

Private Passenger Automobile by Company Name

2010 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Private Passenger Automobile	Complaints	Private Passenger Automobile 2010 Illinois Direct Written Premium \$	2010 Private Passenger Automobile Complaint Ratio per \$1 Million in Direct Written Premiums	Major Reasons Complaints were filed with the Illinois Department of Insurance			
				underwriting	marketing - sales	claims	policy service
21st Century North American Insurance Company	6	16,215,029	0.37	1	0	5	0
Affirmative Insurance Company	75	41,124,228	1.82	10	2	61	2
Allstate Insurance Company	149	239,610,901	0.62	27	8	101	13
American Access Casualty Company	123	76,719,413	1.60	11	0	111	1
American Family Mutual Insurance Company	42	263,326,617	0.16	6	2	34	0
American Freedom Insurance Company	29	11,299,617	2.57	4	0	24	1
American Heartland Insurance Company	46	8,027,191	5.73	1	1	44	0
American Service Insurance Company Inc	39	15,251,598	2.56	4	0	34	1
Apollo Casualty Company	105	23,488,728	4.47	2	0	103	0
Auto Club Services, Inc.	8	21,171,542	0.38	6	0	2	0
Bristol West Insurance Company	11	16,030,324	0.69	1	1	6	3
Constitutional Casualty Company *	24	N/A	N/A	4	0	18	2
Country Mutual Insurance Company	18	218,008,254	0.08	4	2	12	0
Country Preferred Insurance Company	10	224,380,606	0.04	4	0	5	1

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				underwriting	marketing - sales	claims	policy service
Delphi Casualty Company	9	5,439,997	1.65	0	0	9	0
Direct Auto Insurance Company	34	11,730,700	2.90	1	1	32	0
Erie Insurance Exchange	7	45,337,603	0.15	1	0	6	0
Esurance Insurance Company	18	24,859,554	0.72	0	0	16	2
Farmers Automobile Insurance Association (The)	10	81,480,135	0.12	4	0	5	1
First Acceptance Insurance Company Inc.	24	24,043,991	1.00	3	0	20	1
First Chicago Insurance Company	15	6,678,599	2.25	3	0	12	0
Founders Insurance Company	114	44,708,810	2.55	2	1	111	0
Geico Casualty Company	5	2,282,377	2.19	0	0	4	1
Geico General Insurance Company	23	122,052,907	0.19	0	1	22	0
Geico Indemnity Company	21	69,445,686	0.30	1	0	17	3
General Casualty Insurance Company	9	26,908,766	0.33	2	0	6	1
Government Employees Insurance Company	8	35,047,985	0.23	3	0	5	0
Hartford Insurance Company Of Illinois	14	19,668,511	0.71	7	0	6	1

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				underwriting	marketing - sales	claims	policy service
Illinois Farmers Insurance Company	55	220,044,871	0.25	13	3	33	6
Indiana Insurance Company	6	18,700,996	0.32	1	0	5	0
Infinity Casualty Insurance Company	9	6,962,371	1.29	1	0	8	0
Interstate Bankers Casualty Company	87	15,646,338	5.56	2	1	84	0
Liberty Mutual Fire Insurance Company	13	80,271,164	0.16	1	0	10	2
MemberSelect Insurance Company	31	62,458,085	0.50	17	1	11	2
Metropolitan Casualty Insurance Company	6	57,755,153	0.10	1	0	5	0
Mid-Century Insurance Company	5	23,880,880	0.21	0	0	5	0
National Heritage Insurance Company	14	2,982,248	4.69	0	0	14	0
Pekin Insurance Company	5	7,279,426	0.69	1	0	4	0
Progressive Direct Insurance Company	13	42,670,731	0.30	0	1	11	1
Progressive Northern Insurance Company	16	126,662,597	0.13	2	0	14	0
Progressive Universal Insurance Company	12	73,359,914	0.16	1	1	10	0
Property & Casualty Insurance Co of Hartford	5	13,728,610	0.36	4	0	1	0

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2010 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Private Passenger Automobile	Complaints	Private Passenger Automobile 2010 Illinois Direct Written Premium \$	2010 Private Passenger Automobile Complaint Ratio per \$1 Million in Direct Written Premiums	Major Reasons Complaints were filed with the Illinois Department of Insurance			
				underwriting	marketing - sales	claims	policy service
Safe Auto Insurance Company	18	18,508,543	0.97	2	1	13	2
Safeco Insurance Company of Illinois	12	62,175,367	0.19	0	0	11	1
Safeway Insurance Company	43	21,191,262	2.03	1	0	40	2
State Farm Mutual Automobile Insurance Company	240	1,670,014,878	0.14	45	4	184	7
Travelers Home And Marine Ins Co (The)	13	91,667,357	0.14	2	0	9	2
Trumbull Insurance Company	16	39,718,005	0.40	9	0	7	0
Unique Insurance Company	88	27,544,802	3.19	1	0	84	3
United Automobile Insurance Company	15	2,744,911	5.46	2	0	11	2
United Equitable Insurance Company	64	10,859,443	5.89	3	0	61	0
Universal Casualty Company	58	17,970,571	3.23	3	0	55	0
USAA Casualty Insurance Company	23	40,818,149	0.56	0	0	22	1

* Company entered in Liquidation status as of 1/20/2011

Private Passenger Automobile by Complaint Ratio

2010 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Private Passenger Automobile	Complaints	Private Passenger Automobile 2010 Illinois Direct Written Premium \$	2010 Private Passenger Automobile Complaint Ratio per \$1 Million in Direct Written Premiums	Major Reasons Complaints were filed with the Illinois Department of Insurance			
				underwriting	marketing - sales	claims	policy service
Country Preferred Insurance Company	10	224,380,606	0.04	4	0	5	1
Country Mutual Insurance Company	18	218,008,254	0.08	4	2	12	0
Metropolitan Casualty Insurance Company	6	57,755,153	0.10	1	0	5	0
Farmers Automobile Insurance Association (The)	10	81,480,135	0.12	4	0	5	1
Progressive Northern Insurance Company	16	126,662,597	0.13	2	0	14	0
Travelers Home And Marine Ins Co (The)	13	91,667,357	0.14	2	0	9	2
State Farm Mutual Automobile Insurance Company	240	1,670,014,878	0.14	45	4	184	7
Erie Insurance Exchange	7	45,337,603	0.15	1	0	6	0
American Family Mutual Insurance Company	42	263,326,617	0.16	6	2	34	0
Liberty Mutual Fire Insurance Company	13	80,271,164	0.16	1	0	10	2
Progressive Universal Insurance Company	12	73,359,914	0.16	1	1	10	0
Geico General Insurance Company	23	122,052,907	0.19	0	1	22	0
Safeco Insurance Company of Illinois	12	62,175,367	0.19	0	0	11	1
Mid-Century Insurance Company	5	23,880,880	0.21	0	0	5	0

