

# Illinois Department of Insurance

## 2018 Consumer Complaints Report

The following tabs contain 2018 consumer complaint counts by responding insurer, along with the direct written premium for each insurer. The complaint share is calculated by dividing the number of complaints for an insurer by the total number of complaints for the particular line. The market share is calculated by dividing the direct written premium for an insurer by the total direct written premium for the particular line.

The complaint ratio is calculated by dividing the complaint share by the market share. The result is a number greater than or equal to zero. A ratio of 1.00, for example, means the insurer has the same percentage share of Illinois complaints as its percentage share of Illinois premiums. A ratio of 1.50, for example, means the insurer has a 50% higher share of Illinois complaints when compared to its share of Illinois premiums.

The data is shown for seven lines of business:

Private Passenger Automobile, Homeowner's, Individual Life, Individual Annuity, Individual Accident & Health, Group Accident & Health, and Health Maintenance Organizations.

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Private Passenger Automobile**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
44725	1st Auto & Cas Ins Co	\$5,309,544	0.069%	1	0.038%	0.55
34789	21st Century Centennial Ins Co	\$0	0.000%	1	0.038%	N/A
32220	21st Century N Amer Ins Co	\$0	0.000%	0	0.000%	N/A
22225	21st Century Preferred Ins Co	\$0	0.000%	0	0.000%	N/A
20796	21st Century Premier Ins Co	\$0	0.000%	0	0.000%	N/A
14184	Acuity A Mut Ins Co	\$11,837,435	0.155%	1	0.038%	0.24
10324	Addison Ins Co	\$866,544	0.011%	0	0.000%	0.00
19402	AIG Prop Cas Co	\$3,408,289	0.045%	0	0.000%	0.00
10212	Allmerica Fin Alliance Ins Co	\$55,161,500	0.721%	4	0.151%	0.21
41840	Allmerica Fin Benefit Ins Co	\$417	0.000%	0	0.000%	N/A
29688	Allstate Fire & Cas Ins Co	\$610,647,377	7.982%	126	4.758%	0.60
19240	Allstate Ind Co	\$17,637,941	0.231%	10	0.378%	1.63
19232	Allstate Ins Co	\$100,309,836	1.311%	13	0.491%	0.37
17230	Allstate Prop & Cas Ins Co	\$55,837,782	0.730%	10	0.378%	0.52
38156	Alpha Prop & Cas Ins Co	\$1,628,468	0.021%	1	0.038%	1.80
19100	Amco Ins Co	\$9,377,472	0.123%	4	0.151%	1.23
10730	American Access Cas Co	\$76,875,522	1.005%	92	3.474%	3.46
13752	American Alliance Cas Co	\$65,416,144	0.855%	282	10.650%	12.46
10111	American Bankers Ins Co Of FL	\$1,005,407	0.013%	1	0.038%	2.90
23450	American Family Home Ins Co	\$368,953	0.005%	0	0.000%	0.00
10386	American Family Ins Co	\$124,552,148	1.628%	18	0.680%	0.42
19275	American Family Mut Ins Co SI	\$200,138,717	2.616%	22	0.831%	0.32
10864	American Freedom Ins Co	\$33,675,679	0.440%	108	4.079%	9.27
10031	American Heartland Ins Co	\$10,953,269	0.143%	66	2.492%	17.43
23469	American Modern Home Ins Co	\$1,447,925	0.019%	0	0.000%	0.00
42722	American Modern Prop & Cas Ins Co	\$427,605	0.006%	0	0.000%	0.00
39942	American Natl Gen Ins Co	\$46,255	0.001%	0	0.000%	0.00
28401	American Natl Prop & Cas Co	\$5,235,650	0.068%	0	0.000%	0.00

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Private Passenger Automobile**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
19615	American Reliable Ins Co	\$0	0.000%	0	0.000%	N/A
19992	American Select Ins Co	\$10,130,678	0.132%	0	0.000%	0.00
41998	American Southern Home Ins Co	\$0	0.000%	0	0.000%	N/A
19283	American Standard Ins Co of WI	\$5,322,269	0.070%	1	0.038%	0.54
19976	Amica Mut Ins Co	\$14,033,472	0.183%	0	0.000%	0.00
12287	Amica Prop & Cas Ins Co	\$35,177	0.000%	0	0.000%	N/A
10343	Apollo Cas Co	\$6,693,830	0.087%	4	0.151%	1.74
11150	Arch Ins Co	\$0	0.000%	0	0.000%	N/A
27235	Auto Club Family Ins Co	\$0	0.000%	0	0.000%	N/A
21202	Auto Club Ins Assoc	\$76,665,361	1.002%	27	1.020%	1.02
18988	Auto Owners Ins Co	\$21,114,270	0.276%	5	0.189%	0.68
15512	Automobile Club Interins Exch	\$9,184,846	0.120%	2	0.076%	0.63
33022	AXA Ins Co	\$20,924	0.000%	0	0.000%	N/A
13420	Badger Mut Ins Co	\$3,226,614	0.042%	0	0.000%	0.00
18279	Bankers Standard Ins Co	\$7,751,247	0.101%	0	0.000%	0.00
32603	Berkley Ins Co	\$698,356	0.009%	0	0.000%	0.00
19658	Bristol W Ins Co	\$32,164,166	0.420%	19	0.718%	1.71
35955	California Cas Gen Ins Co of OR	\$5,599,595	0.073%	0	0.000%	0.00
20230	Central Mut Ins Co	\$7,479,603	0.098%	1	0.038%	0.39
37524	Charter Ind Co	\$5,158	0.000%	0	0.000%	N/A
12777	Chubb Ind Ins Co	\$3,356,362	0.044%	0	0.000%	0.00
10052	Chubb Natl Ins Co	\$12,926,821	0.169%	0	0.000%	0.00
31534	Citizens Ins Co Of Amer	\$2,496	0.000%	0	0.000%	N/A
10714	Citizens Ins Co Of IL	\$792,822	0.010%	0	0.000%	0.00
40371	Columbia Mut Ins Co	\$1,336,836	0.017%	1	0.038%	2.22
10204	Consumers Ins Usa Inc	\$240,627	0.003%	0	0.000%	0.00
10783	Cornerstone Natl Ins Co	\$224,011	0.003%	0	0.000%	0.00
20982	Country Cas Ins Co	\$9,427,322	0.123%	0	0.000%	0.00

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Private Passenger Automobile**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
20990	Country Mut Ins Co	\$153,526,728	2.007%	21	0.793%	0.40
21008	Country Pref Ins Co	\$345,168,961	4.512%	21	0.793%	0.18
18961	Crestbrook Ins Co	\$8,557,809	0.112%	0	0.000%	0.00
21164	Dairyland Ins Co	\$2,026,408	0.026%	3	0.113%	4.36
11862	Delphi Cas Co	\$22,581	0.000%	1	0.038%	N/A
42587	Depositors Ins Co	\$15,882,058	0.208%	2	0.076%	0.36
12721	Direct Auto Ins Co	\$44,497,132	0.582%	269	10.159%	17.45
23736	Direct Natl Ins Co	\$124,557	0.002%	0	0.000%	0.00
13692	Donegal Mut Ins Co	\$0	0.000%	0	0.000%	N/A
11702	Echelon Prop & Cas Ins Co	\$1,820,337	0.024%	6	0.227%	9.44
22926	Economy Fire & Cas Co	\$2,436,977	0.032%	0	0.000%	0.00
38067	Economy Preferred Ins Co	\$36,775,430	0.481%	2	0.076%	0.16
40649	Economy Premier Assur Co	\$9,552,096	0.125%	1	0.038%	0.30
21261	Electric Ins Co	\$1,542,293	0.020%	0	0.000%	0.00
13688	Elephant Ins Co	\$5,228,623	0.068%	5	0.189%	2.78
25186	Emc Prop & Cas Ins Co	\$0	0.000%	0	0.000%	N/A
21407	Emcasco Ins Co	\$0	0.000%	0	0.000%	N/A
21415	Employers Mut Cas Co	\$3,523,701	0.046%	0	0.000%	0.00
11252	Encompass Home & Auto Ins Co	\$12,254,845	0.160%	2	0.076%	0.47
10071	Encompass Ins Co Of Amer	\$470,969	0.006%	0	0.000%	0.00
10072	Encompass Prop & Cas Co	\$334,774	0.004%	0	0.000%	0.00
28746	Equity Ins Co	\$0	0.000%	0	0.000%	N/A
26263	Erie Ins Co	\$2,003,077	0.026%	1	0.038%	1.45
26271	Erie Ins Exch	\$96,057,272	1.256%	9	0.340%	0.27
37915	Essentia Ins Co	\$8,503,098	0.111%	3	0.113%	1.02
25712	Esurance Ins Co	\$2,466,828	0.032%	1	0.038%	1.18
30210	Esurance Prop & Cas Ins Co	\$73,689,642	0.963%	14	0.529%	0.55
14254	Falcon Ins Co	\$5,227,373	0.068%	23	0.869%	12.77

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Private Passenger Automobile**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
24201	Farmers Automobile Ins Assoc	\$74,091,706	0.968%	9	0.340%	0.35
13897	Farmers Mut Hail Ins Co Of IA	\$379,816	0.005%	0	0.000%	0.00
20281	Federal Ins Co	\$975,225	0.013%	0	0.000%	0.00
19852	Financial Ind Co	\$12,372	0.000%	0	0.000%	N/A
10336	First Acceptance Ins Co Inc	\$5,726,325	0.075%	9	0.340%	4.53
13587	First Chicago Ins Co	\$16,432,864	0.215%	43	1.624%	7.55
29980	First Colonial Ins Co	\$2,934,980	0.038%	0	0.000%	0.00
33588	First Liberty Ins Corp	\$562,387	0.007%	0	0.000%	0.00
11185	Foremost Ins Co Grand Rapids MI	\$7,287,813	0.095%	0	0.000%	0.00
11800	Foremost Prop & Cas Ins Co	\$315,291	0.004%	0	0.000%	0.00
14249	Founders Ins Co	\$43,308,290	0.566%	89	3.361%	5.94
21253	Garrison Prop & Cas Ins Co	\$17,651,242	0.231%	2	0.076%	0.33
41491	Geico Cas Co	\$406,939,928	5.319%	79	2.983%	0.56
35882	Geico Gen Ins Co	\$62,387,529	0.815%	21	0.793%	0.97
22055	Geico Ind Co	\$28,635,368	0.374%	4	0.151%	0.40
24414	General Cas Co Of WI	\$2,470,085	0.032%	0	0.000%	0.00
18821	General Cas Ins Co	\$3,369,585	0.044%	1	0.038%	0.86
20559	General Security Ind Co of AZ	\$0	0.000%	0	0.000%	N/A
14044	Goodville Mut Cas Co	\$1,829,386	0.024%	0	0.000%	0.00
22063	Government Employees Ins Co	\$19,322,130	0.253%	3	0.113%	0.45
10322	Grange Ind Ins Co	\$644,258	0.008%	0	0.000%	0.00
14060	Grange Ins Co	\$148,341	0.002%	0	0.000%	0.00
20303	Great Northern Ins Co	\$6,802,444	0.089%	0	0.000%	0.00
14117	Grinnell Mut Reins Co	\$4,291,833	0.056%	1	0.038%	0.67
16144	Grinnell Select Ins Co	\$15,029,925	0.196%	0	0.000%	0.00
15032	Guideone Mut Ins Co	\$0	0.000%	0	0.000%	N/A
14516	HARLEYSVILLE LAKE STATES INS CO	\$937,366	0.012%	1	0.038%	3.15
22357	Hartford Accident & Ind Co	\$144,073	0.002%	1	0.038%	18.88

