

Individual Annuity by Company Name

2012 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Individual Annuity	Complaints Closed During 2012	Individual Life Policies in Force as of 12/31/2012	2012 Individual Life Complaint Ratio per 10,000 policies in force	Major Reasons Complaints were filed with the Illinois Department of Insurance				2011 Consumer Complaint Report Ratio
				under writing	marketing sales	claims handling	policy-holders service	
Allianz Life Insurance Company of North America	7	61,961	1.13	0	2	2	3	N/A
Aviva Life and Annuity Company	5	20,251	2.47	0	1	2	2	N/A
ING USA Annuity and Life Insurance Company	5	12,861	3.89	0	0	0	5	N/A
Jackson National Life Insurance Company	6	68,073	0.88	0	0	2	4	N/A
Total	23	163,146						
			2.09	Mean (The "average" of complaint ratios)				
			1.80	Median (The "middle" value of complaint ratios)				

"N/A" indicates that company was not included in the 2011 Consumer Complaint Report due to minimum complaint activity during 2011.