

## **Accident & Health Insurance**

### **Complaint Indices**

**Accident and Health Insurance 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>
77879	5 Star Life Insurance Company	0	\$1,919	0.0%	0
35963	A F & L Insurance Company- <i>Suspended-</i>	13	.	.	.
71854	AAA Life Insurance Company	0	\$334,052	0.0%	0
60038	Acacia Life Insurance Co	0	\$374	0.0%	0
22667	Ace American Insurance Company	2	\$9,916,678	0.2%	37
71390	Admiral Life Insurance Company Of America	0	\$2,746,418	0.0%	0
33898	Aegis Security Insurance Company	0	\$184,978	0.0%	0
72052	Aetna Health Insurance Company	1	\$773,544	0.0%	238
60054	Aetna Life Insurance Company	45	\$135,917,059	2.2%	61
66842	AIG Life Insurance Company	2	\$7,687,674	0.1%	48
20796	AIG Premier Insurance Company	0	\$51,513	0.0%	0
90611	Allianz Life Insurance Co Of North America	0	\$5,863,125	0.1%	0
60186	Allstate Life Insurance Company	1	\$1,023,842	0.0%	180
70874	Allstate Life Insurance Company Of New York	0	\$1,523	0.0%	0
67369	Alta Health & Life Insurance Company	0	\$636,085	0.0%	0
19720	American Alternative Insurance Corporation	1	\$669,649	0.0%	275
10111	American Bankers Insurance Company Of FL	0	\$40,699	0.0%	0
60275	American Bankers Life Assurance Of Florida	3	\$2,885,147	0.0%	191
60291	American Capitol Insurance Company	0	\$10,868	0.0%	0
20427	American Casualty Company Of Reading PA	0	\$53	0.0%	0
60305	American Community Mutual Insurance Co	79	\$42,753,793	0.7%	340
12321	American Continental Insurance Company	0	\$849,114	0.0%	0
60380	American Family Life Assurance Co of Col.	41	\$76,529,199	1.2%	99
19275	American Family Mutual Insurance Company	13	\$32,486,788	0.5%	74
98736	American Federated Life Insurance Company	0	\$153,111	0.0%	0
60410	American Fidelity Assurance Company	3	\$9,789,083	0.2%	56
68373	American General Assurance Company	4	\$752,611	0.0%	977
66672	American General Life & Accident Insurance Co	2	\$1,489,909	0.0%	247
60488	American General Life Insurance Co	1	\$664,347	0.0%	277
13331	American Hardware Mutual Insurance Company	0	\$1,864	0.0%	0
60518	American Health & Life Insurance Company	3	\$2,267,215	0.0%	243
60534	American Heritage Life Insurance Company	12	\$6,433,232	0.1%	343
19380	American Home Assurance Company	0	\$8,779,490	0.1%	0
60542	American Home Life Insurance Company	0	\$1,278	0.0%	0
60577	American Income Life Insurance Co	3	\$1,439,429	0.0%	383
60607	American International Life Assurance Of NY	0	\$693	0.0%	0
81418	American Medical & Life Insurance Company	0	\$155,283	0.0%	0
97179	American Medical Security Life Ins Co	17	\$13,687,567	0.2%	228
65811	American Modern Life Insurance Company	1	\$1,113,502	0.0%	165
60739	American National Insurance Company	3	\$2,794,530	0.0%	197
71773	American National Life Ins Co Of TX	4	\$5,501,871	0.1%	134
81078	American Network Insurance Company	0	\$13,410	0.0%	0

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60763	American Pioneer Life Insurance Company	13	\$6,068,479	0.1%	394