Private Passenger Automobile by Complaint Ratio

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				underwriting	marketing - sales	claims	policy service
Government Employees Insurance Company	8	35,047,985	0.23	3	0	5	0
Illinois Farmers Insurance Company	55	220,044,871	0.25	13	3	33	6
Geico Indemnity Company	21	69,445,686	0.30	1	0	17	3
Progressive Direct Insurance Company	13	42,670,731	0.30	0	1	11	1
Indiana Insurance Company	6	18,700,996	0.32	1	0	5	0
General Casualty Insurance Company	9	26,908,766	0.33	2	0	6	1
Property & Casualty Insurance Co of Hartford	5	13,728,610	0.36	4	0	1	0
21st Century North American Insurance Company	6	16,215,029	0.37	1	0	5	0
Auto Club Services, Inc.	8	21,171,542	0.38	6	0	2	0
Trumbull Insurance Company	16	39,718,005	0.40	9	0	7	0
MemberSelect Insurance Company	31	62,458,085	0.50	17	1	11	2
USAA Casualty Insurance Company	23	40,818,149	0.56	0	0	22	1
Allstate Insurance Company	149	239,610,901	0.62	27	8	101	13
Bristol West Insurance Company	11	16,030,324	0.69	1	1	6	3

Private Passenger Automobile by Complaint Ratio

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				underwriting	marketing - sales	claims	policy service
Pekin Insurance Company	5	7,279,426	0.69	1	0	4	0
Hartford Insurance Company Of Illinois	14	19,668,511	0.71	7	0	6	1
Esurance Insurance Company	18	24,859,554	0.72	0	0	16	2
Safe Auto Insurance Company	18	18,508,543	0.97	2	1	13	2
First Acceptance Insurance Company Inc.	24	24,043,991	1.00	3	0	20	1
Infinity Casualty Insurance Company	9	6,962,371	1.29	1	0	8	0
American Access Casualty Company	123	76,719,413	1.60	11	0	111	1
Delphi Casualty Company	9	5,439,997	1.65	0	0	9	0
Affirmative Insurance Company	75	41,124,228	1.82	10	2	61	2
Safeway Insurance Company	43	21,191,262	2.03	1	0	40	2
Geico Casualty Company	5	2,282,377	2.19	0	0	4	1
First Chicago Insurance Company	15	6,678,599	2.25	3	0	12	0
Founders Insurance Company	114	44,708,810	2.55	2	1	111	0
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Direct Auto Insurance Company	34	11,730,700	2.90	1	1	32	0
Unique Insurance Company	88	27,544,802	3.19	1	0	84	3
Universal Casualty Company	58	17,970,571	3.23	3	0	55	0
Apollo Casualty Company	105	23,488,728	4.47	2	0	103	0
National Heritage Insurance Company	14	2,982,248	4.69	0	0	14	0
United Automobile Insurance Company	15	2,744,911	5.46	2	0	11	2
Interstate Bankers Casualty Company	87	15,646,338	5.56	2	1	84	0
American Heartland Insurance Company	46	8,027,191	5.73	1	1	44	0
United Equitable Insurance Company	64	10,859,443	5.89	3	0	61	0
Constitutional Casualty Company *	24	N/A	N/A	4	0	18	2

* Company entered in Liquidation status as of 1/20/2011

Comparison of Complaints by Coverage & Reason 2009 - 2010

Coverage	Underwriting	Marketing & Sales	Claim Handling	Policyholder Service	Total	% of Change from Prior Year
Auto (2009)	265	86	2,009	89	2,449	
Auto (2010)	291	86	1,737	106	2,220	-9%
Homeowners (2009)	307	18	611	44	980	
Homeowners (2010)	384	31	719	50	1,184	21%
All Other Coverages P&C (2009)	48	25	102	4	179	
All Other Coverages P&C (2010)	76	16	135	10	237	32%
Individual Life (2009)	82	19	176	232	509	
Individual Life (2010)	91	31	305	192	619	22%
Individual Annuity (2009)	6	16	20	52	94	
Individual Annuity (2010)	0	11	34	37	82	-13%
Individual A & H (2009)	129	10	516	65	720	
Individual A & H (2010)	223	15	470	68	776	8%
Group A & H (2009)	58	10	2,320	467	2,855	
Group A & H (2010)	126	4	2,130	93	2,353	-18%
Group Credit A & H (2009)	1	0	11	0	12	
Group Credit A & H (2010)	0	0	5	0	5	-58%
All Other Coverages LAH (2009)	11	4	32	38	85	
All Other Coverages LAH (2010)	8	1	70	22	101	19%
HMOs (2009)	15	3	400	19	437	
HMOs (2010)	20	2	319	13	354	-19%
Totals for 2010:	<u>1,219</u>	<u>197</u>	<u>5,924</u>	<u>591</u>	<u>7,931</u>	

Composite of Insurance Complaints Investigated by the Illinois Department of Insurance in the Year 2010

Summary

	<u>Complaint Count</u>
HMO Complaints	354
Insurance Company Complaints	<u>7,577</u>
	7,931
Not Categorized Complaints	<u>1,937</u>
Total Complaints:	9,868

Complaints by Line of Coverage

<u>Coverage</u>	<u>Complaint Count</u>	<u>Percentage</u>
Auto	2,220	22%
Homeowners	1,184	12%
Individual Life	619	6%
Individual Accident & Health	776	8%
Group Accident & Health	2,353	24%
HMOs	354	4%
Group Credit Accident & Health	5	<1%
Individual Annuity	82	1%
All Other Coverages	338	3%
Not Categorized	1,937	20%
Total:	9,868	100%

Major Reasons for Complaints

<u>Reasons</u>	<u>Insurance Companies</u>		<u>HMOs</u>	
Underwriting	1,199	16%	20	6%
Marketing & Sales	195	3%	2	1%
Claims Handling	5,605	74%	319	90%
Policyholder Service	578	8%	13	4%
Total:	7,577	100%	354	100%

Distribution of Complaints by Zip Code

	<u>Insurance Companies</u>		<u>HMOs</u>	
Suburban Chicago (600-605)	3,212	42%	182	51%
Chicago (606)	1,456	19%	60	17%
Downstate (607-629)	2,010	27%	86	24%
Outside Illinois	857	11%	24	7%
No Zip code Provided	42	1%	2	1%
Total:	7,577	100%	354	100%