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Private Passenger Automobile**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
29424	Hartford Cas Ins Co	\$29,298	0.000%	0	0.000%	N/A
19682	Hartford Fire Ins Co	\$1,264,616	0.017%	1	0.038%	2.22
38288	Hartford Ins Co Of IL	\$7,006,556	0.092%	0	0.000%	0.00
30104	Hartford Underwriters Ins Co	\$875,650	0.011%	3	0.113%	10.30
14176	Hastings Mut Ins Co	\$5,656,371	0.074%	1	0.038%	0.51
22578	Horace Mann Ins Co	\$4,116,946	0.054%	0	0.000%	0.00
22756	Horace Mann Prop & Cas Ins Co	\$4,508,878	0.059%	0	0.000%	0.00
29068	IDS Prop Cas Ins Co	\$10,673,956	0.140%	0	0.000%	0.00
32808	Illinois Emcasco Ins Co	\$16,424	0.000%	1	0.038%	N/A
21679	Illinois Farmers Ins Co	\$280,015,142	3.660%	32	1.208%	0.33
14257	IMT Ins Co	\$1,026,455	0.013%	0	0.000%	0.00
11738	Infinity Auto Ins Co	\$103	0.000%	0	0.000%	N/A
22268	Infinity Ins Co	\$640,436	0.008%	0	0.000%	0.00
19429	Insurance Co Of The State Of PA	\$5,720,424	0.075%	1	0.038%	0.50
27930	Integon Cas Ins Co	\$60,309	0.001%	0	0.000%	0.00
29742	Integon Natl Ins Co	\$0	0.000%	0	0.000%	N/A
14338	Iowa Mut Ins Co	\$1,174,481	0.015%	1	0.038%	2.52
23647	Ironshore Ind Inc	\$609,941	0.008%	0	0.000%	0.00
10914	Kemper Independence Ins Co	\$968,921	0.013%	2	0.076%	5.81
42404	Liberty Ins Corp	\$56,179	0.001%	2	0.076%	75.53
23035	Liberty Mut Fire Ins Co	\$15,496,215	0.203%	4	0.151%	0.74
14941	Lighthouse Cas Co	\$32,130,893	0.420%	103	3.890%	9.26
36447	LM Gen Ins Co	\$108,836,049	1.423%	40	1.511%	1.06
33600	LM Ins Corp	\$3,258,562	0.043%	1	0.038%	0.88
11198	Loya Ins Co	\$8,905,854	0.116%	8	0.302%	2.60
10051	Lyndon Southern Ins Co	\$1,086,451	0.014%	0	0.000%	0.00
14443	Madison Mut Ins Co	\$17,478,827	0.228%	1	0.038%	0.17
28932	Markel Amer Ins Co	\$351,641	0.005%	0	0.000%	0.00

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Private Passenger Automobile**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
16101	Meemic Ins Co	\$2,273,155	0.030%	1	0.038%	1.26
21229	Membersselect Ins Co	\$14,870,058	0.194%	6	0.227%	1.17
42862	Mendakota Cas Co	\$6,660,933	0.087%	5	0.189%	2.17
31968	Merastar Ins Co	\$48,477	0.001%	0	0.000%	0.00
34444	Mercury Ins Co Of IL	\$8,956,120	0.117%	5	0.189%	1.61
23353	Meridian Security Ins Co	\$6,758,269	0.088%	0	0.000%	0.00
16187	Metromile Ins Co	\$4,654,737	0.061%	2	0.076%	1.24
40169	Metropolitan Cas Ins Co	\$27,475,085	0.359%	8	0.302%	0.84
25321	Metropolitan Drt Prop & Cas Ins Co	\$727,081	0.010%	2	0.076%	7.55
39950	Metropolitan Gen Ins Co	\$126,093	0.002%	0	0.000%	0.00
34339	Metropolitan Grp Prop & Cas Ins Co	\$33,563,925	0.439%	5	0.189%	0.43
26298	Metropolitan Prop & Cas Ins Co	\$798,888	0.010%	0	0.000%	0.00
38660	MIC Gen Ins Corp	\$26,208,584	0.343%	3	0.113%	0.33
21687	Mid Century Ins Co	\$5,172	0.000%	0	0.000%	N/A
27138	Midvale Ind Co	\$423,294	0.006%	0	0.000%	0.00
23574	Midwest Family Mut Ins Co	\$1,666,212	0.022%	0	0.000%	0.00
41653	Milbank Ins Co	\$10,642,226	0.139%	1	0.038%	0.27
42447	National Gen Assur Co	\$637,977	0.008%	0	0.000%	0.00
23728	National Gen Ins Co	\$5,074,914	0.066%	5	0.189%	2.86
11044	National General Ins Online Inc	\$168,849	0.002%	0	0.000%	0.00
10658	National Heritage Ins Co	\$2,702,672	0.035%	5	0.189%	5.39
32620	National Interstate Ins Co	\$0	0.000%	0	0.000%	N/A
22608	National Specialty Ins Co	\$201,540	0.003%	0	0.000%	0.00
28223	Nationwide Agribusiness Ins Co	\$8,602,208	0.112%	0	0.000%	0.00
23760	Nationwide Gen Ins Co	\$13,651,494	0.178%	0	0.000%	0.00
25453	Nationwide Ins Co Of Amer	\$10,883,935	0.142%	3	0.113%	0.80
23779	Nationwide Mut Fire Ins Co	\$17,534,924	0.229%	1	0.038%	0.16
23787	Nationwide Mut Ins Co	\$271,653	0.004%	0	0.000%	0.00

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Private Passenger Automobile**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
37877	Nationwide Prop & Cas Ins Co	\$774,661	0.010%	0	0.000%	0.00
23248	Occidental Fire & Cas Co Of NC	\$0	0.000%	0	0.000%	N/A
34940	Omni Ind Co	\$944,491	0.012%	1	0.038%	3.15
32700	Owners Ins Co	\$70,395,659	0.920%	4	0.151%	0.16
20346	Pacific Ind Co	\$436,410	0.006%	0	0.000%	0.00
37850	Pacific Specialty Ins Co	\$0	0.000%	0	0.000%	N/A
24228	Pekin Ins Co	\$4,321,550	0.056%	0	0.000%	0.00
37648	Permanent Gen Assur Corp	\$12,115,810	0.158%	8	0.302%	1.91
22906	Permanent Gen Assur Corp Of OH	\$271,736	0.004%	0	0.000%	0.00
13714	Pharmacists Mut Ins Co	\$233,875	0.003%	0	0.000%	0.00
18058	Philadelphia Ind Ins Co	\$1,090,799	0.014%	0	0.000%	0.00
12873	Privilege Underwriters Recp Exch	\$6,565,158	0.086%	0	0.000%	0.00
24260	Progressive Cas Ins Co	\$2,466	0.000%	2	0.076%	N/A
16322	Progressive Direct Ins Co	\$13,722,808	0.179%	5	0.189%	1.05
38628	Progressive Northern Ins Co	\$234,048,185	3.059%	48	1.813%	0.59
21727	Progressive Universal Ins Co	\$275,227,006	3.597%	57	2.153%	0.60
34690	Property & Cas Ins Co Of Hartford	\$6,504,941	0.085%	0	0.000%	0.00
43044	Response Ins Co	\$330,252	0.004%	0	0.000%	0.00
36684	Riverport Ins Co	\$317,496	0.004%	1	0.038%	9.44
13056	RLI Ins Co	\$77	0.000%	0	0.000%	N/A
27065	Rockford Mut Ins Co	\$23,166,959	0.303%	1	0.038%	0.12
10974	Root Ins Co	\$4,225,552	0.055%	1	0.038%	0.69
25405	Safe Auto Ins Co	\$15,908,823	0.208%	14	0.529%	2.54
39012	Safeco Ins Co Of IL	\$89,931,182	1.175%	12	0.453%	0.39
12521	Safeway Ins Co	\$22,827,544	0.298%	32	1.208%	4.06
40460	Sagamore Ins Co	\$0	0.000%	0	0.000%	N/A
22543	Secura Ins A Mut Co	\$146,314	0.002%	1	0.038%	18.88
10239	Secura Supreme Ins Co	\$5,149,803	0.067%	1	0.038%	0.56



**Illinois Department of Insurance**  
**2018 Complaint Ratios - Private Passenger Automobile**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
19259	Selective Ins Co Of SC	\$5,232,305	0.068%	1	0.038%	0.56
11000	Sentinel Ins Co Ltd	\$1,111,795	0.015%	0	0.000%	0.00
21180	Sentry Select Ins Co	\$644,787	0.008%	0	0.000%	0.00
23361	Shelter Gen Ins Co	\$1,064,424	0.014%	2	0.076%	5.39
23388	Shelter Mut Ins Co	\$22,133,853	0.289%	4	0.151%	0.52
19070	Standard Fire Ins Co	\$101,369,862	1.325%	13	0.491%	0.37
15199	Standard Prop & Cas Ins Co	\$21,684,464	0.283%	4	0.151%	0.53
25127	State Auto Prop & Cas Ins Co	\$699,199	0.009%	3	0.113%	12.59
25135	State Automobile Mut Ins Co	\$167,578	0.002%	0	0.000%	0.00
25143	State Farm Fire & Cas Co	\$137,037,784	1.791%	40	1.511%	0.84
25178	State Farm Mut Auto Ins Co	\$2,177,198,824	28.458%	254	9.592%	0.34
12831	State Natl Ins Co Inc	\$8,752,516	0.114%	0	0.000%	0.00
25180	Stillwater Ins Co	\$68,438	0.001%	0	0.000%	0.00
16578	Stillwater Prop & Cas Ins Co	\$20,017	0.000%	0	0.000%	N/A
14012	Stonegate Ins Co	\$6,612,598	0.086%	7	0.264%	3.07
22683	Teachers Ins Co	\$2,253,004	0.029%	1	0.038%	1.30
10677	The Cincinnati Ins Co	\$29,910,695	0.391%	0	0.000%	0.00
36137	Travelers Commercial Ins Co	\$1,534,568	0.020%	1	0.038%	1.89
27998	Travelers Home & Marine Ins Co	\$24,017,257	0.314%	3	0.113%	0.36
41211	Triton Ins Co	\$0	0.000%	0	0.000%	N/A
41106	Triumphe Cas Co	\$0	0.000%	0	0.000%	N/A
27120	Trumbull Ins Co	\$61,415,996	0.803%	13	0.491%	0.61
40118	Trustgard Ins Co	\$6,642,245	0.087%	1	0.038%	0.43
29459	Twin City Fire Ins Co Co	\$4,525,957	0.059%	1	0.038%	0.64
10655	Unique Ins Co	\$79,356,260	1.037%	215	8.119%	7.83
35319	United Automobile Ins Co	\$0	0.000%	0	0.000%	N/A
24910	United Equitable Ins Co	\$17,186,364	0.225%	135	5.098%	22.66
13021	United Fire & Cas Co	\$112,280	0.001%	0	0.000%	0.00

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Private Passenger Automobile**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
81108	United Security Hlth & Cas Ins Co	\$528,549	0.007%	2	0.076%	10.79
25941	United Serv Automobile Assn	\$69,117,482	0.903%	8	0.302%	0.33
16063	Unitrin Auto & Home Ins Co	\$5,032	0.000%	0	0.000%	N/A
10226	Unitrin Direct Ins Co	\$46,290	0.001%	0	0.000%	0.00
10915	Unitrin Direct Prop & Cas Co	\$210,058	0.003%	0	0.000%	0.00
25909	Unitrin Preferred Ins Co	\$11,040,202	0.144%	0	0.000%	0.00
40703	Unitrin Safeguard Ins Co	\$8,615,290	0.113%	0	0.000%	0.00
25968	USAA Cas Ins Co	\$59,814,166	0.782%	7	0.264%	0.34
18600	USAA Gen Ind Co	\$47,253,642	0.618%	15	0.566%	0.92
42889	Victoria Fire & Cas Co	\$0	0.000%	0	0.000%	N/A
10105	Victoria Select Ins Co	\$0	0.000%	0	0.000%	N/A
20397	Vigilant Ins Co	\$827,895	0.011%	0	0.000%	0.00
13137	Viking Ins Co Of WI	\$8,102,220	0.106%	2	0.076%	0.71
12528	Wadena Ins Co	\$11,497,717	0.150%	0	0.000%	0.00
15350	West Bend Mut Ins Co	\$34,797,033	0.455%	5	0.189%	0.41
27502	Western Gen Ins Co	\$4,068	0.000%	0	0.000%	N/A
24112	Westfield Ins Co	\$1,403,002	0.018%	2	0.076%	4.20
24120	Westfield Natl Ins Co	\$3,542,098	0.046%	0	0.000%	0.00
26220	Yosemite Ins Co	\$0	0.000%	0	0.000%	N/A
27090	Young Amer Ins Co	\$1,887,711	0.025%	1	0.038%	1.51