80624	American Progressive Life & Health Ins Co	0	\$17,903	0.0%	0
60801	American Public Life Insurance Company	1	\$466,337	0.0%	394
67679	American Republic Corp Insurance Company	0	\$94,177	0.0%	0
60836	American Republic Insurance Company	16	\$31,052,930	0.5%	95
42978	American Security Insurance Company	0	\$125,880	0.0%	0
17965	American Sentinel Insurance Company	0	\$1,044,125	0.0%	0
19704	American States Insurance Company	0	\$54,423	0.0%	0
92649	American Underwriters Life Insurance Company	0	\$513,222	0.0%	0
60895	American United Life Insurance Co	0	\$3,247,606	0.1%	0
61999	Americo Financial Life & Annuity Ins Co	1	\$2,485	0.0%	9,999
61301	Ameritas Life Insurance Corp	6	\$7,371,158	0.1%	150
27928	Amex Assurance Company	0	\$1,281,324	0.0%	0
55662	Anthem Blue Cross & Blue Shield- <i>Withdrawn</i>	1	.	.	.
28207	Anthem Insurance Companies Inc	0	\$37,068,185	0.6%	0
61069	Anthem Life Insurance Company	0	\$1,655,268	0.0%	0
11150	Arch Insurance Company	0	\$148,690	0.0%	0
56499	Assured Life Association	0	\$11	0.0%	0
71439	Assurity Life Insurance Company	3	\$1,194,899	0.0%	462
61093	Atlanta Life Insurance Company	0	\$5,254	0.0%	0
84522	Auto Club Life Insurance Company	0	\$91,743	0.0%	0
61190	Auto Owners Life Insurance Company	0	\$212,541	0.0%	0
10367	Avemco Insurance Company	0	\$220	0.0%	0
61689	Aviva Life & Annuity Company	0	\$67,847	0.0%	0
62944	AXA Equitable Life Insurance Company	0	\$764,766	0.0%	0
24813	Balboa Insurance Company	0	\$282	0.0%	0
68160	Balboa Life Insurance Company	0	\$235,608	0.0%	0
61212	Baltimore Life Insurance Company The	0	\$10,626	0.0%	0
61239	Bankers Fidelity Life Insurance Co	0	\$411,036	0.0%	0
61263	Bankers Life & Casualty Company	79	\$44,079,539	0.7%	330
94250	Banner Life Insurance Company	0	\$107	0.0%	0
38245	BCS Insurance Company	0	\$1,461,578	0.0%	0
80985	BCS Life Insurance Company	0	\$62,150	0.0%	0
41394	Benchmark Insurance Company	0	\$2,305,681	0.0%	0
69752	Benicorp Insurance Company- <i>Suspended</i>	36	\$5,458,712	0.1%	1,213
71714	Berkshire Life Insurance Company Of America	0	\$2,409,698	0.0%	0
90638	Best Life & Health Insurance Company	0	\$189,312	0.0%	0
47171	Blue Cross & Blue Shield Of Kansas City	190	\$568,651,022	9.0%	61
61476	Boston Mutual Life Insurance Company	1	\$1,181,824	0.0%	156
74900	Brokers National Life Assurance Company	0	\$1,823,054	0.0%	0
81000	Cambridge Life Insurance Company	0	\$627,578	0.0%	0
80659	Canada Life Assurance Company	0	\$787,516	0.0%	0
10472	Capitol Indemnity Corporation	0	\$97,549	0.0%	0
71455	Cardif Life Insurance Company	2	\$806,257	0.0%	456
56030	Catholic Knights	0	\$1,968	0.0%	0

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57487	Catholic Order Of Foresters	0	\$16,487	0.0%	0
80799	Celtic Insurance Company	9	\$1,766,018	0.0%	937
63541	Central Benefits National Life Ins Co	0	\$745	0.0%	0
61727	Central Reserve Life Insurance Company	16	\$4,859,939	0.1%	605
61735	Central Security Life Insurance Co	0	\$12,606	0.0%	0
61751	Central States Health & Life Co Of Omaha	1	\$2,772,681	0.0%	66
34274	Central States Indemnity Company Of Omaha	0	\$785,237	0.0%	0
61883	Central United Life Insurance Company	24	\$2,503,022	0.0%	1,763
80896	Centre Life Insurance Company	0	\$252,712	0.0%	0
62383	Centurion Life Insurance Company	0	\$81,725	0.0%	0
61824	Cherokee National Life Insurance Co	0	\$55,967	0.0%	0
61832	Chesapeake Life Insurance Company The	1	\$1,648,414	0.0%	112
61859	Christian Fidelity Life Insurance Co	2	\$17,745,133	0.3%	21
71463	Cica Life Insurance Company Of America	0	\$2,903	0.0%	0
64548	CIGNA Life Insurance Company of NY	0	\$7,335	0.0%	0
10677	Cincinnati Insurance Company The	0	\$15	0.0%	0
76236	Cincinnati Life Insurance Company The	0	\$63,017	0.0%	0
61921	Citizens Security Life Ins Co	0	\$27,834	0.0%	0