HMO Company Complaint Record -- General Summary 2010

Number of Complaints
Originated by:

Disposition of
Complaints

Company Name	HCP Enrollment	Total Complaints	Total DOJ Complaints	A) Consumer/Enrollee	B) Provider	C) Other Individual	Complaints with External Review	A) Relief Granted	B) Partial Relief	C) Information Furnished	D) No Relief Granted
AETNA HEALTH, INC.	18,588	1,123	12	360	288	475	7	270	35	600	218
CIGNA HEALTHCARE OF ILLINOIS INC	361	34	2	23	5	6	0	27	1	1	5
CIGNA HEALTHCARE OF ST LOUIS INC	51	0	0	0	0	0	0	0	0	0	0
GROUP HEALTH PLAN INC	7,596	11	2	10	0	1	0	2	0	4	5
HEALTH ALLIANCE MEDICAL PLANS INC	140,694	383	27	382	0	1	16	61	8	9	305
HEALTH ALLIANCE MIDWEST INC	688	0	0	0	0	0	0	0	0	0	0
HEALTH CARE SERVICE CORP MUT LEG RES	805,186	243	149	158	75	10	0	120	36	35	52
HMO MISSOURI INC	0	1	0	1	0	0	0	1	0	0	0
HUMANA BENEFIT PLAN OF ILLINOIS	1,737	41	2	39	1	1	0	20	0	0	21
HUMANA HEALTH PLAN INC	54,199	819	31	734	61	24	1	401	33	1	384
MEDICAL ASSOCIATES HEALTH PLAN INC	2,863	31	0	8	23	0	0	16	0	3	12
PERSONALCARE INSURANCE OF ILLINOIS INC	35,252	345	25	237	107	1	15	184	2	4	155
UNICARE HEALTH PLANS OF THE MIDWEST IN	0	200	13	88	100	12	4	131	7	12	50
UNION HEALTH SERVICE INC	29	0	0	0	0	0	0	0	0	0	0
UNITED HEALTHCARE OF ILLINOIS INC	14,149	105	18	70	31	4	0	40	2	5	58
UNITED HEALTHCARE OF THE MIDWEST INC	256	8	0	7	1	0	0	2	0	0	6
UNITEDHEALTHCARE PLAN OF THE RIVERVAL	7,913	46	1	44	1	1	2	19	1	1	25
TOTALS	1,089,56	3,390	282	2,161	693	536	45	1,294	125	675	1,296

As of: December 31, 2010

Source: Illinois Department of Insurance

Published: Saturday, July 16, 2011

HMO Company Complaint Record -- Classification Summary 2010

Number of Complaints
Classified As:

Company Name	HCP Enrollment	Total Complaints	Total DOJ Complaints	A) Denial of Care or Treatment	B) Denial of Diagnostic Procedure	C) Denial of Referral Request	D) Sufficient Choice & Accessibility of HCP	E) Underwriting	F) Marketing and Sales	G) Claims and Utilization Review	H) Member Services	I) Provider Relations - Quality of Care	J) Provider's Complaints - Prompt Pay	K) Miscellaneous
AETNA HEALTH, INC.	18,588	1,123	12	28	47	2	1	3	0	921	66	21	34	0
CIGNA HEALTHCARE OF ILLINOIS INC	361	34	2	4	0	0	3	0	0	19	6	1	0	1
CIGNA HEALTHCARE OF ST LOUIS INC	51	0	0	0	0	0	0	0	0	0	0	0	0	0
GROUP HEALTH PLAN INC	7,596	11	2	6	0	0	0	0	0	0	0	0	0	5
HEALTH ALLIANCE MEDICAL PLANS INC	140,694	383	27	67	2	63	0	0	0	248	0	0	0	3
HEALTH ALLIANCE MIDWEST INC	688	0	0	0	0	0	0	0	0	0	0	0	0	0
HEALTH CARE SERVICE CORP MUT LEG RES CO	805,186	243	149	19	0	15	1	3	0	178	8	1	18	0
HMO MISSOURI INC	0	1	0	1	0	0	0	0	0	0	0	0	0	0
HUMANA BENEFIT PLAN OF ILLINOIS	1,737	41	2	9	3	2	0	0	0	22	0	0	0	5
HUMANA HEALTH PLAN INC	54,199	819	31	707	6	14	0	0	0	51	2	0	0	39
MEDICAL ASSOCIATES HEALTH PLAN INC	2,863	31	0	7	0	0	0	0	0	0	0	3	0	21
PERSONALCARE INSURANCE OF ILLINOIS INC	35,252	345	25	93	13	7	4	0	0	227	1	0	0	0
UNICARE HEALTH PLANS OF THE MIDWEST INC	0	200	13	82	2	34	0	7	0	46	0	2	1	26
UNION HEALTH SERVICE INC	29	0	0	0	0	0	0	0	0	0	0	0	0	0
UNITED HEALTHCARE OF ILLINOIS INC	14,149	105	18	2	0	0	1	0	0	90	6	1	0	5
UNITED HEALTHCARE OF THE MIDWEST INC	256	8	0	0	0	0	0	0	0	6	0	0	0	2
UNITEDHEALTHCARE PLAN OF THE RIVERVALLEY	7,913	46	1	0	3	0	43	0	0	0	0	0	0	0
TOTALS	1,089,56	3,390	282	1,025	76	137	53	13	0	1,808	89	29	53	107