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Homeowner's**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
44725	1st Auto & Cas Ins Co	\$124,187	0.003%	0	0.000%	0.00
44245	21st Century Assur Co	\$34,790	0.001%	0	0.000%	0.00
14184	Acuity A Mut Ins Co	\$10,103,922	0.272%	1	0.122%	0.45
10324	Addison Ins Co	\$702,234	0.019%	0	0.000%	0.00
33898	Aegis Security Ins Co	\$654,046	0.018%	1	0.122%	6.76
10014	Affiliated Fm Ins Co	\$37,803	0.001%	0	0.000%	0.00
19402	AIG Prop Cas Co	\$8,498,072	0.228%	0	0.000%	0.00
35300	Allianz Global Risks US Ins Co	\$285	0.000%	0	0.000%	N/A
42579	Allied Prop & Cas Ins Co	\$6,103,379	0.164%	1	0.122%	0.74
19240	Allstate Ind Co	\$118,251,116	3.179%	34	4.136%	1.30
19232	Allstate Ins Co	\$84,427,591	2.270%	27	3.285%	1.45
17230	Allstate Prop & Cas Ins Co	\$39,485,805	1.062%	13	1.582%	1.49
37907	Allstate Vehicle & Prop Ins Co	\$183,902,524	4.944%	57	6.934%	1.40
38156	Alpha Prop & Cas Ins Co	\$4,829	0.000%	0	0.000%	N/A
19100	Amco Ins Co	\$5,172,630	0.139%	0	0.000%	0.00
10111	American Bankers Ins Co Of FL	\$10,760,074	0.289%	5	0.608%	2.10
23450	American Family Home Ins Co	\$370,310	0.010%	0	0.000%	0.00
10386	American Family Ins Co	\$35,207,614	0.947%	16	1.946%	2.06
19275	American Family Mut Ins Co SI	\$136,704,319	3.675%	37	4.501%	1.22
23469	American Modern Home Ins Co	\$1,464,332	0.039%	2	0.243%	6.24
42722	American Modern Prop & Cas Ins Co	\$2,882,675	0.077%	0	0.000%	0.00
38652	American Modern Select Ins Co	\$3,163,421	0.085%	5	0.608%	7.16
39942	American Natl Gen Ins Co	\$61,248	0.002%	0	0.000%	0.00
28401	American Natl Prop & Cas Co	\$3,131,047	0.084%	2	0.243%	2.90
19615	American Reliable Ins Co	\$42,632	0.001%	0	0.000%	0.00
42978	American Security Ins Co	\$302,530	0.008%	0	0.000%	0.00
19992	American Select Ins Co	\$7,830,178	0.211%	0	0.000%	0.00
10872	American Strategic Ins Corp	\$15,542,331	0.418%	4	0.487%	1.16

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Homeowner's**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
42390	Amguard Ins Co	\$4,051,187	0.109%	0	0.000%	0.00
19976	Amica Mut Ins Co	\$13,168,703	0.354%	1	0.122%	0.34
41459	Armed Forces Ins Exch	\$958,909	0.026%	2	0.243%	9.36
27235	Auto Club Family Ins Co	\$3,930,172	0.106%	1	0.122%	1.15
18988	Auto Owners Ins Co	\$60,371,266	1.623%	12	1.460%	0.90
19062	Automobile Ins Co Of Hartford CT	\$729,061	0.020%	1	0.122%	6.08
37273	Axis Ins Co	\$3,483	0.000%	0	0.000%	N/A
20370	AXIS Reins Co	\$0	0.000%	0	0.000%	N/A
26620	AXIS Surplus Ins Co	\$0	0.000%	0	0.000%	N/A
13420	Badger Mut Ins Co	\$3,949,442	0.106%	4	0.487%	4.59
18279	Bankers Standard Ins Co	\$16,462,552	0.443%	0	0.000%	0.00
32603	Berkley Ins Co	\$845,160	0.023%	0	0.000%	0.00
20095	BITCO Gen Ins Corp	\$0	0.000%	0	0.000%	N/A
35955	California Cas Gen Ins Co of OR	\$2,063,351	0.055%	0	0.000%	0.00
19771	Cambridge Mut Fire Ins Co	\$6,106,599	0.164%	3	0.365%	2.23
20230	Central Mut Ins Co	\$5,172,321	0.139%	0	0.000%	0.00
26905	Century Natl Ins Co	\$210,181	0.006%	0	0.000%	0.00
38989	Chubb Custom Ins Co	\$1,411,136	0.038%	0	0.000%	0.00
12777	Chubb Ind Ins Co	\$5,599,384	0.151%	1	0.122%	0.81
10052	Chubb Natl Ins Co	\$27,126,496	0.729%	0	0.000%	0.00
18767	Church Mut Ins Co	\$10,747	0.000%	0	0.000%	N/A
31534	Citizens Ins Co Of Amer	\$2,135,294	0.057%	2	0.243%	4.27
10714	Citizens Ins Co Of IL	\$35,723,420	0.960%	8	0.973%	1.01
28860	Clear Blue Ins Co	\$1,762,300	0.047%	0	0.000%	0.00
40371	Columbia Mut Ins Co	\$2,149	0.000%	0	0.000%	N/A
29734	Conifer Ins Co	\$490,369	0.013%	0	0.000%	0.00
20982	Country Cas Ins Co	\$4,465,976	0.120%	1	0.122%	1.01
20990	Country Mut Ins Co	\$308,760,379	8.301%	29	3.528%	0.43

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Homeowner's**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
21008	Country Pref Ins Co	\$431,058	0.012%	1	0.122%	10.14
18961	Crestbrook Ins Co	\$10,421,769	0.280%	0	0.000%	0.00
42587	Depositors Ins Co	\$0	0.000%	1	0.122%	N/A
13692	Donegal Mut Ins Co	\$0	0.000%	0	0.000%	N/A
22926	Economy Fire & Cas Co	\$4,620,564	0.124%	0	0.000%	0.00
40649	Economy Premier Assur Co	\$12,203,472	0.328%	3	0.365%	1.11
21261	Electric Ins Co	\$1,075,024	0.029%	0	0.000%	0.00
21407	Emcasco Ins Co	\$0	0.000%	0	0.000%	N/A
21415	Employers Mut Cas Co	\$2,086,821	0.056%	2	0.243%	4.34
11252	Encompass Home & Auto Ins Co	\$10,887,278	0.293%	1	0.122%	0.42
10071	Encompass Ins Co Of Amer	\$589,870	0.016%	0	0.000%	0.00
10072	Encompass Prop & Cas Co	\$361,405	0.010%	0	0.000%	0.00
26263	Erie Ins Co	\$53,930,054	1.450%	12	1.460%	1.01
26271	Erie Ins Exch	\$18,511,315	0.498%	3	0.365%	0.73
25712	Esurance Ins Co	\$8,649,978	0.233%	7	0.852%	3.65
30210	Esurance Prop & Cas Ins Co	\$1,383,081	0.037%	0	0.000%	0.00
35378	Evanston Ins Co	\$186,764	0.005%	0	0.000%	0.00
24201	Farmers Automobile Ins Assoc	\$43,077,054	1.158%	9	1.095%	0.95
21652	Farmers Ins Exch	\$153,371,961	4.123%	30	3.650%	0.89
13897	Farmers Mut Hail Ins Co Of IA	\$3,351	0.000%	0	0.000%	N/A
20281	Federal Ins Co	\$2,661,371	0.072%	0	0.000%	0.00
21873	Firemans Fund Ins Co	\$3,034	0.000%	0	0.000%	N/A
10336	First Acceptance Ins Co Inc	\$130,797	0.004%	0	0.000%	0.00
37710	First Amer Prop & Cas Ins Co	\$349,821	0.009%	0	0.000%	0.00
13587	First Chicago Ins Co	\$15,997	0.000%	1	0.122%	N/A
11185	Foremost Ins Co Grand Rapids MI	\$20,832,275	0.560%	21	2.555%	4.56
11800	Foremost Prop & Cas Ins Co	\$1,665,242	0.045%	1	0.122%	2.70
14249	Founders Ins Co	\$3,261,897	0.088%	3	0.365%	4.15

Illinois Department of Insurance  
2018 Complaint Ratios - Homeowner's

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
26735	Frontier Mt Carroll Mut Ins Co	\$4,327,247	0.116%	2	0.243%	2.10
21253	Garrison Prop & Cas Ins Co	\$8,195,379	0.220%	0	0.000%	0.00
24414	General Cas Co Of WI	\$0	0.000%	0	0.000%	N/A
18821	General Cas Ins Co	\$4,181,141	0.112%	0	0.000%	0.00
37362	General Star Ind Co	\$56,783	0.002%	0	0.000%	0.00
14044	Goodville Mut Cas Co	\$1,618,214	0.044%	0	0.000%	0.00
10322	Grange Ind Ins Co	\$775,769	0.021%	0	0.000%	0.00
14060	Grange Ins Co	\$365,642	0.010%	0	0.000%	0.00
20303	Great Northern Ins Co	\$22,122,468	0.595%	0	0.000%	0.00
14117	Grinnell Mut Reins Co	\$76,453	0.002%	1	0.122%	60.83
15032	Guideone Mut Ins Co	\$0	0.000%	0	0.000%	N/A
14559	Guideone Specialty Mut Ins Co	\$0	0.000%	0	0.000%	N/A
22292	Hanover Ins Co	\$145,960	0.004%	0	0.000%	0.00
14516	HARLEYSVILLE LAKE STATES INS CO	\$1,037,916	0.028%	0	0.000%	0.00
22357	Hartford Accident & Ind Co	\$2,121,346	0.057%	1	0.122%	2.13
29424	Hartford Cas Ins Co	\$1,764,418	0.047%	0	0.000%	0.00
19682	Hartford Fire Ins Co	\$95,971	0.003%	0	0.000%	0.00
38288	Hartford Ins Co Of IL	\$6,617,811	0.178%	1	0.122%	0.68
37478	Hartford Ins Co Of The Midwest	\$370,695	0.010%	0	0.000%	0.00
30104	Hartford Underwriters Ins Co	\$531	0.000%	0	0.000%	N/A
14176	Hastings Mut Ins Co	\$3,672,832	0.099%	1	0.122%	1.23
11156	Homesite Ins Co of FL	\$25,766,043	0.693%	6	0.730%	1.05
11016	Homesite Ins Co Of IL	\$14,620,515	0.393%	9	1.095%	2.79
22578	Horace Mann Ins Co	\$617,245	0.017%	1	0.122%	7.16
22756	Horace Mann Prop & Cas Ins Co	\$620,911	0.017%	0	0.000%	0.00
29068	IDS Prop Cas Ins Co	\$7,140,070	0.192%	1	0.122%	0.63
32808	Illinois Emcasco Ins Co	\$0	0.000%	0	0.000%	N/A
21679	Illinois Farmers Ins Co	\$39,947,437	1.074%	3	0.365%	0.34

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Homeowner's**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
27960	Illinois Union Ins Co	\$0	0.000%	0	0.000%	N/A
14257	IMT Ins Co	\$5,623,610	0.151%	0	0.000%	0.00
19429	Insurance Co Of The State Of PA	\$6,293,101	0.169%	0	0.000%	0.00
31577	Iowa Amer Ins Co	\$574	0.000%	0	0.000%	N/A
14338	Iowa Mut Ins Co	\$828,129	0.022%	0	0.000%	0.00
10914	Kemper Independence Ins Co	\$842,457	0.023%	1	0.122%	5.29
16023	Lemonade Ins Co	\$2,453,336	0.066%	5	0.608%	9.22
19437	Lexington Ins Co	\$1,842,919	0.050%	0	0.000%	0.00
42404	Liberty Ins Corp	\$85,599,818	2.301%	25	3.041%	1.32
23035	Liberty Mut Fire Ins Co	\$20,046,234	0.539%	6	0.730%	1.35
23043	Liberty Mut Ins Co	\$93,081	0.003%	0	0.000%	0.00
12484	Liberty Mut Personal Ins Co	\$1,059,733	0.028%	0	0.000%	0.00
10725	Liberty Surplus Ins Corp	\$38,180	0.001%	0	0.000%	0.00
33600	LM Ins Corp	\$17,847,060	0.480%	3	0.365%	0.76
28134	Lutheran Mut Fire Ins Co	\$378,679	0.010%	2	0.243%	24.33
14443	Madison Mut Ins Co	\$8,976,683	0.241%	3	0.365%	1.51
28932	Markel Amer Ins Co	\$371,577	0.010%	0	0.000%	0.00
16101	Meemic Ins Co	\$1,138,431	0.031%	0	0.000%	0.00
21229	Memberselect Ins Co	\$42,046,248	1.130%	13	1.582%	1.40
31968	Merastar Ins Co	\$21,034	0.001%	0	0.000%	0.00
34444	Mercury Ins Co Of IL	\$3,064,557	0.082%	1	0.122%	1.48
19798	Merrimack Mut Fire Ins Co	\$1,094,306	0.029%	2	0.243%	8.39
40169	Metropolitan Cas Ins Co	\$53,561,413	1.440%	5	0.608%	0.42
25321	Metropolitan Drt Prop & Cas Ins Co	\$153,968	0.004%	0	0.000%	0.00
34339	Metropolitan Grp Prop & Cas Ins Co	\$11,465,345	0.308%	1	0.122%	0.39
26298	Metropolitan Prop & Cas Ins Co	\$2,122,843	0.057%	1	0.122%	2.13
38660	MIC Gen Ins Corp	\$25,292,899	0.680%	10	1.217%	1.79
23574	Midwest Family Mut Ins Co	\$1,254,948	0.034%	2	0.243%	7.16

