

Individual Annuity

2010 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Individual Annuity	Complaints	Individual Life Policies in Force as of 12/31/2010	2010 Individual Life Complaint Ratio per 10,000 policies in force	Major Reasons Complaints were filed with the Illinois Department of Insurance			
				underwriting	marketing - sales	claims	policy service
Allianz Life Insurance Company of North America	10	60,338	1.66	0	3	3	4
Bankers Life & Casualty Company	10	4,235	23.61	0	1	5	4