As of: December 31, 2010

Source: Illinois Department of Insurance

Published: Saturday, July 16, 2011

HMO External Independent Review Summary 2010

Disposition of External Reviews

Company Name	HCP Enrollment	Total Complaints	Total DOJ Complaints	Complaints with External Review	A) Relief Granted	B) Partial Relief	C) Information Furnished	D) No Relief Granted
AETNA HEALTH, INC.	18,588	1,123	12	7	7	0	0	0
CIGNA HEALTHCARE OF ILLINOIS INC	361	34	2	0	0	0	0	0
CIGNA HEALTHCARE OF ST LOUIS INC	51	0	0	0	0	0	0	0
GROUP HEALTH PLAN INC	7,596	11	2	0	0	0	0	0
HEALTH ALLIANCE MEDICAL PLANS INC	140,694	383	27	16	7	0	0	9
HEALTH ALLIANCE MIDWEST INC	688	0	0	0	0	0	0	0
HEALTH CARE SERVICE CORP MUT LEG RES	805,186	243	149	0	0	0	0	0
HMO MISSOURI INC	0	1	0	0	0	0	0	0
HUMANA BENEFIT PLAN OF ILLINOIS	1,737	41	2	0	0	0	0	0
HUMANA HEALTH PLAN INC	54,199	819	31	1	0	0	0	1
MEDICAL ASSOCIATES HEALTH PLAN INC	2,863	31	0	0	0	0	0	0
PERSONALCARE INSURANCE OF ILLINOIS INC	35,252	345	25	15	0	0	0	15
UNICARE HEALTH PLANS OF THE MIDWEST IN	0	200	13	4	0	0	0	4
UNION HEALTH SERVICE INC	29	0	0	0	0	0	0	0
UNITED HEALTHCARE OF ILLINOIS INC	14,149	105	18	0	0	0	0	0
UNITED HEALTHCARE OF THE MIDWEST INC	256	8	0	0	0	0	0	0
UNITEDHEALTHCARE PLAN OF THE RIVERVAL	7,913	46	1	2	0	0	0	2
TOTALS	1,089,56	3,390	282	45	14	0	0	31

As of: December 31, 2010

Source: Illinois Department of Insurance

Published: Saturday, July 16, 2011

Group Accident and Health by Company Name

2010 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Group Accident & Health	Complaints	Group Accident & Health Certificates in Force as of 12/31/2010	2010 Group Accident & Health Complaint Ratio per 10,000 Certificates in force	Major Reasons Complaints were filed with the Illinois Department of Insurance			
				underwriting	marketing - sales	claims	policy service
Aetna Life Insurance Company	54	746,391	0.72	1	0	49	4
American Medical And Life Insurance Company	5	1,050	47.62	1	0	4	0
Celtic Insurance Company	13	5,133	25.33	1	0	12	0
Concert Health Plan Insurance Company	22	2,966	74.17	0	0	22	0
Connecticut General Life Insurance Company	9	74,786	1.20	0	0	6	3
Fidelity Security Life Insurance Company	6	501,025	0.12	1	0	5	0
Golden Rule Insurance Company	40	13,210	30.28	15	0	16	9
Guarantee Trust Life Insurance Company	14	35,745	3.92	5	0	8	1
Guardian Life Insurance Company of America	30	253,503	1.18	0	0	30	0
Health Alliance Medical Plans Inc.	7	36,383	1.92	4	0	3	0
Health Care Service Corporation	373	1,730,895	2.15	24	0	310	39
Humana Insurance Company	53	60,606	8.75	1	0	49	3
HumanaDental Insurance Company	7	41,127	1.70	1	0	6	0
John Alden Life Insurance Company	8	9,756	8.20	2	0	6	0

Group Accident and Health by Company Name

2010 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Group Accident & Health	Complaints	Group Accident & Health Certificates in Force as of 12/31/2010	2010 Group Accident & Health Complaint Ratio per 10,000 Certificates in force	Major Reasons Complaints were filed with the Illinois Department of Insurance			
				underwriting	marketing - sales	claims	policy service
Life Insurance Company of North America	11	1,036,135	0.11	0	0	10	1
Lincoln National Life Insurance Company *	7	3	23,333.33	0	0	7	0
Mega Life and Health Insurance Company (The)	10	10,909	9.17	1	0	9	0
Metropolitan Life Insurance Company	20	969,637	0.21	0	0	19	1
Mid-West National Life Insurance Company of Tennessee	5	4,466	11.20	1	0	3	1
New York Life Insurance Company	6	23,706	2.53	1	0	3	2
Nippon Life Insurance Company of America	6	6,917	8.67	0	0	6	0
PersonalCare Insurance of Illinois Inc.	19	34,229	5.55	1	0	18	0
Principal Life Insurance Company	18	139,815	1.29	0	0	18	0
Prudential Insurance Company of America	11	4,844	22.71	0	0	11	0
Time Insurance Company	62	42,139	14.71	17	2	41	3
Unicare Health Insurance Company of the Midwest **	46	200	2,300.00	3	0	42	1
Union Security Insurance Company	5	60,832	0.82	0	0	5	0
UnitedHealthcare Insurance Company	76	495,379	1.53	3	0	72	1

Group Accident and Health by Company Name

2010 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Group Accident & Health	Complaints	Group Accident & Health Certificates in Force as of 12/31/2010	2010 Group Accident & Health Complaint Ratio per 10,000 Certificates in force	Major Reasons Complaints were filed with the Illinois Department of Insurance			
				underwriting	marketing - sales	claims	policy service
UnitedHealthcare Insurance Company of Illinois	93	45,234	20.56	0	0	84	9
UnitedHealthcare Insurance Company of the River Valley	16	1,774	90.19	0	0	11	5
Unum Life Insurance Company of America	10	536,883	0.19	0	0	10	0

* Company is exiting the Group Accident and Health market.

** Company exited the market in Illinois at the end of 2009.

Group Accident and Health by Complaint Ratio

2010 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Group Accident & Health	Complaints	Group Accident & Health Certificates in Force as of 12/31/2010	2010 Group Accident & Health Complaint Ratio per 10,000 Certificates in force	Major Reasons Complaints were filed with the Illinois Department of Insurance			
				underwriting	marketing - sales	claims	policy service
Life Insurance Company of North America	11	1,036,135	0.11	0	0	10	1
Fidelity Security Life Insurance Company	6	501,025	0.12	1	0	5	0
Unum Life Insurance Company of America	10	536,883	0.19	0	0	10	0
Metropolitan Life Insurance Company	20	969,637	0.21	0	0	19	1
Aetna Life Insurance Company	54	746,391	0.72	1	0	49	4
Union Security Insurance Company	5	60,832	0.82	0	0	5	0
Guardian Life Insurance Company of America	30	253,503	1.18	0	0	30	0
Connecticut General Life Insurance Company	9	74,786	1.20	0	0	6	3
Principal Life Insurance Company	18	139,815	1.29	0	0	18	0
UnitedHealthcare Insurance Company	76	495,379	1.53	3	0	72	1
HumanaDental Insurance Company	7	41,127	1.70	1	0	6	0
Health Alliance Medical Plans Inc.	7	36,383	1.92	4	0	3	0
Health Care Service Corporation	373	1,730,895	2.15	24	0	310	39
New York Life Insurance Company	6	23,706	2.53	1	0	3	2