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Homeowner's**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
41653	Milbank Ins Co	\$4,851,243	0.130%	0	0.000%	0.00
13331	Motorists Commercial Mut Ins Co	\$343	0.000%	0	0.000%	N/A
26522	Mount Vernon Fire Ins Co	\$56,542	0.002%	0	0.000%	0.00
11878	MutualAid eXchange	\$213,629	0.006%	0	0.000%	0.00
26093	Nationwide Affinity Co of Amer	\$9,996,904	0.269%	1	0.122%	0.45
23760	Nationwide Gen Ins Co	\$3,615,437	0.097%	1	0.122%	1.25
25453	Nationwide Ins Co Of Amer	\$8,091,280	0.218%	3	0.365%	1.67
23779	Nationwide Mut Fire Ins Co	\$11,303,400	0.304%	3	0.365%	1.20
13167	North Light Specialty Ins Co	\$124,620	0.003%	0	0.000%	0.00
36625	Old Reliable Cas Co	\$66	0.000%	0	0.000%	N/A
32700	Owners Ins Co	\$385,644	0.010%	0	0.000%	0.00
20346	Pacific Ind Co	\$2,269,322	0.061%	0	0.000%	0.00
24228	Pekin Ins Co	\$10,228,173	0.275%	4	0.487%	1.77
14974	Pennsylvania Lumbermens Mut Ins	\$3,442	0.000%	1	0.122%	N/A
13714	Pharmacists Mut Ins Co	\$233,506	0.006%	0	0.000%	0.00
37257	Praetorian Ins Co	\$4,947,882	0.133%	1	0.122%	0.91
12873	Privilege Underwriters Recp Exch	\$10,824,297	0.291%	0	0.000%	0.00
38628	Progressive Northern Ins Co	\$6,566,793	0.177%	0	0.000%	0.00
34690	Property & Cas Ins Co Of Hartford	\$13,484,440	0.363%	2	0.243%	0.67
39217	QBE Ins Corp	\$4,087,926	0.110%	5	0.608%	5.53
13056	RLI Ins Co	\$28,468	0.001%	0	0.000%	0.00
27065	Rockford Mut Ins Co	\$7,489,610	0.201%	4	0.487%	2.42
39012	Safeco Ins Co Of IL	\$58,560,348	1.574%	9	1.095%	0.70
41297	Scottsdale Ins Co	\$1,066,624	0.029%	0	0.000%	0.00
22543	Secura Ins A Mut Co	\$6,379	0.000%	2	0.243%	N/A
10239	Secura Supreme Ins Co	\$3,382,991	0.091%	2	0.243%	2.67
19259	Selective Ins Co Of SC	\$5,334,816	0.143%	0	0.000%	0.00
39926	Selective Ins Co Of The Southeast	\$194,866	0.005%	0	0.000%	0.00



**Illinois Department of Insurance**  
**2018 Complaint Ratios - Homeowner's**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
11000	Sentinel Ins Co Ltd	\$2,379,881	0.064%	3	0.365%	5.70
23388	Shelter Mut Ins Co	\$10,084,422	0.271%	7	0.852%	3.14
24376	Spinnaker Ins Co	\$1,498,022	0.040%	0	0.000%	0.00
19070	Standard Fire Ins Co	\$98,712	0.003%	0	0.000%	0.00
42986	Standard Guar Ins Co	\$43,003	0.001%	2	0.243%	243.31
15199	Standard Prop & Cas Ins Co	\$10,108,376	0.272%	2	0.243%	0.89
38318	Starr Ind & Liab Co	\$66	0.000%	0	0.000%	N/A
25127	State Auto Prop & Cas Ins Co	\$5,962,379	0.160%	5	0.608%	3.80
25135	State Automobile Mut Ins Co	\$168,204	0.005%	0	0.000%	0.00
25143	State Farm Fire & Cas Co	\$1,230,198,662	33.072%	237	28.832%	0.87
12831	State Natl Ins Co Inc	\$138,485	0.004%	0	0.000%	0.00
16578	Stillwater Prop & Cas Ins Co	\$3,377,216	0.091%	1	0.122%	1.34
14012	Stonegate Ins Co	\$0	0.000%	0	0.000%	N/A
22683	Teachers Ins Co	\$5,425,488	0.146%	1	0.122%	0.83
10677	The Cincinnati Ins Co	\$28,026,538	0.753%	6	0.730%	0.97
11027	Tower Hill Prime Ins Co	\$11,234	0.000%	0	0.000%	N/A
28188	Travco Ins Co	\$7,500,564	0.202%	0	0.000%	0.00
19038	Travelers Cas & Surety Co	\$64,018	0.002%	0	0.000%	0.00
36137	Travelers Commercial Ins Co	\$4,042,474	0.109%	0	0.000%	0.00
27998	Travelers Home & Marine Ins Co	\$86,419,108	2.323%	0	0.000%	0.00
25666	Travelers Ind Co Of Amer	\$282,909	0.008%	1	0.122%	15.21
38130	Travelers Personal Ins Co	\$7,072,010	0.190%	4	0.487%	2.56
36161	Travelers Prop Cas Ins Co	\$7,490,265	0.201%	4	0.487%	2.42
27120	Trumbull Ins Co	\$20,966,139	0.564%	14	1.703%	3.02
40118	Trustgard Ins Co	\$4,339,256	0.117%	0	0.000%	0.00
29459	Twin City Fire Ins Co Co	\$2,235	0.000%	0	0.000%	N/A
11142	United Cas Ins Co Of Amer	\$775	0.000%	1	0.122%	N/A
13021	United Fire & Cas Co	\$116,486	0.003%	0	0.000%	0.00

Illinois Department of Insurance  
 2018 Complaint Ratios - Homeowner's

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
81108	United Security Hlth & Cas Ins Co	\$749	0.000%	0	0.000%	N/A
25941	United Serv Automobile Assn	\$43,939,124	1.181%	7	0.852%	0.72
21113	United States Fire Ins Co	\$1,072	0.000%	0	0.000%	N/A
16063	Unitrin Auto & Home Ins Co	\$1,094	0.000%	0	0.000%	N/A
10226	Unitrin Direct Ins Co	\$44,002	0.001%	0	0.000%	0.00
25909	Unitrin Preferred Ins Co	\$7,112,097	0.191%	3	0.365%	1.91
40703	Unitrin Safeguard Ins Co	\$3,542,199	0.095%	0	0.000%	0.00
25968	USAA Cas Ins Co	\$35,624,423	0.958%	8	0.973%	1.02
18600	USAA Gen Ind Co	\$22,037,441	0.592%	4	0.487%	0.82
25976	Utica Mut Ins Co	\$2,313	0.000%	0	0.000%	N/A
20397	Vigilant Ins Co	\$3,745,584	0.101%	0	0.000%	0.00
40428	Voyager Ind Ins Co	\$84,678	0.002%	0	0.000%	0.00
12528	Wadena Ins Co	\$1,100,327	0.030%	1	0.122%	4.06
15350	West Bend Mut Ins Co	\$23,751,491	0.639%	1	0.122%	0.19
24112	Westfield Ins Co	\$1,212,514	0.033%	1	0.122%	3.69
24120	Westfield Natl Ins Co	\$3,394,528	0.091%	0	0.000%	0.00
	<b>TOTALS</b>	<b>\$3,719,716,728</b>	<b>100%</b>	<b>822</b>	<b>100%</b>	

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Individual Life**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
80985	4 Ever Life Ins Co	\$522	0.000%	0	0.000%	N/A
77879	5 Star Life Ins Co	\$1,717,641	0.030%	0	0.000%	0.00
71854	AAA Life Ins Co	\$12,303,467	0.218%	1	0.180%	0.83
15282	AAA Life Ins Co of NY	\$1,510	0.000%	0	0.000%	N/A
62200	Accordia Life & Ann Co	\$15,333,303	0.271%	10	1.799%	6.64
60054	Aetna Life Ins Co	\$785,465	0.014%	0	0.000%	0.00
56197	Alliance Of Transylvanian Saxons	\$3,973	0.000%	0	0.000%	N/A
90611	Allianz Life Ins Co Of N Amer	\$36,462,815	0.645%	3	0.540%	0.84
70866	Allstate Assur Co	\$13,146,465	0.233%	0	0.000%	0.00
60186	Allstate Life Ins Co	\$30,790,956	0.545%	11	1.978%	3.63
70874	Allstate Life Ins Co Of NY	\$143,742	0.003%	0	0.000%	0.00
60208	Amalgamated Life & Hlth Ins Co	\$72	0.000%	0	0.000%	N/A
68594	American Amicable Life Ins Co Of TX	\$3,883,670	0.069%	0	0.000%	0.00
60275	American Bankers Life Assur Co Of FL	\$41,864	0.001%	0	0.000%	0.00
66001	American Benefit Life Ins Co	\$7,052	0.000%	0	0.000%	N/A
12321	American Continental Ins Co	\$2,829,231	0.050%	0	0.000%	0.00
92738	American Equity Invest Life Ins Co	\$37,274	0.001%	0	0.000%	0.00
60380	American Family Life Assur Co of Col	\$5,689,146	0.101%	0	0.000%	0.00
60399	American Family Life Ins Co	\$45,191,877	0.800%	2	0.360%	0.45
60410	American Fidelity Assur Co	\$3,222,258	0.057%	0	0.000%	0.00
60429	American Fidelity Life Ins Co	\$138,743	0.002%	0	0.000%	0.00
60488	American Gen Life Ins Co	\$119,228,935	2.111%	58	10.432%	4.94
60534	American Heritage Life Ins Co	\$2,395,183	0.042%	2	0.360%	8.56
60518	American Hlth & Life Ins Co	\$3,162,638	0.056%	1	0.180%	3.21
60542	American Home Life Ins Co	\$508,868	0.009%	0	0.000%	0.00
60577	American Income Life Ins Co	\$45,773,540	0.810%	15	2.698%	3.33
89427	American Labor Life Ins Co	\$611	0.000%	0	0.000%	N/A
67253	American Life & Security Corp	\$10,571	0.000%	0	0.000%	N/A
67989	American Memorial Life Ins Co	\$11,845,454	0.210%	2	0.360%	1.71

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Individual Life**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
63126	American Nat Life Ins Co of NY	\$22,962	0.000%	0	0.000%	N/A
60739	American Natl Ins Co	\$13,807,024	0.244%	0	0.000%	0.00
71773	American Natl Life Ins Co Of TX	\$80,608	0.001%	0	0.000%	0.00
80624	American Progressive L&H Ins Of NY	\$5,241	0.000%	0	0.000%	N/A
60801	American Public Life Ins Co	\$401	0.000%	0	0.000%	N/A
67679	American Republic Corp Ins Co	\$310	0.000%	0	0.000%	N/A
60836	American Republic Ins Co	\$822,947	0.015%	0	0.000%	0.00
88366	American Retirement Life Ins Co	\$20,260	0.000%	0	0.000%	N/A
91910	American Savings Life Ins Co	\$694	0.000%	0	0.000%	N/A
92649	American Underwriters Life Ins Co	\$0	0.000%	0	0.000%	N/A
60895	American United Life Ins Co	\$11,074,836	0.196%	0	0.000%	0.00
61999	Americo Fin Life & Ann Ins Co	\$5,827,951	0.103%	4	0.719%	6.98
61301	Ameritas Life Ins Corp	\$12,701,292	0.225%	0	0.000%	0.00
60033	Ameritas Life Ins Corp of NY	\$19,346	0.000%	0	0.000%	N/A
72222	Amica Life Ins Co	\$1,662,237	0.029%	0	0.000%	0.00
61069	Anthem Life Ins Co	\$39,237	0.001%	0	0.000%	0.00
56499	Assured Life Assn	\$29,137	0.001%	0	0.000%	0.00
71439	Assurity Life Ins Co	\$4,072,689	0.072%	1	0.180%	2.50
68039	Athene Ann & Life Assur Co of NY	\$195,779	0.003%	0	0.000%	0.00
61689	Athene Ann & Life Co	\$3,768,169	0.067%	12	2.158%	32.21
61492	Athene Annuity & Life Assur Co	\$2,277,173	0.040%	2	0.360%	8.99
63932	Athene Life Ins Co of NY	\$68,578	0.001%	0	0.000%	0.00
61093	Atlanta Life Ins Co	\$385,983	0.007%	13	2.338%	334.02
61182	Aurora Natl Life Assur Co	\$631,845	0.011%	0	0.000%	0.00
84522	Auto Club Life Ins Co	\$37,735	0.001%	0	0.000%	0.00
61190	Auto Owners Life Ins Co	\$5,660,892	0.100%	0	0.000%	0.00
62880	AXA Equitable Life & Ann Co	\$1,660,700	0.029%	0	0.000%	0.00
62944	AXA Equitable Life Ins Co	\$95,006,354	1.682%	3	0.540%	0.32
61212	Baltimore Life Ins Co	\$2,549,287	0.045%	0	0.000%	0.00