20532	Clarendon National Insurance Company	0	\$85,120	0.0%	0
62049	Colonial Life & Accident Ins Co	4	\$10,290,721	0.2%	71
62065	Colonial Penn Life Insurance Company	0	\$367,193	0.0%	0
84786	Colorado Bankers Life Ins Co	0	\$7,484	0.0%	0
76023	Columbian Life Insurance Company	2	\$1,073,755	0.0%	343
99937	Columbus Life Insurance Company	0	\$987	0.0%	0
62146	Combined Insurance Co Of America	18	\$22,251,364	0.4%	149
81426	Commercial Travelers Mutual Insurance Co	0	\$105,851	0.0%	0
84824	Commonwealth Annuity & Life Insurance Co	0	\$312,955	0.0%	0
92681	Community Health Plan Insurance Company	8	\$9,027,478	0.1%	163
77828	Companion Life Insurance Company	0	\$4,511,289	0.1%	0
60984	Compbenefits Insurance Company	3	\$1,428,961	0.0%	386
62308	Connecticut General Life Ins Co	20	\$55,499,646	0.9%	66
78174	Conseco Health Insurance Company	31	\$15,304,932	0.2%	372
60682	Conseco Insurance Company	2	\$1,667,148	0.0%	221
65900	Conseco Life Insurance Co	1	\$50,176	0.0%	3,665
62359	Constitution Life Insurance Company	0	\$90,623	0.0%	0
71730	Continental American Insurance Company	0	\$581,524	0.0%	0
62413	Continental Assurance Company	2	\$254,217	0.0%	1,447
20443	Continental Casualty Company	7	\$8,372,555	0.1%	154
71404	Continental General Insurance Company	17	\$6,106,710	0.1%	512
68500	Continental Life Ins Co Of Brentwood TN	6	\$22,748,618	0.4%	49
62553	Country Life Insurance Company	1	\$612,869	0.0%	300
81973	Coventry Health & Life Insurance Company	85	\$326,837,780	5.2%	48
60040	Cox Health Systems Insurance Company	32	\$56,786,485	0.9%	104
56634	Croatian Fraternal Union Of America	0	\$1,056	0.0%	0
80675	Crown Life Insurance Company	0	\$87,838	0.0%	0

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56138	CSA Fraternal Life	0	\$867	0.0%	0
62626	CUNA Mutual Insurance Society	4	\$7,433,905	0.1%	99
35408	Delos Insurance Company	1	\$3,938,748	0.1%	47
73474	Dentegra Insurance Company	1	\$1,816,667	0.0%	101
62928	EMC National Life Company	1	\$1,142,246	0.0%	161
21326	Empire Fire & Marine Insurance Co	0	\$90,669	0.0%	0
12747	Envision Insurance Company	0	\$209,885	0.0%	0
64149	Epic Life Insurance Company The	0	\$227,110	0.0%	0
62952	Equitable Life & Casualty Insurance Company	15	\$14,698,634	0.2%	188
25518	Fairmont Premier Insurance Company	3	\$775,072	0.0%	712
70742	Family Benefit Life Insurance Company	0	\$4,360	0.0%	0
77968	Family Heritage Life Insurance Co Of America	2	\$1,275,008	0.0%	288
63053	Family Life Insurance Company	0	\$163	0.0%	0
63118	Farm Bureau Life Ins Co of MO	0	\$270,143	0.0%	0
13897	Farmers Mutual Hail Insurance Company Of IA	0	\$375	0.0%	0
63177	Farmers New World Life Insurance Co	0	\$409,328	0.0%	0
20281	Federal Insurance Company	0	\$3,020,638	0.0%	0
63223	Federal Life Insurance Company	0	\$2,748	0.0%	0
63258	Federated Life Insurance Company	0	\$548,952	0.0%	0
13935	Federated Mutual Insurance Company	8	\$20,988,686	0.3%	70
63290	Fidelity Life Association A Legal Reserve Life Ins	0	\$1,438	0.0%	0
71870	Fidelity Security Life Insurance Company	2	\$8,873,456	0.1%	41
69140	First Allmerica Financial Life Insurance Co	0	\$5,093	0.0%	0
64696	First Continental Life & Accident Insurance Co	3	\$1,612,266	0.0%	342
90328	First Health Life & Health Insurance Company	1	\$53,643,790	0.9%	3
71129	Fort Dearborn Life Insurance Company	2	\$2,370,901	0.0%	155
62324	Freedom Life Insurance Company Of America	1	\$517,597	0.0%	355
63665	General American Life Insurance Company	0	\$820,271	0.0%	0
65536	Genworth Life & Annuity Insurance Company	2	\$4,902,632	0.1%	75
70025	Genworth Life Insurance Company	13	\$33,670,196	0.5%	71
70939	Gerber Life Insurance Company	0	\$3,783,483	0.1%	0
91472	Globe Life & Accident Insurance Company	4	\$1,499,962	0.0%	490
