

**Missouri Department of Insurance, Financial Institutions & Professional Registration  
2008 Complaint Report**

**Long Term Care Insurance  
Complaint Indices**

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**Long Term Care Complaint Indices  
Alpha by Company**

<b>Code</b>	<b>Name</b>	<b>Complaints 2006-2008</b>	<b>Average Annual Premium 2006- 2008</b>	<b>Average Market Share 2006- 2008</b>	<b>Complaint Index</b>
35963	A F & L Insurance Company- <i>Suspended-</i>	12	.	.	.
60054	Aetna Life Insurance Company	0	\$416,885	0.2%	0
66842	AIG Life Insurance Company	0	\$509,937	0.2%	0
20796	AIG Premier Insurance Company	0	\$635	0.0%	0
90611	Allianz Life Insurance Co Of North America	0	\$5,115,481	2.3%	0
60186	Allstate Life Insurance Company	0	\$121,070	0.1%	0
60380	American Family Life Assurance Co of Col.	1	\$552,798	0.3%	170
19275	American Family Mutual Insurance Company	0	\$815,238	0.4%	0
60410	American Fidelity Assurance Company	0	\$499,767	0.2%	0
60488	American General Life Insurance Co	0	\$1,558	0.0%	0
60534	American Heritage Life Insurance Company	2	\$997,426	0.5%	188
60763	American Pioneer Life Insurance Company	0	\$80,704	0.0%	0
60836	American Republic Insurance Company	1	\$982,871	0.4%	96
60895	American United Life Insurance Co	0	\$3,028	0.0%	0
71439	Assurity Life Insurance Company	0	\$2,916	0.0%	0
61190	Auto Owners Life Insurance Company	0	\$78,443	0.0%	0
61263	Bankers Life & Casualty Company	54	\$19,632,380	8.9%	258
80985	BCS Life Insurance Company	0	\$94	0.0%	0
71714	Berkshire Life Insurance Company Of America	0	\$392,356	0.2%	0
47171	Blue Cross & Blue Shield Of Kansas City	1	\$748,661	0.3%	125
57487	Catholic Order Of Foresters	0	\$16,487	0.0%	0
61751	Central States Health & Life Co Of Omaha	1	\$16,733	0.0%	5,612
61859	Christian Fidelity Life Insurance Co	0	\$256,709	0.1%	0
76236	Cincinnati Life Insurance Company The	0	\$34,389	0.0%	0
62065	Colonial Penn Life Insurance Company	0	\$1,778	0.0%	0
62146	Combined Insurance Co Of America	0	\$492,235	0.2%	0
62308	Connecticut General Life Ins Co	0	\$33,071	0.0%	0
78174	Conseco Health Insurance Company	1	\$127,458	0.1%	737
20443	Continental Casualty Company	6	\$6,735,128	3.1%	84
71404	Continental General Insurance Company	1	\$981,207	0.4%	96
68500	Continental Life Ins Co Of Brentwood TN	0	\$204,657	0.1%	0
62553	Country Life Insurance Company	0	\$194,206	0.1%	0
62626	CUNA Mutual Insurance Society	0	\$609,363	0.3%	0
62928	EMC National Life Company	0	\$357,788	0.2%	0
62952	Equitable Life & Casualty Insurance Company	10	\$8,664,050	3.9%	108
63177	Farmers New World Life Insurance Co	0	\$312,242	0.1%	0
65536	Genworth Life & Annuity Insurance Company	0	\$311,684	0.1%	0
70025	Genworth Life Insurance Company	13	\$33,513,836	15.3%	36
63312	Great American Life Insurance Company	0	\$576,347	0.3%	0
64211	Guarantee Trust Life Insurance Co	1	\$880,219	0.4%	107
64238	Guaranty Income Life Insurance Company	0	\$31,565	0.0%	0
88072	Hartford Life Insurance Company	0	\$37,194	0.0%	0