Illinois Department of Insurance  
2018 Complaint Ratios - Individual Life

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
61239	Bankers Fidelity Life Ins Co	\$261,380	0.005%	0	0.000%	0.00
61263	Bankers Life & Cas Co	\$22,201,048	0.393%	9	1.619%	4.12
61328	Bankers Life Ins Co Of Amer	\$86	0.000%	0	0.000%	N/A
94250	Banner Life Ins Co	\$48,823,415	0.864%	0	0.000%	0.00
57223	Baptist Life Assn	\$5,823	0.000%	0	0.000%	N/A
61395	Beneficial Life Ins Co	\$398,552	0.007%	0	0.000%	0.00
71714	Berkshire Life Ins Co of Amer	\$292,942	0.005%	0	0.000%	0.00
61476	Boston Mut Life Ins Co	\$2,470,816	0.044%	1	0.180%	4.09
87726	Brighthouse Life Ins Co	\$104,082,764	1.842%	6	1.079%	0.59
60992	Brighthouse Life Ins Co of NY	\$102,047	0.002%	0	0.000%	0.00
78620	Brooke Life Ins Co	\$189	0.000%	0	0.000%	N/A
61581	Capitol Life Ins Co	\$4,596	0.000%	0	0.000%	N/A
56030	Catholic Financial Life	\$2,712,510	0.048%	0	0.000%	0.00
57770	Catholic Holy Family Society	\$5,952,518	0.105%	0	0.000%	0.00
57487	Catholic Order Of Foresters	\$1,643,062	0.029%	0	0.000%	0.00
57053	Catholic United Financial	\$67,676	0.001%	0	0.000%	0.00
61735	Central Security Life Ins Co	\$50,597	0.001%	1	0.180%	179.86
61751	Central States H & L Co Of Omaha	\$30,459	0.001%	0	0.000%	0.00
61832	Chesapeake Life Ins Co	\$1,516,192	0.027%	0	0.000%	0.00
61859	Christian Fidelity Life Ins Co	\$7,612	0.000%	0	0.000%	N/A
61875	Church Life Ins Corp	\$19,683	0.000%	0	0.000%	N/A
71463	CICA Life Ins Co of Amer	\$19,049	0.000%	0	0.000%	N/A
67369	Cigna Hlth & Life Ins Co	\$3,747	0.000%	0	0.000%	N/A
61727	Cigna Natl Hlth Ins Co	\$20,898	0.000%	0	0.000%	N/A
82082	Citizens Natl Life Ins Co	\$1,157	0.000%	0	0.000%	N/A
93432	CM Life Ins Co	\$6,696,119	0.119%	0	0.000%	0.00
62626	CMFG Life Ins Co	\$14,316,343	0.253%	1	0.180%	0.71
62049	Colonial Life & Accident Ins Co	\$2,747,141	0.049%	1	0.180%	3.67
62065	Colonial Penn Life Ins Co	\$1,157,353	0.020%	6	1.079%	53.96

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Individual Life**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
84786	Colorado Bankers Life Ins Co	\$2,486,533	0.044%	0	0.000%	0.00
76023	Columbian Life Ins Co	\$8,603,281	0.152%	5	0.899%	5.92
62103	Columbian Mut Life Ins Co	\$461,644	0.008%	0	0.000%	0.00
99937	Columbus Life Ins Co	\$6,409,356	0.113%	0	0.000%	0.00
62146	Combined Ins Co Of Amer	\$2,636,971	0.047%	2	0.360%	7.65
78697	Combined Life Ins Co Of NY	\$23,915	0.000%	0	0.000%	N/A
84824	Commonwealth Ann & Life Ins Co	\$2,381,139	0.042%	1	0.180%	4.28
62308	Connecticut Gen Life Ins Co	\$8,375,185	0.148%	1	0.180%	1.22
11804	Conseco Life Ins Co of TX	\$20	0.000%	0	0.000%	N/A
71404	Continental Gen Ins Co	\$570,778	0.010%	1	0.180%	17.99
73539	Continental Life Ins Co	\$73	0.000%	0	0.000%	N/A
68500	Continental Life Ins Co Brentwood	\$60,939	0.001%	0	0.000%	0.00
62537	Cotton States Life Ins Co	\$23,461	0.000%	0	0.000%	N/A
94218	Country Investors Life Assur Co	\$18,619,250	0.330%	0	0.000%	0.00
62553	Country Life Ins Co	\$207,064,772	3.665%	13	2.338%	0.64
56634	Croatian Fraternal Union Of Amer	\$165,524	0.003%	0	0.000%	0.00
56138	CSA Fraternal Life	\$769,315	0.014%	0	0.000%	0.00
82880	CSI Life Ins Co	\$13,352	0.000%	0	0.000%	N/A
56324	Czech Catholic Union	\$2,590	0.000%	0	0.000%	N/A
71129	Dearborn Life Ins Co	\$1,104,760	0.020%	2	0.360%	17.99
57088	Degree Of Honor Protective Assn	\$0	0.000%	0	0.000%	N/A
62634	Delaware Amer Life Ins Co	\$24,889	0.000%	0	0.000%	N/A
79065	Delaware Life Ins Co	\$594,564	0.011%	0	0.000%	0.00
72664	Delaware Life Ins Co of NY	\$26,435	0.000%	0	0.000%	N/A
97705	Direct Gen Life Ins Co	\$1,864	0.000%	0	0.000%	N/A
84174	ELCO Mut Life & Ann	\$187,783	0.003%	0	0.000%	0.00
62928	EMC Natl Life Co	\$2,070,192	0.037%	0	0.000%	0.00
64149	EPIC Life Ins Co	\$2,129	0.000%	0	0.000%	N/A
62952	Equitable Life & Cas Ins Co	\$652,218	0.012%	1	0.180%	14.99

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Individual Life**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
62510	Equitrust Life Ins Co	\$3,684,938	0.065%	1	0.180%	2.77
70769	Erie Family Life Ins Co	\$6,418,521	0.114%	0	0.000%	0.00
57991	Everence Assn Inc	\$57,638	0.001%	0	0.000%	0.00
70742	Family Benefit Life Ins Co	\$7,729	0.000%	0	0.000%	N/A
77968	Family Heritage Life Ins Co Of Amer	\$93,824	0.002%	0	0.000%	0.00
63053	Family Life Ins Co	\$1,192,628	0.021%	1	0.180%	8.56
74004	Family Serv Life Ins Co	\$15	0.000%	0	0.000%	N/A
63088	Farm Bureau Life Ins Co	\$739,485	0.013%	0	0.000%	0.00
63177	Farmers New World Life Ins Co	\$45,170,027	0.800%	4	0.719%	0.90
63223	Federal Life Ins Co	\$4,016,322	0.071%	1	0.180%	2.53
63258	Federated Life Ins Co	\$8,537,403	0.151%	0	0.000%	0.00
63274	Fidelity & Guar Life Ins Co	\$13,242,535	0.234%	3	0.540%	2.31
93696	Fidelity Investments Life Ins Co	\$658,405	0.012%	0	0.000%	0.00
63290	Fidelity Life Assn A Legal Reserve L	\$5,974,756	0.106%	4	0.719%	6.79
71870	Fidelity Security Life Ins Co	\$403,423	0.007%	0	0.000%	0.00
57754	Firemens Mut Aid & Benefit Assn	\$305,907	0.005%	0	0.000%	0.00
69140	First Allmerica Fin Life Ins Co	\$531,792	0.009%	2	0.360%	39.97
56332	First Cath Slovak Ladies Assn USA	\$137,396	0.002%	0	0.000%	0.00
56340	First Cath Slovak Union Of US & CN	\$64,417	0.001%	1	0.180%	179.86
90328	First Hlth Life & Hlth Ins Co	\$2,408	0.000%	0	0.000%	N/A
67652	First Penn Pacific Life Ins Co	\$6,735,628	0.119%	1	0.180%	1.51
64297	First Unum Life Ins Co	\$7,922	0.000%	0	0.000%	N/A
63495	Foresters Life Ins Ann Co	\$2,147,266	0.038%	1	0.180%	4.73
91642	Forethought Life Ins Co	\$199,613	0.004%	0	0.000%	0.00
62324	Freedom Life Ins Co Of Amer	\$1,912,252	0.034%	0	0.000%	0.00
99775	Funeral Directors Life Ins Co	\$526,812	0.009%	1	0.180%	19.98
63657	Garden State Life Ins Co	\$765,492	0.014%	1	0.180%	12.85
56685	GBU Financial Life	\$224,572	0.004%	0	0.000%	0.00
56693	GCU	\$81,382	0.001%	0	0.000%	0.00

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Individual Life**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
63665	General Amer Life Ins Co	\$0	0.000%	1	0.180%	N/A
65536	Genworth Life & Ann Ins Co	\$42,632,308	0.755%	0	0.000%	0.00
70025	Genworth Life Ins Co	\$11,368,212	0.201%	3	0.540%	2.68
72990	Genworth Life Ins Co of NY	\$82,100	0.001%	0	0.000%	0.00
70939	Gerber Life Ins Co	\$19,278,231	0.341%	6	1.079%	3.16
56154	Gleaner Life Ins Society	\$407,876	0.007%	0	0.000%	0.00
91472	Globe Life & Accident Ins Co	\$19,146,022	0.339%	27	4.856%	14.32
62286	Golden Rule Ins Co	\$2,209,660	0.039%	0	0.000%	0.00
63967	Government Personnel Mut Life Ins Co	\$1,229,181	0.022%	1	0.180%	8.18
67059	GPM Hlth & Life Ins Co	\$172	0.000%	1	0.180%	N/A
71218	Grange Life Ins Co	\$3,397,056	0.060%	0	0.000%	0.00
63312	Great Amer Life Ins Co	\$1,321,745	0.023%	0	0.000%	0.00
90212	Great Southern Life Ins Co	\$1,107,805	0.020%	0	0.000%	0.00
68322	Great W Life & Ann Ins Co	\$21,138,194	0.374%	0	0.000%	0.00
79359	Great W Life & Ann Ins Co of NY	\$27,450	0.000%	0	0.000%	N/A
71480	Great Western Ins Co	\$486,771	0.009%	0	0.000%	0.00
64211	Guarantee Trust Life Ins Co	\$1,367,149	0.024%	1	0.180%	7.49
64238	Guaranty Income Life Ins Co	\$52,237	0.001%	0	0.000%	0.00
78778	Guardian Ins & Ann Co Inc	\$649,344	0.011%	0	0.000%	0.00
64246	Guardian Life Ins Co Of Amer	\$73,035,978	1.293%	0	0.000%	0.00
83607	Guggenheim Life & Ann Co	\$55,239	0.001%	0	0.000%	0.00
64327	Harleysville Life Ins Co	\$849,363	0.015%	0	0.000%	0.00
70815	Hartford Life & Accident Ins Co	\$727,251	0.013%	2	0.360%	27.67
92711	HCC Life Ins Co	\$2,415	0.000%	0	0.000%	N/A
66214	Heartland Natl Life Ins Co	\$130	0.000%	0	0.000%	N/A
64505	Homesteaders Life Co	\$23,160	0.000%	0	0.000%	N/A
64513	Horace Mann Life Ins Co	\$4,648,267	0.082%	0	0.000%	0.00
91693	IA Amer Life Ins Co	\$1,464,202	0.026%	0	0.000%	0.00
97764	Idealife Ins Co	\$50,911	0.001%	0	0.000%	0.00