62286	Golden Rule Insurance Company	52	\$48,791,451	0.8%	196
22063	Government Employees Insurance Co	0	\$1,584	0.0%	0
63967	Government Personnel Mutual Life Ins Co	0	\$44,940	0.0%	0
16691	Great American Insurance Company	0	\$1,576,405	0.0%	0
63312	Great American Life Insurance Company	0	\$656,706	0.0%	0
90212	Great Southern Life Insurance Company	0	\$20,368	0.0%	0
80705	Great West Life Assurance Company	0	\$182,513	0.0%	0
68322	Great-West Life & Annuity Insurance Company	1	\$19,124,578	0.3%	10
64211	Guarantee Trust Life Insurance Co	13	\$9,826,227	0.2%	243
64238	Guaranty Income Life Insurance Company	0	\$31,565	0.0%	0
64246	Guardian Life Insurance Company Of America	21	\$62,425,799	1.0%	62
19682	Hartford Fire Insurance Company	1	\$2,023	0.0%	9,999
70815	Hartford Life & Accident Insurance Company	13	\$57,346,627	0.9%	42

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71153	Hartford Life & Annuity Insurance Company	0	\$19,499	0.0%	0
88072	Hartford Life Insurance Company	1	\$4,010,115	0.1%	46
92711	HCC Life Insurance Company	0	\$13,060,672	0.2%	0
78611	HCSC Insurance Services Company	0	\$231,381	0.0%	0
70670	Health Care Service Corporation	0	\$1,548,909	0.0%	0
66141	Health Net Life Insurance Company	0	\$2,396,327	0.0%	0
78972	Healthy Alliance Life Insurance Co	1,090	\$1,497,904,678	23.7%	134
32077	Heritage Casualty Insurance Company	0	\$24,717	0.0%	0
93440	HM Life Insurance Company	0	\$3,133,998	0.0%	0
64513	Horace Mann Life Insurance Company	0	\$75,823	0.0%	0
93777	Household Life Insurance Company	2	\$2,715,486	0.0%	135
73288	Humana Insurance Company	59	\$342,099,675	5.4%	32
70580	Humanadental Insurance Company	0	\$6,307,424	0.1%	0
97764	Idealife Insurance Company	0	\$180,205	0.0%	0
64580	Illinois Mutual Life Insurance Company	2	\$1,792,279	0.0%	205
63533	Imerica Life & Health Insurance Company	0	\$12,186	0.0%	0
26581	Independence American Insurance Company	0	\$55,811	0.0%	0
58068	Independent Order Of Foresters The	0	\$2,747	0.0%	0
81779	Individual Assurance Co Life Health & Accident	1	\$1,618,885	0.0%	114
86509	ING Life Insurance & Annuity Company	0	\$1,254	0.0%	0
80942	ING USA Annuity & Life Ins Co	0	\$16,798	0.0%	0
19429	Insurance Company Of The State Of PA	0	\$45,098	0.0%	0
85189	Investors Consolidated Insurance Company	0	\$27	0.0%	0
64904	Investors Heritage Life Insurance Company	1	\$1,681	0.0%	9,999
63487	Investors Life Insurance Co Of North America	0	\$2,994	0.0%	0
89958	J M I C Life Insurance Company	0	\$32,987	0.0%	0
65056	Jackson National Life Insurance Company	0	\$103,111	0.0%	0
11630	Jefferson Insurance Company	0	\$27,473	0.0%	0
64017	Jefferson National Life Insurance Company	0	\$168,632	0.0%	0
65080	John Alden Life Insurance Company	20	\$11,622,310	0.2%	316
65099	John Hancock Life Insurance Company	8	\$23,064,111	0.4%	64
65838	John Hancock Life Insurance Company	0	\$109	0.0%	0
65110	Kanawha Insurance Company	0	\$3,321,014	0.1%	0
65129	Kansas City Life Insurance Company	2	\$3,715,336	0.1%	99
58033	Knights Of Columbus	0	\$1,496,613	0.0%	0
65242	Lafayette Life Insurance Company The	0	\$1,429,537	0.0%	0
71595	Lewer Life Insurance Company	0	\$10,764	0.0%	0
65315	Liberty Life Assurance Company Of Boston	2	\$1,962,987	0.0%	187
61492	Liberty Life Insurance Company	1	\$1,170,032	0.0%	157
23043	Liberty Mutual Insurance Company	0	\$3,983	0.0%	0
65331	Liberty National Life Insurance Company	0	\$97,769	0.0%	0
65498	Life Insurance Company Of North America	6	\$17,301,541	0.3%	64
65528	Life Insurance Company Of The Southwest	0	\$306	0.0%	0
77720	Lifesecond Insurance Company	0	\$12,816	0.0%	0
65595	Lincoln Benefit Life Company	2	\$4,703,330	0.1%	78

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65927	Lincoln Heritage Life Insurance Company	0	\$105,462	0.0%	0