Group Accident and Health by Complaint Ratio

2010 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Group Accident & Health	Complaints	Group Accident & Health Certificates in Force as of 12/31/2010	2010 Group Accident & Health Complaint Ratio per 10,000 Certificates in force	Major Reasons Complaints were filed with the Illinois Department of Insurance			
				underwriting	marketing - sales	claims	policy service
Guarantee Trust Life Insurance Company	14	35,745	3.92	5	0	8	1
PersonalCare Insurance of Illinois Inc.	19	34,229	5.55	1	0	18	0
John Alden Life Insurance Company	8	9,756	8.20	2	0	6	0
Nippon Life Insurance Company of America	6	6,917	8.67	0	0	6	0
Humana Insurance Company	53	60,606	8.75	1	0	49	3
Mega Life and Health Insurance Company (The)	10	10,909	9.17	1	0	9	0
Mid-West National Life Insurance Company of Tennessee	5	4,466	11.20	1	0	3	1
Time Insurance Company	62	42,139	14.71	17	2	41	3
UnitedHealthcare Insurance Company of Illinois	93	45,234	20.56	0	0	84	9
Prudential Insurance Company of America	11	4,844	22.71	0	0	11	0
Celtic Insurance Company	13	5,133	25.33	1	0	12	0
Golden Rule Insurance Company	40	13,210	30.28	15	0	16	9
American Medical And Life Insurance Company	5	1,050	47.62	1	0	4	0
Concert Health Plan Insurance Company	22	2,966	74.17	0	0	22	0

Group Accident and Health by Complaint Ratio

2010 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Group Accident & Health	Complaints	Group Accident & Health Certificates in Force as of 12/31/2010	2010 Group Accident & Health Complaint Ratio per 10,000 Certificates in force	Major Reasons Complaints were filed with the Illinois Department of Insurance			
				underwriting	marketing - sales	claims	policy service
UnitedHealthcare Insurance Company of the River Valley	16	1,774	90.19	0	0	11	5
Unicare Health Insurance Company of the Midwest **	46	200	2,300.00	3	0	42	1
Lincoln National Life Insurance Company *	7	3	23,333.33	0	0	7	0

* Company is exiting the Group Accident and Health market.

** Company exited the market in Illinois at the end of 2009.

Health Maintenance Organizations (HMOs) with Complaint(s)

2010 Complaint Statistics for Health Maintenance Organizations (HMOs) Complaints- Illinois Members Only	Complaints	Total Illinois Members as of 12/31/2010 in Force	Adjusted Total* Illinois Members as of 12/31/2010	Complaint Ratio per 10,000 Members Enrolled in Illinois	Major Reasons Complaints were filed with the Illinois Department of Insurance			
					Underwriting	Marketing /Sales	Claims	Service
AETNA HEALTH OF ILLINOIS INC.	12	22,809	18,588	6.46	2	0	10	0
CIGNA HEALTHCARE OF ILLINOIS INC.	2	361	361	55.40	1	0	1	0
GROUP HEALTH PLAN INC.	2	12,891	7,596	2.63	0	0	2	0
HEALTH ALLIANCE MEDICAL PLANS INC.	27	152,239	140,694	1.92	0	0	26	1
HEALTH CARE SERVICE CORPORATION, A MUTUAL LEGAL RESERVE COMPANY	151	805,186	805,186	1.88	7	0	135	9
HUMANA BENEFIT PLAN OF ILLINOIS, INC.	3	17,464	1,737	17.27	0	0	3	0
HUMANA HEALTH PLAN INC.	32	99,007	54,199	5.90	3	0	28	1
PERSONALCARE INSURANCE OF ILLINOIS INC.	26	35,252	35,252	7.38	1	0	24	1
UNICARE HEALTH PLANS OF THE MIDWEST INC. **	13	0	0	n/a	0	0	13	0
UNITEDHEALTHCARE OF ILLINOIS INC.	21	14,149	14,149	14.84	1	0	18	2
UNITEDHEALTHCARE PLAN OF THE RIVER VALLEY, INC.	1	10,899	7,913	1.26	0	0	1	0

*Total is adjusted to delete Medicaid/Medicare Members and Federal Employer Health Benefit Plans (FEHBP) Members.

Enrollment numbers shown are derived from the 2010 Illinois Enrollment page included in the 2010 Annual Statement filing.

** Company exited the market in Illinois at the end of 2009.

HMOs and HSOs with No Illinois Enrollment as of 12/31/2010

Health Maintenance Organizations (HMOs) and Health Service Organizations (HSOs) with No Illinois Enrollment at Year End 2010	Total Illinois Members as of 12/31/2010 in Force	Adjusted Total* Illinois Members as of 12/31/2010
DENTAL BENEFIT PROVIDERS OF ILLINOIS INC. **	0	0
ESSENCE HEALTHCARE INC.	4,703	0
FIDELIS SECURECARE OF TEXAS INC.	0	0
HARMONY HEALTH PLAN OF ILLINOIS INC. ***	151,104	0
HEALTHLINK HMO INC.	0	0
HEALTHSPRING OF TENNESSEE, INC.	11,645	0
HMO MISSOURI, INC.	0	0
MERIDIAN HEALTH PLAN INC.	1,416	0

*Total is adjusted to delete Medicaid/Medicare Members and Federal Employer Health Benefit Plans (FEHBP) Members.

** Health Service Organization

*** Medicaid only HMO. Complaints are handled by the Illinois Department of Public Aid.

Enrollment numbers shown are derived from the 2010 Illinois Enrollment page included in the 2010 Annual Statement filing.

Health Maintenance Organization (HMOs) with No Complaints

Illinois Licensed Health Maintenance Organizations Having Commercial Enrollment but No Complaints in 2010	Total Illinois Members as of 12/31/2010 in Force	Adjusted Total* Illinois Members as of 12/31/2010
CIGNA HEALTHCARE OF ST. LOUIS, INC.	51	51
HEALTH ALLIANCE MIDWEST INC.	688	688
MEDICAL ASSOCIATGES HEALTH PLAN INC.	2,863	2,863
UNION HEALTH SERVICE INC (<i>HMO Enrollment Only</i>)	934	29
UNITEDHEALTHCARE OF THE MIDWEST INC.	9,024	256

*Total is adjusted to delete Medicaid/Medicare Members and Federal Employer Health Benefit Plans (FEHBP) Members.

Enrollment numbers shown are derived from the 2010 Illinois Enrollment page included in the 2010 Annual Statement filing.

