\$205,788,332	85,064	1.29	0	0	10	1
UNICARE HEALTH INSURANCE COMPANY OF THE MIDWEST	111	\$294,227,091	59,453	18.67	5	2	100	4
UNICARE LIFE & HEALTH INSURANCE COMPANY	27	\$23,082,903	4,999	54.01	3	0	19	5
UNITED HEALTHCARE INSURANCE COMPANY	91	\$420,090,828	122,976	7.40	2	0	84	5
UNITED HEALTHCARE INSURANCE COMPANY OF ILLINOIS	201	\$327,732,725	42,011	47.84	7	0	181	13
UNITED SECURITY LIFE AND HEALTH INSURANCE COMPANY	13	\$8,094,430	1,813	71.70	2	0	10	1
UNUM LIFE INSURANCE COMPANY OF AMERICA	25	\$145,581,692	871,689	0.29	0	0	25	0