62057	Lincoln Life & Annuity Company Of New York	0	\$286	0.0%	0
65676	Lincoln National Life Insurance Company	10	\$16,408,128	0.3%	112
68446	Longevity Insurance Company	0	\$14,274	0.0%	0
65722	Loyal American Life Insurance Company	4	\$682,562	0.0%	1,078
65781	Madison National Life Insurance Company Inc	1	\$1,377,875	0.0%	133
61018	Magna Insurance Company	0	\$3,596	0.0%	0
60321	Mamsi Life & Health Insurance Company	1	\$17,609	0.0%	9,999
38970	Markel Insurance Company	1	\$839,169	0.0%	219
71072	Marquette National Life Insurance Company	1	\$1,111,360	0.0%	165
65935	Massachusetts Mutual Life Insurance Company	1	\$8,578,439	0.1%	21
69515	Medamerica Insurance Company	0	\$298,136	0.0%	0
63762	Medco Containment Life Insurance Company	0	\$4,027,760	0.1%	0
74217	Medical Savings Insurance Company- <i>Suspended-</i>	1	.	.	.
31119	Medico Insurance Company	6	\$4,560,229	0.1%	242
71471	Medico Life Insurance Company	0	\$1,293,105	0.0%	0
97055	Mega Life & Health Insurance Company The	34	\$12,405,159	0.2%	504
86126	Members Life Insurance Company	0	\$66	0.0%	0
11529	Mercy Health Plans	53	\$190,137,164	3.0%	51
65951	Merit Life Insurance Co	0	\$1,108,926	0.0%	0
87726	Metlife Insurance Company Of Connecticut	2	\$1,949,454	0.0%	189
65978	Metropolitan Life Insurance Company	20	\$85,202,509	1.4%	43
66044	Midland National Life Insurance Company	0	\$8,941	0.0%	0
66087	Midwest National Life Insurance Co Of TN	7	\$2,624,121	0.0%	491
66168	Minnesota Life Insurance Company	0	\$3,254,577	0.1%	0
76040	Missouri Valley Life & Health Insurance Co	2	\$486,945	0.0%	755
57541	Modern Woodmen Of America	0	\$2,142	0.0%	0
66281	Monumental Life Insurance Company	7	\$7,025,418	0.1%	183
66370	Mony Life Insurance Company	0	\$426,161	0.0%	0
80020	Mountain Life Insurance Company	0	\$34,429	0.0%	0
66427	MTL Insurance Company	0	\$6,510	0.0%	0
88668	Mutual Of America Life Insurance Company	1	\$107,605	0.0%	1,709
71412	Mutual Of Omaha Insurance Company	26	\$54,074,440	0.9%	88
61409	National Benefit Life Insurance Company	0	\$30,522	0.0%	0
11991	National Casualty Company	0	\$32,913	0.0%	0
98205	National Foundation Life Insurance Company	0	\$340,391	0.0%	0
66583	National Guardian Life Insurance Company	0	\$1,884,602	0.0%	0
82538	National Health Insurance Company- <i>Suspended-</i>	1	.	.	.
66680	National Life Insurance Company	0	\$251,386	0.0%	0
60593	National States Insurance Company	6	\$1,861,389	0.0%	593
87963	National Teachers Associates Life Insurance Co	0	\$1,309,869	0.0%	0
19445	National Union Fire Ins Co of Pittsburgh	18	\$116,766,767	1.9%	28
68225	Nationwide Life Ins Co of America	0	\$16,424	0.0%	0
66869	Nationwide Life Insurance Company	1	\$1,365,525	0.0%	135
91626	New England Life Insurance Company	0	\$377,785	0.0%	0

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69698	New Era Life Ins Co of the Midwest	0	\$225,788	0.0%	0
66915	New York Life Insurance Company	1	\$8,582,021	0.1%	21
81264	Nippon Life Insurance Company Of America	0	\$27,188	0.0%	0
12630	Nmhc Group Solutions Insurance Inc- <i>Withdrawn</i>	0	\$3,957	0.0%	0
66974	North American Co For Life & Health Insurance	0	\$98	0.0%	0
68349	North American Insurance Company	0	\$103,731	0.0%	0
69000	Northwestern Long Term Care Insurance Co	0	\$3,720,663	0.1%	0
