

2004 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Individual Accident & Health	Complaints	Individual A&H - 2004 Illinois Direct Written Premium \$	2004 Policies in Force	2004 Complaint Ratio Per 10,000 Policies in Force for Illinois Business	Major Reasons Complaints were filed			
					<i>Underwriting</i>	<i>Marketing</i>	<i>Claims</i>	<i>Service</i>
AMERICAN FAMILY LIFE ASSURANCE COMPANY OF COLUMBUS	24	\$103,639,637	308,040	0.78	3	0	11	10
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	14	\$32,975,505	8,687	16.12	5	0	9	0
BANKERS LIFE & CASUALTY COMPANY	18	\$31,407,754	20,594	8.74	1	1	13	3
COMBINED INSURANCE COMPANY OF AMERICA	19	\$22,645,347	175,107	1.09	1	0	14	4
CONSECO HEALTH INSURANCE COMPANY	14	\$15,866,035	19,884	7.04	4	1	7	2
CONSECO SENIOR HEALTH INSURANCE COMPANY	13	\$19,030,574	11,108	11.70	0	0	6	4
CONTINENTAL CASUALTY COMPANY	25	\$37,223,895	23,352	10.71	21	0	3	1
FORTIS INSURANCE COMPANY	28	\$11,979,364	4,212	66.48	13	1	67	7
HEALTH CARE SERVICE CORPORATION	354	\$1,039,918,134	455,839	7.77	67	3	253	31
HUMANA INSURANCE COMPANY	28	\$41,647,594	10,214	27.41	1	0	24	3
PENN TREATY NETWORK AMERICA INSURANCE COMPANY	16	\$17,491,247	9,062	17.66	4	0	12	0
PHYSICIANS MUTUAL INSURANCE COMPANY	11	\$18,378,602	25,062	4.39	0	0	9	2
TRAVELERS INSURANCE COMPANY (THE)	11	\$4,655,824	3,809	28.88	11	0	0	0
UNICARE HEALTH INSURANCE COMPANY OF THE MIDWEST	65	\$96,207,585	43,445	14.96	4	0	57	4
UNICARE LIFE & HEALTH INSURANCE COMPANY	13	\$8,369,842	2,092	62.14	2	0	9	2
WASHINGTON NATIONAL INSURANCE COMPANY	15	\$12,161,249	9,861	15.21	1	1	8	5