**Illinois Department of Insurance**  
**2018 Complaint Ratios - Individual Life**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
64580	Illinois Mut Life Ins Co	\$6,227,554	0.110%	1	0.180%	1.64
58068	Independent Order Of Foresters Us Br	\$22,483,098	0.398%	4	0.719%	1.81
57509	Independent Order Of Vikings	\$6,044	0.000%	0	0.000%	N/A
81779	Individual Assur Co Life Hlth & Acc	\$131,455	0.002%	0	0.000%	0.00
14406	Industrial Alliance Ins & Fin Serv I	\$17,056	0.000%	0	0.000%	N/A
74780	Integrity Life Ins Co	\$39,744	0.001%	0	0.000%	0.00
64831	Intramerica Life Ins Co	\$0	0.000%	0	0.000%	N/A
64904	Investors Heritage Life Ins Co	\$338,899	0.006%	0	0.000%	0.00
63487	Investors Life Ins Co N Amer	\$669,296	0.012%	1	0.180%	14.99
56707	ISDA fraternal Assoc	\$4,791	0.000%	0	0.000%	N/A
65056	Jackson Natl Life Ins Co	\$37,073,432	0.656%	15	2.698%	4.11
64017	Jefferson Natl Life Ins Co	\$201,127	0.004%	0	0.000%	0.00
65080	John Alden Life Ins Co	\$156,526	0.003%	1	0.180%	59.95
93610	John Hancock Life & Hlth Ins Co	\$32,732	0.001%	1	0.180%	179.86
86375	John Hancock Life Ins Co of NY	\$146,072	0.003%	0	0.000%	0.00
65838	John Hancock Life Ins Co USA	\$173,435,973	3.070%	3	0.540%	0.18
65110	Kanawha Ins Co	\$0	0.000%	0	0.000%	N/A
65129	Kansas City Life Ins Co	\$4,118,667	0.073%	0	0.000%	0.00
58033	Knights Of Columbus	\$35,217,108	0.623%	1	0.180%	0.29
57835	Knights Of Peter Claver	\$71,991	0.001%	0	0.000%	0.00
56227	KSKJ Life Amer Slovenian Catholic Un	\$3,766,141	0.067%	2	0.360%	5.37
56715	Ladies Pa Slovak Catholic Union	\$485	0.000%	0	0.000%	N/A
65242	Lafayette Life Ins Co	\$11,202,010	0.198%	1	0.180%	0.91
82252	Landmark Life Ins Co	\$8,276	0.000%	0	0.000%	N/A
71323	Langhorne Reins AZ Ltd	\$0	0.000%	0	0.000%	N/A
71595	Lewer Life Ins Co	\$994	0.000%	0	0.000%	N/A
68543	Liberty Bankers Life Ins Co	\$1,477,193	0.026%	2	0.360%	13.84
65315	Liberty Life Assur Co Of Boston	\$6,137,556	0.109%	0	0.000%	0.00
65331	Liberty Natl Life Ins Co	\$3,881,461	0.069%	0	0.000%	0.00

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Individual Life**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
75027	Life Assur Co Of Amer	\$44,546	0.001%	0	0.000%	0.00
78140	Life Ins Co Of Boston & NY	\$4,820	0.000%	0	0.000%	N/A
65498	Life Ins Co Of N Amer	\$399,721	0.007%	0	0.000%	0.00
65528	Life Ins Co Of The Southwest	\$24,759,534	0.438%	0	0.000%	0.00
97691	Life Of The South Ins Co	\$3,686	0.000%	0	0.000%	N/A
77720	LifeSecure Ins Co	\$47,866	0.001%	0	0.000%	0.00
99724	LifeShield Natl Ins Co	\$271,335	0.005%	0	0.000%	0.00
65595	Lincoln Benefit Life Co	\$56,179,718	0.994%	3	0.540%	0.54
65927	Lincoln Heritage Life Ins Co	\$19,153,396	0.339%	7	1.259%	3.71
62057	Lincoln Life & Ann Co of NY	\$309,618	0.005%	1	0.180%	35.97
65676	Lincoln Natl Life Ins Co	\$301,685,493	5.340%	4	0.719%	0.13
87920	Locomotive Engineers & Conductors Mu	\$931,073	0.016%	0	0.000%	0.00
60232	Lombard Intl Life Assur Co	\$662,250	0.012%	0	0.000%	0.00
68446	Longevity Ins Co	\$4,359	0.000%	0	0.000%	N/A
65722	Loyal Amer Life Ins Co	\$288,016	0.005%	1	0.180%	35.97
56758	Loyal Christian Benefit Assn	\$59,756	0.001%	0	0.000%	0.00
73504	Lumico Life Ins Co	\$725,479	0.013%	1	0.180%	13.84
65781	Madison Natl Life Ins Co Inc	\$765,213	0.014%	1	0.180%	12.85
75208	Magnolia Guaranty Life Ins Co	\$5,479	0.000%	0	0.000%	N/A
65870	Manhattan Life Ins Co	\$91,582	0.002%	0	0.000%	0.00
67083	Manhattan Natl Life Ins Co	\$341,932	0.006%	0	0.000%	0.00
61883	ManhattanLife Assur Co of Amer	\$224,722	0.004%	1	0.180%	44.96
65935	Massachusetts Mut Life Ins Co	\$207,281,732	3.669%	5	0.899%	0.25
31119	Medico Ins Co	\$61,041	0.001%	0	0.000%	0.00
65641	Medico Life & Hlth Ins Co	\$16	0.000%	0	0.000%	N/A
86126	Members Life Ins Co	\$1,692	0.000%	0	0.000%	N/A
65951	Merit Life Ins Co	\$44,797	0.001%	0	0.000%	0.00
65978	Metropolitan Life Ins Co	\$84,445,894	1.495%	12	2.158%	1.44
97136	Metropolitan Tower Life Ins Co	\$20,440,123	0.362%	4	0.719%	1.99

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Individual Life**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
66087	Mid West Natl Life Ins Co Of TN	\$251,884	0.004%	0	0.000%	0.00
66044	Midland Natl Life Ins Co	\$33,889,725	0.600%	3	0.540%	0.90
66109	Midwestern United Life Ins Co	\$63,788	0.001%	1	0.180%	179.86
66168	Minnesota Life Ins Co	\$94,404,504	1.671%	1	0.180%	0.11
70416	MML Bay State Life Ins Co	\$1,152,523	0.020%	0	0.000%	0.00
57541	Modern Woodmen Of Amer	\$11,251,142	0.199%	1	0.180%	0.90
66265	Monarch Life Ins Co	\$35,018	0.001%	0	0.000%	0.00
81442	Monitor Life Ins Co Of NY	\$0	0.000%	0	0.000%	N/A
66370	Mony Life Ins Co	\$9,338,800	0.165%	0	0.000%	0.00
78077	Mony Life Ins Co Of Amer	\$30,102,499	0.533%	0	0.000%	0.00
66311	Motorists Life Ins Co	\$283,522	0.005%	0	0.000%	0.00
56251	Mutual Beneficial Assn Inc	\$34,710	0.001%	0	0.000%	0.00
88668	Mutual Of Amer Life Ins Co	\$24,423	0.000%	0	0.000%	N/A
66397	Mutual Savings Life Ins Co	\$6,832	0.000%	0	0.000%	N/A
66427	Mutual Trust Life Ins Co a Pan Amer	\$17,250,158	0.305%	1	0.180%	0.59
93734	Nassau Life & Ann Co	\$603,291	0.011%	0	0.000%	0.00
67814	Nassau Life Ins Co	\$10,166,536	0.180%	0	0.000%	0.00
68284	Nassau Life Ins Co of KS	\$172,931	0.003%	0	0.000%	0.00
62359	Nassau Life Ins Co of TX	\$524,398	0.009%	2	0.360%	39.97
61409	National Benefit Life Ins Co	\$1,099,427	0.019%	0	0.000%	0.00
57568	National Catholic Soc Of Foresters	\$395,106	0.007%	1	0.180%	25.69
66540	National Farmers Union Life Ins Co	\$155,976	0.003%	0	0.000%	0.00
66583	National Guardian Life Ins Co	\$1,387,824	0.025%	3	0.540%	21.58
66680	National Life Ins Co	\$16,266,366	0.288%	1	0.180%	0.62
56073	National Mut Benefit	\$414,417	0.007%	1	0.180%	25.69
56782	National Slovak Society Of The Usa	\$28,549	0.001%	0	0.000%	0.00
87963	National Teachers Assoc Life Ins Co	\$66,900	0.001%	0	0.000%	0.00
66850	National Western Life Ins Co	\$7,270,760	0.129%	0	0.000%	0.00
92657	Nationwide Life & Ann Ins Co	\$51,322,366	0.908%	2	0.360%	0.40

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Individual Life**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
66869	Nationwide Life Ins Co	\$10,997,190	0.195%	5	0.899%	4.61
98205	Natl Foundation Life Ins Co	\$800	0.000%	0	0.000%	N/A
91626	New England Life Ins Co	\$6,957,543	0.123%	0	0.000%	0.00
78743	New Era Life Ins Co	\$285	0.000%	0	0.000%	N/A
69698	New Era Life Ins Co Of Midwest	\$1,236	0.000%	0	0.000%	N/A
91596	New York Life Ins & Ann Corp	\$35,814,217	0.634%	0	0.000%	0.00
66915	New York Life Ins Co	\$173,035,855	3.063%	6	1.079%	0.35
66974	North Amer Co Life & Hlth Ins	\$40,183,746	0.711%	4	0.719%	1.01
68349	North Amer Ins Co	\$1,581	0.000%	0	0.000%	N/A
67032	North Carolina Mut Life Ins Co	\$0	0.000%	0	0.000%	N/A
67091	Northwestern Mut Life Ins Co	\$746,021,153	13.206%	3	0.540%	0.04
81353	NYLife Ins Co Of AZ	\$942,605	0.017%	0	0.000%	0.00
67148	Occidental Life Ins Co Of NC	\$2,311,765	0.041%	0	0.000%	0.00
89206	Ohio Natl Life Assur Corp	\$13,236,004	0.234%	1	0.180%	0.77
67172	Ohio Natl Life Ins Co	\$36,641,390	0.649%	2	0.360%	0.55
67180	Ohio State Life Ins Co	\$372,349	0.007%	0	0.000%	0.00
67199	Old Amer Ins Co	\$4,786,671	0.085%	0	0.000%	0.00
67261	Old Republic Life Ins Co	\$396,504	0.007%	0	0.000%	0.00
69647	Optum Ins of OH Inc	\$4,789	0.000%	0	0.000%	N/A
56383	Order of United Commercial Travelers	\$39,710	0.001%	0	0.000%	0.00
76112	Oxford Life Ins Co	\$2,148,894	0.038%	1	0.180%	4.73
67393	Ozark Natl Life Ins Co	\$4,318,949	0.076%	0	0.000%	0.00
97268	Pacific Life & Ann Co	\$193,256	0.003%	0	0.000%	0.00
67466	Pacific Life Ins Co	\$168,339,376	2.980%	0	0.000%	0.00
93459	Pan Amer Assur Co	\$1,301,403	0.023%	0	0.000%	0.00
67539	Pan Amer Life Ins Co	\$115,754	0.002%	1	0.180%	89.93
60003	Park Avenue Life Ins Co	\$16,552	0.000%	0	0.000%	N/A
60099	Patriot Life Ins Co	\$5,741	0.000%	0	0.000%	N/A
67598	Paul Revere Life Ins Co	\$37,126	0.001%	1	0.180%	179.86

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Individual Life**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
79340	Pavonia Life Ins Co NY	\$946	0.000%	0	0.000%	N/A
93777	Pavonia Life Ins Co of MI	\$942,746	0.017%	0	0.000%	0.00
67628	Pekin Life Ins Co	\$44,347,860	0.785%	1	0.180%	0.23
93262	Penn Ins & Ann Co	\$55,374,507	0.980%	0	0.000%	0.00
67644	Penn Mut Life Ins Co	\$41,857,338	0.741%	2	0.360%	0.49
67784	Philadelphia Amer Life Ins Co	\$165,383	0.003%	0	0.000%	0.00
93548	PHL Variable Ins Co	\$9,181,019	0.163%	0	0.000%	0.00
72125	Physicians Life Ins Co	\$9,291,441	0.164%	2	0.360%	2.19
67873	Pioneer Amer Ins Co	\$589,618	0.010%	0	0.000%	0.00
67911	Pioneer Mut Life Ins Co	\$461,154	0.008%	0	0.000%	0.00
67946	Pioneer Security Life Ins Co	\$274,817	0.005%	0	0.000%	0.00
58009	Police & Firemens Ins Assn	\$157,377	0.003%	0	0.000%	0.00
56820	Polish Falcons Of Amer	\$18,663	0.000%	0	0.000%	N/A
57622	Polish Natl Alliance Us Of Na	\$2,253,796	0.040%	0	0.000%	0.00
56839	Polish Natl Union Of Amer	\$9,442	0.000%	0	0.000%	N/A
57630	Polish Roman Catholic Union Of Amer	\$634,427	0.011%	1	0.180%	16.35
56847	Polish Union Of Us Of N Amer	\$0	0.000%	0	0.000%	N/A
57649	Polish Womens Alliance Of Amer	\$0	0.000%	0	0.000%	N/A
65919	Primerica Life Ins Co	\$80,430,612	1.424%	5	0.899%	0.63
61271	Principal Life Ins Co	\$42,605,342	0.754%	2	0.360%	0.48
71161	Principal Natl Life Ins Co	\$37,551,960	0.665%	0	0.000%	0.00
68047	Professional Ins Co	\$4,999	0.000%	0	0.000%	N/A
68063	Professional Life & Cas Co	\$25,091	0.000%	0	0.000%	N/A
88536	Protective Life & Annuity Ins Co	\$20,005	0.000%	0	0.000%	N/A
68136	Protective Life Ins Co	\$79,931,725	1.415%	8	1.439%	1.02
67903	Provident Amer Life & Hlth Ins Co	\$14,382	0.000%	0	0.000%	N/A
68195	Provident Life & Accident Ins Co	\$9,001,776	0.159%	1	0.180%	1.13
68209	Provident Life & Cas Ins Co	\$2,562	0.000%	0	0.000%	N/A
79227	Pruco Life Ins Co	\$213,581,579	3.781%	2	0.360%	0.10