67091	Northwestern Mutual Life Insurance Company	1	\$18,868,978	0.3%	10
89206	Ohio National Life Assurance Corporation	0	\$310,917	0.0%	0
67172	Ohio National Life Insurance Company The	0	\$128,765	0.0%	0
67199	Old American Insurance Company	0	\$90,208	0.0%	0
24147	Old Republic Insurance Company	0	\$711,194	0.0%	0
67261	Old Republic Life Insurance Company	0	\$1,370,881	0.0%	0
67326	Old Surety Life Insurance Company	0	\$61,628	0.0%	0
76007	Old United Life Insurance Company	0	\$165,282	0.0%	0
76112	Oxford Life Insurance Company	0	\$169,196	0.0%	0
67393	Ozark National Life Insurance Company	0	\$88,149	0.0%	0
97268	Pacific Life & Annuity Company	0	\$58,921	0.0%	0
67466	Pacific Life Insurance Company	0	\$89,961	0.0%	0
70785	Pacificare Life & Health Insurance Company	5	\$16,819,815	0.3%	55
67539	Pan-american Life Insurance Company	5	\$2,551,626	0.0%	360
67598	Paul Revere Life Insurance Company	5	\$6,041,978	0.1%	152
67628	Pekin Life Insurance Company	0	\$268,359	0.0%	0
67644	Penn Mutual Life Insurance Company The	0	\$132,932	0.0%	0
63282	Penn Treaty Network America Ins Co- <i>Suspended</i>	5	\$2,741,357	0.0%	335
67660	Pennsylvania Life Insurance Company	5	\$42,251,602	0.7%	22
85561	Perico Life Insurance Company	1	\$1,270,780	0.0%	145
67784	Philadelphia American Life Insurance Company	0	\$668,220	0.0%	0
67814	Phoenix Life Insurance Company	0	\$131,339	0.0%	0
72125	Physicians Life Insurance Company	0	\$1,871,562	0.0%	0
80578	Physicians Mutual Insurance Company	10	\$10,325,736	0.2%	178
68039	Presidential Life Insurance Company	0	\$146,072	0.0%	0
65919	Primerica Life Insurance Company	0	\$8,898	0.0%	0
61271	Principal Life Insurance Company	51	\$79,563,488	1.3%	118
68047	Professional Insurance Company	1	\$365,062	0.0%	504
68136	Protective Life Insurance Company	0	\$285,742	0.0%	0
67903	Provident American Life & Health Insurance Co	0	\$411,273	0.0%	0
68195	Provident Life & Accident Insurance Company	5	\$14,953,759	0.2%	61
68209	Provident Life & Casualty Insurance Company	0	\$134,709	0.0%	0
68241	Prudential Insurance Company Of America The	10	\$12,968,213	0.2%	142
68284	Pyramid Life Insurance Company	23	\$16,801,217	0.3%	252
39217	QBE Insurance Corporation	0	\$2,141,979	0.0%	0
70211	Reassure America Life Insurance Company	1	\$1,810,270	0.0%	102
68357	Reliable Life Insurance Company	4	\$379,034	0.0%	1,941
68381	Reliance Standard Life Insurance Company	1	\$16,890,820	0.3%	11



**Accident and Health Insurance Complaint Indices**  
**Alpha by Company**

Code	Name	Complaints 2006-2008	Average Annual Premium 2006- 2008	Average Market Share 2006- 2008	Complaint Index
61360	Reliastar Life Ins Co of NY	0	\$539,094	0.0%	0
67105	Reliastar Life Insurance Company	1	\$8,709,765	0.1%	21
61700	Renaissance Life & Health Insurance Co	0	\$73,293	0.0%	0
31089	Republic Western Insurance Company	0	\$68,382	0.0%	0
68462	Reserve National Insurance Company	14	\$8,656,655	0.1%	297
61506	Resource Life Insurance Company	0	\$255,756	0.0%	0
65005	Riversource Life Insurance Company	1	\$5,534,719	0.1%	33
58181	Royal Arcanum Supreme Council Of	0	\$23	0.0%	0
57657	Royal Neighbors Of America	1	\$10,688,704	0.2%	17
79014	Safehealth Life Insurance Company	0	\$35,305	0.0%	0