Homeowners by Company Name

2010 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Homeowners	Complaints	Homeowners 2010 Illinois Direct Written Premium \$	2010 Homeowners Complaint Ratio per \$1 Million in Direct Written Premiums	Major Reasons Complaints were filed with the Illinois Department of Insurance			
				underwriting	marketing - sales	claims	policy service
Acuity, A Mutual Insurance Company	5	5,428,983	0.92	3	0	1	1
Allstate Insurance Company	221	131,331,532	1.68	48	4	157	12
American Family Mutual Insurance Company	79	135,259,612	0.58	8	1	68	2
Auto Owners Insurance Company	7	24,645,072	0.28	1	0	5	1
Balboa Insurance Company	6	2,941,160	2.04	2	0	4	0
Cincinnati Insurance Company (The)	7	21,495,908	0.33	0	1	6	0
Constitutional Casualty Company *	7	N/A	N/A	3	0	4	0
Country Mutual Insurance Company	52	230,636,557	0.23	14	1	35	2
Economy Premier Assurance Company	5	413,705	12.09	1	0	4	0
Erie Insurance Exchange	7	22,692,998	0.31	2	0	5	0
Farmers Automobile Insurance Association (The)	11	30,873,739	0.36	2	0	9	0
Farmers Insurance Exchange	44	36,729,641	1.20	10	1	31	2
Foremost Insurance Company	8	74,680,173	0.11	1	0	7	0
General Casualty Insurance Company	8	6,837,296	1.17	3	0	5	0
Hartford Insurance Company Of Illinois	12	13,221,103	0.91	6	0	5	1

Homeowners by Company Name

2010 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Homeowners	Complaints	Homeowners 2010 Illinois Direct Written Premium \$	2010 Homeowners Complaint Ratio per \$1 Million in Direct Written Premiums	Major Reasons Complaints were filed with the Illinois Department of Insurance			
				underwriting	marketing - sales	claims	policy service
Homesite Insurance Company of Illinois	11	12,464,000	0.88	3	0	7	1
Illinois Fair Plan Association	7	11,510,899	0.61	1	0	6	0
Illinois Farmers Insurance Company	44	65,969,915	0.67	14	1	26	3
IMT Insurance Company	6	5,036,201	1.19	3	0	3	0
Liberty Mutual Fire Insurance Company	29	41,894,918	0.69	4	0	24	1
Madison Mutual Insurance Company	8	7,937,430	1.01	2	0	6	0
MemberSelect Insurance Company	32	36,274,561	0.88	12	0	17	3
Metropolitan Casualty Insurance Company	12	38,480,131	0.31	2	1	8	1
Property & Casualty Insurance Co of Hartford	8	22,280,835	0.36	6	0	1	1
Safeco Insurance Company of Illinois	10	31,720,616	0.32	4	0	6	0
Sentinel Insurance Company Ltd	6	12,437,859	0.48	5	0	1	0
Standard Mutual Insurance Company	12	12,295,170	0.98	4	0	8	0
State Farm Fire & Casualty Company	241	921,725,556	0.26	139	4	97	1
State Farm Mutual Automobile Insurance Company **	5	0	N/A	1	1	2	1
Travelers Home And Marine Ins Co (The)	24	55,206,417	0.43	14	1	9	0

Homeowners by Company Name

2010 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Homeowners	Complaints	Homeowners 2010 Illinois Direct Written Premium \$	2010 Homeowners Complaint Ratio per \$1 Million in Direct Written Premiums	Major Reasons Complaints were filed with the Illinois Department of Insurance			
				underwriting	marketing - sales	claims	policy service
Travelers Personal Insurance Company	30	18,450,162	1.63	11	0	18	1
USAA Casualty Insurance Company	8	23,631,171	0.34	4	0	4	0

* Company entered in Liquidation status as of 1/20/2011.

** Company wrote no new premium in this coverage in 2010.

Homeowners by Complaint Ratio

2010 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Homeowners	Complaints	Homeowners 2010 Illinois Direct Written Premium \$	2010 Homeowners Complaint Ratio per \$1 Million in Direct Written Premiums	Major Reasons Complaints were filed with the Illinois Department of Insurance			
				underwriting	marketing - sales	claims	policy service
Foremost Insurance Company	8	74,680,173	0.11	1	0	7	0
Country Mutual Insurance Company	52	230,636,557	0.23	14	1	35	2
State Farm Fire & Casualty Company	241	921,725,556	0.26	139	4	97	1
Auto Owners Insurance Company	7	24,645,072	0.28	1	0	5	1
Erie Insurance Exchange	7	22,692,998	0.31	2	0	5	0
Metropolitan Casualty Insurance Company	12	38,480,131	0.31	2	1	8	1
Safeco Insurance Company of Illinois	10	31,720,616	0.32	4	0	6	0
Cincinnati Insurance Company (The)	7	21,495,908	0.33	0	1	6	0
USAA Casualty Insurance Company	8	23,631,171	0.34	4	0	4	0
Farmers Automobile Insurance Association (The)	11	30,873,739	0.36	2	0	9	0
Property & Casualty Insurance Co of Hartford	8	22,280,835	0.36	6	0	1	1
Travelers Home And Marine Ins Co (The)	24	55,206,417	0.43	14	1	9	0
Sentinel Insurance Company Ltd	6	12,437,859	0.48	5	0	1	0
American Family Mutual Insurance Company	79	135,259,612	0.58	8	1	68	2
Illinois Fair Plan Association	7	11,510,899	0.61	1	0	6	0

Homeowners by Complaint Ratio

2010 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Homeowners	Complaints	Homeowners 2010 Illinois Direct Written Premium \$	2010 Homeowners Complaint Ratio per \$1 Million in Direct Written Premiums	Major Reasons Complaints were filed with the Illinois Department of Insurance			
				underwriting	marketing - sales	claims	policy service
Illinois Farmers Insurance Company	44	65,969,915	0.67	14	1	26	3
Liberty Mutual Fire Insurance Company	29	41,894,918	0.69	4	0	24	1
MemberSelect Insurance Company	32	36,274,561	0.88	12	0	17	3
Homesite Insurance Company of Illinois	11	12,464,000	0.88	3	0	7	1
Hartford Insurance Company Of Illinois	12	13,221,103	0.91	6	0	5	1
Acuity, A Mutual Insurance Company	5	5,428,983	0.92	3	0	1	1
Standard Mutual Insurance Company	12	12,295,170	0.98	4	0	8	0
Madison Mutual Insurance Company	8	7,937,430	1.01	2	0	6	0
General Casualty Insurance Company	8	6,837,296	1.17	3	0	5	0
IMT Insurance Company	6	5,036,201	1.19	3	0	3	0
Farmers Insurance Exchange	44	36,729,641	1.20	10	1	31	2
Travelers Personal Insurance Company	30	18,450,162	1.63	11	0	18	1
Allstate Insurance Company	221	131,331,532	1.68	48	4	157	12
Balboa Insurance Company	6	2,941,160	2.04	2	0	4	0
Economy Premier Assurance Company	5	413,705	12.09	1	0	4	0

Homeowners by Complaint Ratio

2010 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Homeowners	Complaints	Homeowners 2010 Illinois Direct Written Premium \$	2010 Homeowners Complaint Ratio per \$1 Million in Direct Written Premiums	Major Reasons Complaints were filed with the Illinois Department of Insurance			
				underwriting	marketing - sales	claims	policy service
Constitutional Casualty Company *	7	N/A	N/A	3	0	4	0
State Farm Mutual Automobile Insurance Company **	5	0	N/A	1	1	2	1

* Company entered in Liquidation status as of 1/20/2011.