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Individual Life**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
86630	Prudential Ann Life Assur Corp	\$37,269	0.001%	1	0.180%	179.86
68241	Prudential Ins Co Of Amer	\$62,613,153	1.108%	0	0.000%	0.00
71390	Puritan Life Ins Co of Amer	\$579,259	0.010%	1	0.180%	17.99
68357	Reliable Life Ins Co	\$705,891	0.012%	2	0.360%	29.98
68381	Reliance Standard Life Ins Co	\$86,176	0.002%	0	0.000%	0.00
67105	Reliastar Life Ins Co	\$40,271,662	0.713%	1	0.180%	0.25
61360	Reliastar Life Ins Co Of NY	\$1,554,033	0.028%	1	0.180%	6.42
68462	Reserve Natl Ins Co	\$605,317	0.011%	0	0.000%	0.00
65005	RiverSource Life Ins Co	\$40,917,373	0.724%	3	0.540%	0.75
80594	Riversource Life Ins Co Of NY	\$102,927	0.002%	0	0.000%	0.00
57657	Royal Neighbors Of Amer	\$3,278,196	0.058%	3	0.540%	9.30
56871	Russian Brotherhood Org USA	\$905	0.000%	0	0.000%	N/A
90247	Rx Life Ins Co	\$217,974	0.004%	0	0.000%	0.00
60183	S USA Life Ins Co Inc	\$374,607	0.007%	0	0.000%	0.00
60445	Sagicor Life Ins Co	\$889,765	0.016%	1	0.180%	11.24
60176	SBLI USA Life Ins Co Inc	\$65,967	0.001%	0	0.000%	0.00
93742	Securian Life Ins Co	\$26,096	0.000%	0	0.000%	N/A
68675	Security Benefit Life Ins Co	\$489,537	0.009%	0	0.000%	0.00
68713	Security Life Of Denver Ins Co	\$40,218,619	0.712%	0	0.000%	0.00
68772	Security Mut Life Ins Co Of NY	\$1,306,095	0.023%	0	0.000%	0.00
69485	Security Natl Life Ins Co	\$1,987,020	0.035%	1	0.180%	5.14
60076	Security Plan Life Ins Co	\$15,764	0.000%	0	0.000%	N/A
78662	Senior Life Ins Co	\$1,729,527	0.031%	0	0.000%	0.00
68802	Sentinel Security Life Ins Co	\$404,607	0.007%	0	0.000%	0.00
68810	Sentry Life Ins Co	\$2,464,477	0.044%	1	0.180%	4.09
68829	Sentry Life Ins Co Of NY	\$698	0.000%	0	0.000%	N/A
56936	Serb Natl Federation	\$25,094	0.000%	0	0.000%	N/A
97241	Settlers Life Ins Co	\$1,418,044	0.025%	1	0.180%	7.19
65757	Shelter Life Ins Co	\$3,642,609	0.064%	0	0.000%	0.00

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Individual Life**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
68845	Shenandoah Life Ins Co	\$812,902	0.014%	0	0.000%	0.00
57193	Slovak Catholic Sokol	\$35,474	0.001%	0	0.000%	0.00
57673	Slovene Natl Benefit Society	\$61,873	0.001%	0	0.000%	0.00
57142	Sons Of Norway	\$172,549	0.003%	0	0.000%	0.00
69418	Southern Financial Life Ins Co	\$560	0.000%	0	0.000%	N/A
79057	Southland Natl Ins Corp	\$130	0.000%	0	0.000%	N/A
69019	Standard Ins Co	\$276,626	0.005%	0	0.000%	0.00
86355	Standard Life & Accident Ins Co	\$419,380	0.007%	1	0.180%	25.69
71706	Standard Life & Cas Ins Co	\$967	0.000%	0	0.000%	N/A
89009	Standard Life Ins Co Of NY	\$335	0.000%	0	0.000%	N/A
69078	Standard Security Life Ins Co Of NY	\$8,004	0.000%	0	0.000%	N/A
68985	Starmount Life Ins Co	\$137,507	0.002%	0	0.000%	0.00
69094	State Farm Life & Accident Asr Co	\$1,219,667	0.022%	0	0.000%	0.00
69108	State Farm Life Ins Co	\$286,073,780	5.064%	18	3.237%	0.64
69116	State Life Ins Co	\$27,796,711	0.492%	0	0.000%	0.00
69132	State Mut Ins Co	\$98,872	0.002%	0	0.000%	0.00
89184	Sterling Investors Life Ins Co	\$37,036	0.001%	0	0.000%	0.00
77399	Sterling Life Ins Co	\$22,949	0.000%	0	0.000%	N/A
69272	Sunset Life Ins Co Of Amer	\$58,633	0.001%	0	0.000%	0.00
58181	Supreme Council The Royal Arcanum	\$34,369	0.001%	0	0.000%	0.00
69310	Surety Life Ins Co	\$1,811,508	0.032%	1	0.180%	5.62
68608	Symetra Life Ins Co	\$20,131,919	0.356%	1	0.180%	0.51
90581	Symetra Natl Life Ins Co	\$10,022	0.000%	0	0.000%	N/A
71153	Talcott Resolution Life & Ann Ins Co	\$46,076,123	0.816%	2	0.360%	0.44
88072	Talcott Resolution Life Ins Co	\$1,541,160	0.027%	2	0.360%	13.32
69345	Teachers Ins & Ann Assoc Of Amer	\$9,391,512	0.166%	0	0.000%	0.00
69396	Texas Life Ins Co	\$11,196,653	0.198%	1	0.180%	0.91
76236	The Cincinnati Life Ins Co	\$19,137,174	0.339%	0	0.000%	0.00
70435	The Savings Bank Mut Life Ins Co of	\$5,405,001	0.096%	0	0.000%	0.00

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Individual Life**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
56014	Thrivent Financial For Lutherans	\$89,609,783	1.586%	1	0.180%	0.11
97721	Thrivent Life Ins Co	\$228,133	0.004%	0	0.000%	0.00
60142	TIAA Cref Life Ins Co	\$20,084,078	0.356%	0	0.000%	0.00
69477	Time Ins Co II	\$2,927,811	0.052%	3	0.540%	10.38
69353	TPM Life Ins Co	\$201	0.000%	0	0.000%	N/A
69566	Trans World Assur Co	\$225,164	0.004%	0	0.000%	0.00
79022	Transamerica Advisors Life Ins Co	\$201,215	0.004%	0	0.000%	0.00
70688	Transamerica Financial Life Ins Co	\$224,271	0.004%	0	0.000%	0.00
86231	Transamerica Life Ins Co	\$100,620,304	1.781%	19	3.417%	1.92
66281	Transamerica Premier Life Ins Co	\$68,688,051	1.216%	21	3.777%	3.11
60227	Trinity Life Ins Co	\$1,615,421	0.029%	0	0.000%	0.00
61425	Trustmark Ins Co	\$858,439	0.015%	1	0.180%	11.99
62863	Trustmark Life Ins Co	\$140	0.000%	1	0.180%	N/A
57215	Ukrainian Natl Assn Inc	\$34,183	0.001%	0	0.000%	0.00
80314	Unicare Life & Hlth Ins Co	\$94,648	0.002%	0	0.000%	0.00
11121	Unified Life Ins Co	\$189,497	0.003%	0	0.000%	0.00
62596	Union Fidelity Life Ins Co	\$258,893	0.005%	0	0.000%	0.00
69744	Union Labor Life Ins Co	\$44,349	0.001%	0	0.000%	0.00
69779	Union Natl Life Ins Co	\$12,794	0.000%	0	0.000%	N/A
70408	Union Security Ins Co	\$2,690,528	0.048%	3	0.540%	11.24
92916	United Amer Ins Co	\$323,817	0.006%	0	0.000%	0.00
69892	United Farm Family Life Ins Co	\$2,343,791	0.041%	0	0.000%	0.00
87645	United Fidelity Life Ins Co	\$184,687	0.003%	0	0.000%	0.00
63983	United Heritage Life Ins Co	\$157,579	0.003%	0	0.000%	0.00
69922	United Home Life Ins Co	\$492,305	0.009%	0	0.000%	0.00
69930	United Ins Co Of Amer	\$13,793,056	0.244%	34	6.115%	25.06
69973	United Life Ins Co	\$4,089,978	0.072%	0	0.000%	0.00
92703	United Natl Life Ins Co Of Amer	\$191,752	0.003%	1	0.180%	59.95
69868	United Of Omaha Life Ins Co	\$67,115,439	1.188%	5	0.899%	0.76



**Illinois Department of Insurance**  
**2018 Complaint Ratios - Individual Life**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
42129	United Security Assur Co Of PA	\$102,480	0.002%	0	0.000%	0.00
56456	United States Letter Carriers Mut Be	\$104,229	0.002%	0	0.000%	0.00
70106	United States Life Ins Co in the Cit	\$432,297	0.008%	0	0.000%	0.00
56413	United Transportation Union Ins Assn	\$499,446	0.009%	0	0.000%	0.00
72850	United World Life Ins Co	\$124,560	0.002%	0	0.000%	0.00
97179	UnitedHealthcare Life Ins Co	\$4,239	0.000%	0	0.000%	N/A
63819	Unity Financial Life Ins Co	\$273,600	0.005%	0	0.000%	0.00
70130	Universal Guar Life Ins Co	\$1,155,085	0.020%	2	0.360%	17.99
67601	Unum Ins Co	\$32,112	0.001%	0	0.000%	0.00
62235	Unum Life Ins Co Of Amer	\$418,239	0.007%	0	0.000%	0.00
78093	Upstream Life Ins Co	\$213	0.000%	0	0.000%	N/A
80705	US Br Great West Life Assur Co	\$427,319	0.008%	0	0.000%	0.00
80802	US Br Sun Life Assur Co of Canada	\$17,781,440	0.315%	2	0.360%	1.14
80659	US Business of Canada Life Assur Co	\$2,549,506	0.045%	0	0.000%	0.00
84530	US Financial Life Ins Co	\$4,882,938	0.086%	0	0.000%	0.00
70955	USA Life One Ins Co Of IN	\$38,101	0.001%	0	0.000%	0.00
69663	USAA Life Ins Co	\$20,692,855	0.366%	0	0.000%	0.00
60228	USAA Life Ins Co Of NY	\$104,204	0.002%	0	0.000%	0.00
94358	USAbLe Life	\$1,082	0.000%	0	0.000%	N/A
68632	Vantis Life Ins Co	\$189,775	0.003%	0	0.000%	0.00
80942	Voya Ins & Ann Co	\$1,135,193	0.020%	1	0.180%	8.99
86509	Voya Retirement Ins & Ann Co	\$3,112,417	0.055%	1	0.180%	3.27
70319	Washington Natl Ins Co	\$1,615,594	0.029%	7	1.259%	43.41
70335	West Coast Life Ins Co	\$19,477,137	0.345%	0	0.000%	0.00
70483	Western & Southern Life Ins Co	\$22,637,321	0.401%	9	1.619%	4.04
57711	Western Catholic Union	\$1,695,701	0.030%	1	0.180%	6.00
58017	Western Fraternal Life Assn	\$881,974	0.016%	1	0.180%	11.24
92622	Western Southern Life Assur Co	\$14,547,569	0.258%	2	0.360%	1.39
62413	Wilcac Life Ins Co	\$929,711	0.016%	3	0.540%	33.72

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Individual Life**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
65900	Wilco Life Ins Co	\$4,351,154	0.077%	3	0.540%	7.01
57010	William Penn Assn	\$107,725	0.002%	0	0.000%	0.00
66230	William Penn Life Ins Co Of NY	\$271,700	0.005%	0	0.000%	0.00
60704	Wilton Reassur Life Co of NY	\$146,517	0.003%	0	0.000%	0.00
56170	Womans Life Ins Society	\$151,125	0.003%	0	0.000%	0.00
57320	Woodmen World Life Ins Soc	\$1,954,501	0.035%	0	0.000%	0.00
57290	Workmens Benefit Fund Of The USA	\$53,359	0.001%	0	0.000%	0.00
56480	Wsa Fraternal Life	\$1,921	0.000%	0	0.000%	N/A
90557	Zurich Amer Life Ins Co	\$13,353,773	0.236%	2	0.360%	1.52
	<b>TOTALS</b>	<b>\$5,649,158,588</b>	<b>100%</b>	<b>556</b>	<b>100%</b>	