60445	Sagicor Life Insurance Company	0	\$4,130	0.0%	0
69914	Sears Life Insurance Company	0	\$794,406	0.0%	0
93742	Securian Life Insurance Company	0	\$27,014	0.0%	0
68675	Security Benefit Life Insurance Company	0	\$30,504	0.0%	0
68721	Security Life Insurance Company Of America	2	\$569,382	0.0%	646
68713	Security Life Of Denver Insurance Company	0	\$2,545	0.0%	0
68772	Security Mutual Life Insurance Company Of NY	0	\$28,203	0.0%	0
69485	Security National Life Insurance Company	0	\$1,717	0.0%	0
76325	Senior Health Insurance Company of PA	49	\$6,725,468	0.1%	1,340
24988	Sentry Insurance A Mutual Company	0	\$45,658	0.0%	0
68810	Sentry Life Insurance Company (l&h Acct	1	\$162,961	0.0%	1,128
97241	Settlers Life Insurance Company	0	\$26,353	0.0%	0
65757	Shelter Life Insurance Company	0	\$9,324,938	0.1%	0
68845	Shenandoah Life Insurance Company	0	\$380,407	0.0%	0
71420	Sierra Health & Life Insurance Company Inc	2	\$2,154,261	0.0%	171
12575	Silverscript Insurance Company	0	\$18,727,422	0.3%	0
57673	Slovene National Benefit Society	0	\$248	0.0%	0
57142	Sons Of Norway	0	\$37	0.0%	0
73377	Southern Security Life Insurance Co- <i>Withdrawn</i>	0	\$360	0.0%	0
42986	Standard Guaranty Insurance Company	0	\$202,761	0.0%	0
69019	Standard Insurance Company	15	\$33,054,119	0.5%	83
86355	Standard Life & Accident Insurance Company	7	\$9,560,612	0.2%	135
69078	Standard Security Life Insurance Co Of NY	7	\$4,753,005	0.1%	271
68985	Starmount Life Insurance Company	0	\$14,574	0.0%	0
40045	Starnet Insurance Company	0	\$302,280	0.0%	0
25178	State Farm Mutual Automobile Insurance Co	2	\$31,536,564	0.5%	12
69116	State Life Insurance Company	0	\$939,345	0.0%	0
69132	State Mutual Insurance Company	1	\$1,615,728	0.0%	114
89184	Sterling Investors Life Insurance Company	0	\$9,804,210	0.2%	0
77399	Sterling Life Insurance Company	5	\$5,780,749	0.1%	159
10952	Stonebridge Casualty Insurance Company	2	\$91,487	0.0%	4,020
65021	Stonebridge Life Insurance Company	27	\$9,037,013	0.1%	549
80926	Sun Life & Health Insurance Company (US	3	\$5,523,197	0.1%	100
80802	Sun Life Assurance Company Of Canada	3	\$13,526,934	0.2%	41
69310	Surety Life Insurance Company	0	\$307	0.0%	0

**Accident and Health Insurance Complaint Indices**  
**Alpha by Company**

Code	Name	Complaints 2006-2008	Average Annual Premium 2006- 2008	Average Market Share 2006- 2008	Complaint Index
68608	Symetra Life Insurance Company	1	\$3,928,434	0.1%	47
69345	Teachers Ins & Annuity Assn of America	0	\$885,074	0.0%	0
56014	Thrivent Financial For Lutherans	1	\$11,655,190	0.2%	16
60142	TIAA-CREF Life Insurance Company	0	\$279,832	0.0%	0
69477	Time Insurance Company	94	\$44,814,968	0.7%	386
70688	Transamerica Financial Life Ins Co	0	\$16,817	0.0%	0
86231	Transamerica Life Insurance Company	37	\$25,604,546	0.4%	266
56006	Travelers Protective Association Of America	0	\$42,526	0.0%	0
61425	Trustmark Insurance Company	3	\$1,129,820	0.0%	488
62863	Trustmark Life Insurance Company	11	\$19,598,503	0.3%	103
56456	U S Letter Carriers' Mutual Benefit Ass	0	\$36,357	0.0%	0
29599	U S Specialty Insurance Company	0	\$167,710	0.0%	0
80314	Unicare Life & Health Insurance Company	16	\$29,596,823	0.5%	99