** Company wrote no new premium in this coverage in 2010.

Health Service Organizations (HSOs) with No Complaints

Illinois Licensed Health Service Organizations Having Commercial Enrollment but No Complaints in 2010	Total Illinois Members as of 12/31/2010 in Force	Adjusted Total* Illinois Members as of 12/31/2010
ALPHA DENTAL PROGRAMS INC.	1,873	1,873
DENTAL CONCERN LTD. THE	2,572	2,572
FIRST COMMONWEALTH INSURANCE COMPANY	129,999	129,999
FIRST COMMONWEALTH LTD HELATH SERV CORP	71	71
NATIONAL DENTAL CARE INC.	1,434	1,434
SIDNEY HILLMAN HEALTH CENTRE	6,344	6,344
TRUASSURE INSURANCE COMPANY	36,768	36,768
UNION HEALTH SERVICE INC <i>(LHSO enrollment only)</i>	37,824	36,336
UNION MEDICAL CENTER	8,356	7,530
UNION SECURITY INSURANCE COMPANY <i>(LHSO enrollment only)</i>	19,352	19,352

*Total is adjusted to delete Medicaid/Medicare Members and Federal Employer Health Benefit Plans (FEHBP) Members.
 Enrollment numbers shown are derived from the 2010 Illinois Enrollment page included in the 2010 Annual Statement filing.

Health Service Organizations (HSOs) with Complaint(s)

2010 Complaint Statistics for Health Service Organizations (HSOs) Complaints- Illinois Members Only	Complaints	Total Illinois Members as of 12/31/2010 in Force	Adjusted Total* Illinois Members as of 12/31/2010	Complaint Ratio per 10,000 Members Enrolled in Illinois	Major Reasons Complaints were filed with the Illinois Department of Insurance			
					Underwriting	Marketing /Sales	Claims	Service
COMPBENEFITS DENTAL, INC.	3	53,479	53,479	0.56	0	0	3	0
DELTA DENTAL OF ILLINOIS	5	481,241	481,241	0.10	0	0	5	0
HEALTH CARE SERVICE CORPORATION, A MUTUAL LEGAL RESERVE COMPANY (<i>LHSO enrollment only</i>)	151	60,200	60,200	25.08	7	0	135	9
VISION SERVICES PLAN OF ILLINOIS, NFP	1	1,298,208	1,298,208	0.01	0	0	1	0

*Total is adjusted to exclude Medicaid/Medicare Members and Federal Employer Health Benefit Plans (FEHBP) Members.
 Enrollment numbers shown are derived from the 2010 Illinois Enrollment page included in the 2010 Annual Statement filing.

Individual Accident and Health by Company Name

2010 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Individual Accident & Health	Complaints	Individual Accident and Health Policies in Force as of 12/31/2010	2010 Individual A&H 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
Aetna Life Insurance Company	8	9,365	8.54	0	0	8	0
Allianz Life Insurance Company of North America	5	4,710	10.62	4	0	0	1
American Community Mutual Ins Co *	25	N/A	N/A	9	2	13	1
American Family Life Assurance Company of Columbus	29	332,836	0.87	0	1	28	0
American Family Mutual Insurance Company	6	4,378	13.70	3	0	3	0
Bankers Life & Casualty Company	21	14,392	14.59	3	0	12	6
Celtic Insurance Company	8	4,963	16.12	2	0	5	1
Colonial Life & Accident Insurance Company	6	20,948	2.86	1	0	5	0
Combined Insurance Company Of America	6	94,496	0.63	0	0	6	0
Continental Casualty Company	10	18,699	5.35	2	0	7	1
Genworth Life Insurance Company	6	40,038	1.50	1	0	4	1
Guarantee Trust Life Insurance Company	7	7,665	9.13	0	1	5	1
Health Alliance Medical Plans Inc.	7	10,480	6.68	0	0	7	0
Health Care Service Corporation	315	577,798	5.45	92	5	178	40
Humana Insurance Company	48	21,211	22.63	14	0	32	2

Individual Accident and Health by Company Name

2010 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Individual Accident & Health	Complaints	Individual Accident and Health Policies in Force as of 12/31/2010	2010 Individual A&H 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
Kanawha Insurance Company	5	4,270	11.71	5	0	0	0
MetLife Insurance Company of Connecticut	17	2,976	57.12	16	0	0	1
Mutual of Omaha Insurance Company	13	13,691	9.50	2	0	7	4
National States Insurance Company **	6	N/A	N/A	1	0	3	2
Penn Treaty Network America Ins Co ***	5	N/A	N/A	3	0	2	0
Pennsylvania Life Insurance Company	5	5,659	8.84	0	0	3	2
Physicians Mutual Insurance Company	5	11,934	4.19	1	0	4	0
Reserve National Insurance Company	6	5,192	11.56	0	0	4	2
Senior Health Insurance Company of Pennsylvania	18	5,562	32.36	8	0	7	3
Time Insurance Company	5	3,365	14.86	0	0	5	0
Transamerica Life Insurance Company	5	11,271	4.44	0	0	4	1
Unicare Health Insurance Company of the Midwest	23	3,785	60.77	3	0	17	3
Unicare Life & Health Insurance Co. ****	5	25	2000.00	2	0	3	0
United American Insurance Company	6	9,105	6.59	2	0	3	1
United of Omaha Life Insurance Company	19	56,233	3.38	13	1	1	4

Individual Accident and Health by Company Name

2010 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Individual Accident & Health	Complaints	Individual Accident and Health Policies in Force as of 12/31/2010	2010 Individual A&H 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
UnitedHealthcare Insurance Company	5	313,531	0.16	0	0	4	1
Unum Life Insurance Company of America	5	8,267	6.05	0	0	5	0
Washington National Insurance Company	18	14,311	12.58	6	0	11	1

* Company entered in Suspended status as of 4/8/2010, and no policy in force count was collected.