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78972	Healthy Alliance Life Insurance Co	0	\$122,058	0.1%	0
65056	Jackson National Life Insurance Company	0	\$14,713	0.0%	0
65080	John Alden Life Insurance Company	1	\$617,843	0.3%	152
65099	John Hancock Life Insurance Company	8	\$22,942,304	10.4%	33
65110	Kanawha Insurance Company	0	\$344,658	0.2%	0
58033	Knights Of Columbus	0	\$1,467,719	0.7%	0
77720	Lifefecure Insurance Company	0	\$295	0.0%	0
65595	Lincoln Benefit Life Company	2	\$4,703,348	2.1%	40
65676	Lincoln National Life Insurance Company	0	\$180,943	0.1%	0
68446	Longevity Insurance Company	0	\$14,274	0.0%	0
65722	Loyal American Life Insurance Company	0	\$80,220	0.0%	0
65935	Massachusetts Mutual Life Insurance Company	0	\$1,543,868	0.7%	0
69515	Medamerica Insurance Company	0	\$298,137	0.1%	0
31119	Medico Insurance Company	5	\$3,337,248	1.5%	141
71471	Medico Life Insurance Company	0	\$975,841	0.4%	0
97055	Mega Life & Health Insurance Company The	0	\$676	0.0%	0
87726	Metlife Insurance Company Of Connecticut	2	\$1,741,920	0.8%	108
65978	Metropolitan Life Insurance Company	4	\$20,074,935	9.1%	19
66087	Midwest National Life Insurance Co Of TN	0	\$57,623	0.0%	0
66168	Minnesota Life Insurance Company	0	\$63,367	0.0%	0
66281	Monumental Life Insurance Company	0	\$171,039	0.1%	0
66370	Mony Life Insurance Company	0	\$5,162	0.0%	0
71412	Mutual Of Omaha Insurance Company	1	\$5,291,541	2.4%	18
60593	National States Insurance Company	2	\$868,137	0.4%	216
66915	New York Life Insurance Company	0	\$2,818,850	1.3%	0
69000	Northwestern Long Term Care Insurance Co	0	\$2,796,647	1.3%	0
67199	Old American Insurance Company	0	\$6,980	0.0%	0
67628	Pekin Life Insurance Company	0	\$3,100	0.0%	0
63282	Penn Treaty Network America Ins Co- <i>Suspended-</i>	5	\$2,737,664	1.2%	171
67660	Pennsylvania Life Insurance Company	1	\$351,776	0.2%	267
67784	Philadelphia American Life Insurance Company	0	\$5,275	0.0%	0
80578	Physicians Mutual Insurance Company	0	\$1,010,762	0.5%	0
65919	Primerica Life Insurance Company	0	\$1,887	0.0%	0
61271	Principal Life Insurance Company	0	\$184,954	0.1%	0
68195	Provident Life & Accident Insurance Company	0	\$724,844	0.3%	0
68241	Prudential Insurance Company Of America The	0	\$2,973,742	1.4%	0
68284	Pyramid Life Insurance Company	0	\$56,215	0.0%	0
70211	Reassure America Life Insurance Company	0	\$511,850	0.2%	0
65005	Riversource Life Insurance Company	1	\$3,893,998	1.8%	24
76325	Senior Health Insurance Company of PA	46	\$6,282,813	2.9%	687
24988	Sentry Insurance A Mutual Company	0	\$18,158	0.0%	0
68810	Sentry Life Insurance Company (L&H Acct)	0	\$7,579	0.0%	0
86355	Standard Life & Accident Insurance Company	1	\$173,311	0.1%	542
25178	State Farm Mutual Automobile Insurance Co	0	\$5,173,734	2.4%	0
69116	State Life Insurance Company	0	\$930,055	0.4%	0

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69132	State Mutual Insurance Company	0	\$25,261	0.0%	0
65021	Stonebridge Life Insurance Company	18	\$2,217,325	1.0%	762
69345	Teachers Ins & Annuity Assn of America	0	\$550,074	0.3%	0
56014	Thrivent Financial For Lutherans	0	\$7,402,156	3.4%	0
60142	TIAA-CREF Life Insurance Company	0	\$279,832	0.1%	0
69477	Time Insurance Company	0	\$1,695,559	0.8%	0
86231	Transamerica Life Insurance Company	22	\$12,114,873	5.5%	171
69701	Union Bankers Insurance Company	1	\$153,465	0.1%	612
62596	Union Fidelity Life Insurance Company	0	\$90	0.0%	0
69744	Union Labor Life Insurance Company	0	\$42	0.0%	0
70408	Union Security Insurance Company	0	\$1,692,418	0.8%	0
92916	United American Insurance Company	2	\$838,632	0.4%	224
92703	United National Life Ins Co of America	0	\$2,718	0.0%	0
69868	United Of Omaha Life Insurance Company	0	\$245,022	0.1%	0
42129	United Security Assurance Company Of PA	0	\$699,515	0.3%	0
63479	United Teacher Associates Insurance Co	0	\$9,888	0.0%	0
62235	Unum Life Insurance Company Of America	1	\$9,690,222	4.4%	10
70319	Washington National Insurance Co	7	\$1,166,649	0.5%	563
57320	Woodmen Of The World Life Insurance Society	0	\$12,724	0.0%	0
70629	World Insurance Company	0	\$146	0.0%	0
<b>Total</b>		<b>234</b>	<b>\$219,719,269</b>	<b>100.0%</b>	<b>.</b>