11121	Unified Life Insurance Company	0	\$1,601,663	0.0%	0
91529	Unimerica Insurance Company	0	\$5,284,998	0.1%	0
69701	Union Bankers Insurance Company	1	\$1,781,474	0.0%	103
80837	Union Central Life Insurance Company	0	\$1,113,013	0.0%	0
62596	Union Fidelity Life Insurance Company	1	\$1,286,299	0.0%	143
69744	Union Labor Life Insurance Company	0	\$276,678	0.0%	0
70408	Union Security Insurance Company	14	\$31,541,234	0.5%	82
92916	United American Insurance Company	68	\$25,472,261	0.4%	491
56383	United Commercial Travelers Of America	0	\$600,474	0.0%	0
62294	United Concordia Life & Health Ins Co	5	\$4,272,815	0.1%	215
91693	United Family Life Insurance Company	0	\$201	0.0%	0
79413	United Healthcare Insurance Company	331	\$936,155,061	14.8%	65
63983	United Heritage Life Insurance Company	0	\$3,151	0.0%	0
69922	United Home Life Insurance Company	0	\$835	0.0%	0
69930	United Insurance Company Of America	1	\$95,913	0.0%	1,917
82694	United Liberty Life Insurance Company	0	\$61	0.0%	0
69973	United Life Insurance Company	0	\$17,608	0.0%	0
92703	United National Life Ins Co of America	1	\$108,616	0.0%	1,693
69868	United Of Omaha Life Insurance Company	3	\$7,908,221	0.1%	70
42129	United Security Assurance Company Of PA	0	\$743,269	0.0%	0
81108	United Security Life & Health Insurance Co	6	\$380,947	0.0%	2,896
21113	United States Fire Insurance Company	1	\$1,615,338	0.0%	114
70106	United States Life Insurance Co New York	6	\$3,565,831	0.1%	309
63479	United Teacher Associates Insurance Co	25	\$2,453,328	0.0%	1,874
72850	United World Life Insurance Company	4	\$13,816,007	0.2%	53
70114	Unity Mutual Life Insurance Company	0	\$13	0.0%	0
70130	Universal Guaranty Life Insurance Company	0	\$2,265	0.0%	0
70157	Universal Life Insurance Company- <i>Suspended</i>	0	\$1,807	0.0%	0
70173	Universal Underwriters Life Insurance Company	1	\$-36,216	- 0.0%	-5078
62235	Unum Life Insurance Company Of America	29	\$51,947,754	0.8%	103
69663	USAA Life Insurance Company	0	\$1,586,835	0.0%	0
94358	Usable Life	0	\$237,123	0.0%	0

**Accident and Health Insurance 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>
53953	Vision Benefits Of America	0	\$2,253,988	0.0%	0
32395	Vision Service Plan Insurance Company	1	\$27,640,989	0.4%	7
70319	Washington National Insurance Co	23	\$5,360,128	0.1%	789
83445	Wellcare Health Insurance Of Arizona Inc	0	\$13,781,721	0.2%	0
10155	Wellcare Prescription Insurance Inc	1	\$23,229,516	0.4%	8
70335	West Coast Life Insurance Company	0	\$741	0.0%	0
70483	Western & Southern Life Insurance Company	0	\$1,086,269	0.0%	0
91413	Western Reserve Life Assurance Co Of Ohio	0	\$55,003	0.0%	0
39845	Westport Insurance Corporation	0	\$986,870	0.0%	0
78301	Westward Life Insurance Company	0	\$6,800	0.0%	0
60704	Wilton Reassurance Life Company Of New York	0	\$834	0.0%	0
57320	Woodmen Of The World Life Insurance Society	0	\$51,923	0.0%	0
57290	Workmens Benefit Fund Of The U S Of Am	0	\$31	0.0%	0
79987	World Corp Insurance Company	0	\$181,091	0.0%	0
70629	World Insurance Company	6	\$2,161,582	0.0%	510
71323	Zale Life Insurance Company	0	\$32,573	0.0%	0
16535	Zurich American Insurance Company	3	\$19,648,536	0.3%	28
<b>Total</b>		<b>3,431</b>	<b>\$6,309,213,882</b>	<b>100.0%</b>	<b>.</b>