** Company's Certificate of Authority was cancelled on 4/29/2011, and no policy in force count was collected.

*** Company's Certificate of Authority was cancelled on 2/4/2009, and no policy in force count was collected.

**** Company exited the market in Illinois.

Individual Accident and Health by Complaint Ratio

2010 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Individual Accident & Health	Complaints	Individual Accident and Health Policies in Force as of 12/31/2010	2010 Individual A&H 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
UnitedHealthcare Insurance Company	5	313,531	0.16	0	0	4	1
Combined Insurance Company Of America	6	94,496	0.63	0	0	6	0
American Family Life Assurance Company of Columbus	29	332,836	0.87	0	1	28	0
Genworth Life Insurance Company	6	40,038	1.50	1	0	4	1
Colonial Life & Accident Insurance Company	6	20,948	2.86	1	0	5	0
United of Omaha Life Insurance Company	19	56,233	3.38	13	1	1	4
Physicians Mutual Insurance Company	5	11,934	4.19	1	0	4	0
Transamerica Life Insurance Company	5	11,271	4.44	0	0	4	1
Continental Casualty Company	10	18,699	5.35	2	0	7	1
Health Care Service Corporation	315	577,798	5.45	92	5	178	40
Unum Life Insurance Company of America	5	8,267	6.05	0	0	5	0
United American Insurance Company	6	9,105	6.59	2	0	3	1
Health Alliance Medical Plans Inc.	7	10,480	6.68	0	0	7	0
Aetna Life Insurance Company	8	9,365	8.54	0	0	8	0
Pennsylvania Life Insurance Company	5	5,659	8.84	0	0	3	2

Individual Accident and Health by Complaint Ratio

2010 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Individual Accident & Health	Complaints	Individual Accident and Health Policies in Force as of 12/31/2010	2010 Individual A&H 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
Guarantee Trust Life Insurance Company	7	7,665	9.13	0	1	5	1
Mutual of Omaha Insurance Company	13	13,691	9.50	2	0	7	4
Allianz Life Insurance Company of North America	5	4,710	10.62	4	0	0	1
Reserve National Insurance Company	6	5,192	11.56	0	0	4	2
Kanawha Insurance Company	5	4,270	11.71	5	0	0	0
Washington National Insurance Company	18	14,311	12.58	6	0	11	1
American Family Mutual Insurance Company	6	4,378	13.70	3	0	3	0
Bankers Life & Casualty Company	21	14,392	14.59	3	0	12	6
Time Insurance Company	5	3,365	14.86	0	0	5	0
Celtic Insurance Company	8	4,963	16.12	2	0	5	1
Humana Insurance Company	48	21,211	22.63	14	0	32	2
Senior Health Insurance Company of Pennsylvania	18	5,562	32.36	8	0	7	3
MetLife Insurance Company of Connecticut	17	2,976	57.12	16	0	0	1
Unicare Health Insurance Company of the Midwest	23	3,785	60.77	3	0	17	3
Unicare Life & Health Insurance Co ****	5	25	2000.00	2	0	3	0

Individual Accident and Health by Complaint Ratio

2010 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Individual Accident & Health	Complaints	Individual Accident and Health Policies in Force as of 12/31/2010	2010 Individual A&H 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
American Community Mutual Ins Co *	25	N/A	N/A	9	2	13	1
National States Insurance Company **	6	N/A	N/A	1	0	3	2
Penn Treaty Network America Ins Co ***	5	N/A	N/A	3	0	2	0

* Company entered in Suspended status as of 4/8/2010, and no policy in force count was collected.

** Company's Certificate of Authority was cancelled on 4/29/2011, and no policy in force count was collected.

*** Company's Certificate of Authority was cancelled on 2/4/2009, and no policy in force count was collected.

**** Company exited the market in Illinois.

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

Individual Life by Company Name

2010 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Individual Life	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
Allstate Life Insurance Company	9	77,020	1.17	3	1	2	3
American General Life & Accident Insurance Company	20	90,043	2.22	0	0	11	9
American General Life Insurance Company	14	129,837	1.08	3	0	7	4
Assurity Life Insurance Company	5	7,310	6.84	1	0	1	3
Atlanta Life Insurance Company	13	47,755	2.72	1	0	3	9
Bankers Life & Casualty Company	29	39,852	7.28	3	1	22	3
Colonial Penn Life Insurance Company	8	10,066	7.95	1	0	5	2
Combined Insurance Company Of America	6	33,038	1.82	0	2	0	4
Conseco Life Insurance Company	7	12,497	5.60	1	1	1	4
Country Life Insurance Company	5	419,882	0.12	1	0	3	1
Farmers New World Life Insurance Company	5	72,807	0.69	2	1	1	1
Fidelity Life Association, A Legal Reserve Life Insurance Company	6	6,557	9.15	1	2	1	2
Genworth Life Insurance Company	5	13,351	3.75	3	0	1	1
Globe Life & Accident Insurance Company	42	164,897	2.55	7	0	19	16
Jackson National Life Insurance Company	9	39,108	2.30	1	0	6	2

Individual Life by Company Name

2010 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Individual Life	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			
John Hancock Life Insurance Company U.S.A.	6	117,576	0.51	0	1	0	5
Lincoln National Life Insurance Company	11	53,887	2.04	0	0	3	8
Metropolitan Life Insurance Company	27	496,229	0.54	2	2	8	15
Metropolitan Tower Life Insurance Co	7	27,798	2.52	2	0	5	0
Midland National Life Insurance Company	5	19,191	2.61	1	1	3	0
Monumental Life Insurance Company	40	203,175	1.97	3	0	16	21
New York Life Insurance Company	7	136,571	0.51	0	1	3	3
Northwestern Mutual Life Insurance Co	7	409,827	0.17	3	0	3	1
Primerica Life Insurance Company	10	83,593	1.20	2	0	5	3
Protective Life Insurance Company	15	98,506	1.52	5	1	3	6
Prudential Insurance Company of America	22	566,997	0.39	4	2	7	9
Reassure America Life Insurance Company	17	54,480	3.12	3	1	4	9
Reliable Life Insurance Company	10	4,271	23.41	0	0	1	9
State Farm Life Insurance Company	7	444,294	0.16	3	0	3	1
Transamerica Life Insurance Company	10	117,483	0.85	2	0	5	3
United Insurance Company Of America	27	181,258	1.49	2	1	11	13

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Washington National Insurance Company	9	10,177	8.84	3	0	3	3
Western & Southern Life Insurance Company	9	113,935	0.79	1	1	4	3
Western Southern Life Assurance Company	7	20,999	3.33	1	2	3	1

Individual Life by Complaint Ratio

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