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Individual Annuity**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
71854	AAA Life Ins Co	\$3,474,293	0.046%	0	0.000%	0.00
56197	Alliance Of Transylvanian Saxons	\$54,416	0.001%	0	0.000%	0.00
90611	Allianz Life Ins Co Of N Amer	\$577,241,334	7.571%	7	9.333%	1.23
70866	Allstate Assur Co	\$0	0.000%	0	0.000%	N/A
60186	Allstate Life Ins Co	\$949,376	0.012%	1	1.333%	111.11
70874	Allstate Life Ins Co Of NY	\$0	0.000%	0	0.000%	N/A
68594	American Amicable Life Ins Co Of TX	\$1,982,716	0.026%	0	0.000%	0.00
66001	American Benefit Life Ins Co	\$650	0.000%	0	0.000%	N/A
92738	American Equity Invest Life Ins Co	\$206,466,120	2.708%	4	5.333%	1.97
60399	American Family Life Ins Co	\$1,132,186	0.015%	0	0.000%	0.00
60410	American Fidelity Assur Co	\$7,397,906	0.097%	0	0.000%	0.00
60429	American Fidelity Life Ins Co	\$1,120	0.000%	0	0.000%	N/A
60488	American Gen Life Ins Co	\$450,197,266	5.905%	4	5.333%	0.90
60534	American Heritage Life Ins Co	\$920	0.000%	0	0.000%	N/A
60542	American Home Life Ins Co	\$12,400	0.000%	0	0.000%	N/A
67989	American Memorial Life Ins Co	\$49,318	0.001%	0	0.000%	0.00
60739	American Natl Ins Co	\$64,283,752	0.843%	1	1.333%	1.58
60836	American Republic Ins Co	\$600	0.000%	0	0.000%	N/A
92649	American Underwriters Life Ins Co	\$0	0.000%	0	0.000%	N/A
60895	American United Life Ins Co	\$9,742,099	0.128%	0	0.000%	0.00
61999	Americo Fin Life & Ann Ins Co	\$21,989,705	0.288%	1	1.333%	4.63
61301	Ameritas Life Ins Corp	\$12,796,918	0.168%	0	0.000%	0.00
72222	Amica Life Ins Co	\$48,350	0.001%	0	0.000%	0.00
93661	Annuity Investors Life Ins Co	\$4,688,862	0.062%	0	0.000%	0.00
56499	Assured Life Assn	\$6,550	0.000%	0	0.000%	N/A
71439	Assurity Life Ins Co	\$693,546	0.009%	0	0.000%	0.00
68039	Athene Ann & Life Assur Co of NY	\$19,447	0.000%	0	0.000%	N/A
61689	Athene Ann & Life Co	\$256,145,977	3.360%	1	1.333%	0.40

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Individual Annuity**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
61492	Athene Annuity & Life Assur Co	\$47,358	0.001%	2	2.667%	2666.67
61115	Atlantic Coast Life Ins Co	\$4,311,509	0.057%	0	0.000%	0.00
61190	Auto Owners Life Ins Co	\$5,376,842	0.071%	0	0.000%	0.00
62944	AXA Equitable Life Ins Co	\$355,226,600	4.659%	0	0.000%	0.00
61212	Baltimore Life Ins Co	\$45,000	0.001%	0	0.000%	0.00
61239	Bankers Fidelity Life Ins Co	\$4,750	0.000%	0	0.000%	N/A
61263	Bankers Life & Cas Co	\$35,110,043	0.461%	1	1.333%	2.89
81043	Bankers Life Ins Co	\$12,786,203	0.168%	0	0.000%	0.00
94250	Banner Life Ins Co	\$2,144	0.000%	0	0.000%	N/A
61395	Beneficial Life Ins Co	\$1,200	0.000%	0	0.000%	N/A
87726	Brighthouse Life Ins Co	\$131,163,363	1.720%	2	2.667%	1.55
78620	Brooke Life Ins Co	\$70,000	0.001%	0	0.000%	0.00
56030	Catholic Financial Life	\$1,766,161	0.023%	0	0.000%	0.00
57770	Catholic Holy Family Society	\$3,247,375	0.043%	0	0.000%	0.00
57487	Catholic Order Of Foresters	\$1,295,347	0.017%	0	0.000%	0.00
57053	Catholic United Financial	\$500	0.000%	0	0.000%	N/A
61735	Central Security Life Ins Co	\$447	0.000%	0	0.000%	N/A
61832	Chesapeake Life Ins Co	\$1,687	0.000%	0	0.000%	N/A
61875	Church Life Ins Corp	\$34,879	0.000%	0	0.000%	N/A
71463	CICA Life Ins Co of Amer	\$3,279	0.000%	0	0.000%	N/A
93432	CM Life Ins Co	\$62,215,450	0.816%	0	0.000%	0.00
62626	CMFG Life Ins Co	\$8,893,439	0.117%	0	0.000%	0.00
84786	Colorado Bankers Life Ins Co	\$30,010,866	0.394%	0	0.000%	0.00
76023	Columbian Life Ins Co	\$600	0.000%	0	0.000%	N/A
62103	Columbian Mut Life Ins Co	\$16,501	0.000%	0	0.000%	N/A
99937	Columbus Life Ins Co	\$3,738,977	0.049%	0	0.000%	0.00
62146	Combined Ins Co Of Amer	\$0	0.000%	0	0.000%	N/A
84824	Commonwealth Ann & Life Ins Co	\$2,964,045	0.039%	0	0.000%	0.00

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Individual Annuity**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
62308	Connecticut Gen Life Ins Co	\$0	0.000%	0	0.000%	N/A
71404	Continental Gen Ins Co	\$6,590	0.000%	0	0.000%	N/A
94218	Country Investors Life Assur Co	\$55,432,318	0.727%	1	1.333%	1.83
62553	Country Life Ins Co	\$173,801	0.002%	0	0.000%	0.00
56634	Croatian Fraternal Union Of Amer	\$335,400	0.004%	0	0.000%	0.00
56138	CSA Fraternal Life	\$3,644,544	0.048%	0	0.000%	0.00
56324	Czech Catholic Union	\$167,677	0.002%	0	0.000%	0.00
71129	Dearborn Life Ins Co	\$713,074	0.009%	0	0.000%	0.00
57088	Degree Of Honor Protective Assn	\$0	0.000%	0	0.000%	N/A
79065	Delaware Life Ins Co	\$46,559,407	0.611%	1	1.333%	2.18
13183	Eagle Life Ins Co	\$6,875,938	0.090%	0	0.000%	0.00
84174	ELCO Mut Life & Ann	\$9,271,345	0.122%	0	0.000%	0.00
62928	EMC Natl Life Co	\$1,364,818	0.018%	0	0.000%	0.00
62952	Equitable Life & Cas Ins Co	\$4,122,005	0.054%	0	0.000%	0.00
62510	Equitrust Life Ins Co	\$60,450,511	0.793%	1	1.333%	1.68
70769	Erie Family Life Ins Co	\$494,013	0.006%	0	0.000%	0.00
57991	Everence Assn Inc	\$923,229	0.012%	0	0.000%	0.00
70742	Family Benefit Life Ins Co	\$7,150	0.000%	0	0.000%	N/A
63053	Family Life Ins Co	\$0	0.000%	1	1.333%	N/A
63088	Farm Bureau Life Ins Co	\$139,105	0.002%	0	0.000%	0.00
63177	Farmers New World Life Ins Co	\$837,655	0.011%	0	0.000%	0.00
63223	Federal Life Ins Co	\$3,538,330	0.046%	0	0.000%	0.00
63258	Federated Life Ins Co	\$373,954	0.005%	0	0.000%	0.00
63274	Fidelity & Guar Life Ins Co	\$81,073,356	1.063%	3	4.000%	3.76
93696	Fidelity Investments Life Ins Co	\$55,156,506	0.723%	1	1.333%	1.84
71870	Fidelity Security Life Ins Co	\$260,533	0.003%	0	0.000%	0.00
56332	First Cath Slovak Ladies Assn USA	\$1,078,646	0.014%	0	0.000%	0.00
56340	First Cath Slovak Union Of US & CN	\$2,679,175	0.035%	0	0.000%	0.00

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Individual Annuity**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
63495	Foresters Life Ins Ann Co	\$9,019,157	0.118%	0	0.000%	0.00
91642	Forethought Life Ins Co	\$221,317,632	2.903%	1	1.333%	0.46
99775	Funeral Directors Life Ins Co	\$4,056,215	0.053%	1	1.333%	25.16
56685	GBU Financial Life	\$23,626,108	0.310%	0	0.000%	0.00
56693	GCU	\$8,992,154	0.118%	0	0.000%	0.00
63665	General Amer Life Ins Co	\$0	0.000%	0	0.000%	N/A
65536	Genworth Life & Ann Ins Co	\$1,436,302	0.019%	1	1.333%	70.18
70025	Genworth Life Ins Co	\$203,927	0.003%	0	0.000%	0.00
56154	Gleaner Life Ins Society	\$3,040,546	0.040%	0	0.000%	0.00
62286	Golden Rule Ins Co	\$201,833	0.003%	0	0.000%	0.00
63967	Government Personnel Mut Life Ins Co	\$720	0.000%	0	0.000%	N/A
71218	Grange Life Ins Co	\$22,100	0.000%	0	0.000%	N/A
63312	Great Amer Life Ins Co	\$146,153,596	1.917%	2	2.667%	1.39
90212	Great Southern Life Ins Co	\$51,371	0.001%	0	0.000%	0.00
68322	Great W Life & Ann Ins Co	\$44,273,541	0.581%	0	0.000%	0.00
71480	Great Western Ins Co	\$250,498	0.003%	0	0.000%	0.00
64211	Guarantee Trust Life Ins Co	\$4,335	0.000%	0	0.000%	N/A
64238	Guaranty Income Life Ins Co	\$10,837,993	0.142%	0	0.000%	0.00
78778	Guardian Ins & Ann Co Inc	\$9,352,520	0.123%	1	1.333%	10.84
64246	Guardian Life Ins Co Of Amer	\$0	0.000%	0	0.000%	N/A
83607	Guggenheim Life & Ann Co	\$25,075,863	0.329%	0	0.000%	0.00
64327	Harleysville Life Ins Co	\$5,200	0.000%	0	0.000%	N/A
64505	Homesteaders Life Co	\$1,500,461	0.020%	0	0.000%	0.00
64513	Horace Mann Life Ins Co	\$13,825,128	0.181%	0	0.000%	0.00
91693	IA Amer Life Ins Co	\$51,866	0.001%	0	0.000%	0.00
64580	Illinois Mut Life Ins Co	\$146,794	0.002%	0	0.000%	0.00
58068	Independent Order Of Foresters Us Br	\$46,837	0.001%	0	0.000%	0.00
74780	Integrity Life Ins Co	\$27,725,332	0.364%	1	1.333%	3.66

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Individual Annuity**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
64904	Investors Heritage Life Ins Co	\$1,903,481	0.025%	0	0.000%	0.00
63487	Investors Life Ins Co N Amer	\$0	0.000%	0	0.000%	N/A
56707	ISDA fraternal Assoc	\$107,127	0.001%	0	0.000%	0.00
65056	Jackson Natl Life Ins Co	\$667,260,382	8.752%	4	5.333%	0.61
60140	Jackson Natl Life Ins Co Of NY	\$166,487	0.002%	0	0.000%	0.00
64017	Jefferson Natl Life Ins Co	\$35,449,058	0.465%	0	0.000%	0.00
65080	John Alden Life Ins Co	\$0	0.000%	0	0.000%	N/A
86375	John Hancock Life Ins Co of NY	\$29,648	0.000%	0	0.000%	N/A
65838	John Hancock Life Ins Co USA	\$4,746,840	0.062%	0	0.000%	0.00
65129	Kansas City Life Ins Co	\$2,156,696	0.028%	0	0.000%	0.00
58033	Knights Of Columbus	\$0	0.000%	0	0.000%	N/A
56227	KSKJ Life Amer Slovenian Catholic Un	\$17,888,964	0.235%	0	0.000%	0.00
56715	Ladies Pa Slovak Catholic Union	\$0	0.000%	0	0.000%	N/A
65242	Lafayette Life Ins Co	\$2,054,552	0.027%	0	0.000%	0.00
68543	Liberty Bankers Life Ins Co	\$10,323,244	0.135%	0	0.000%	0.00
65315	Liberty Life Assur Co Of Boston	\$1,444,537	0.019%	0	0.000%	0.00
65331	Liberty Natl Life Ins Co	\$0	0.000%	0	0.000%	N/A
75027	Life Assur Co Of Amer	\$0	0.000%	0	0.000%	N/A
65528	Life Ins Co Of The Southwest	\$22,589,939	0.296%	0	0.000%	0.00
77720	LifeSecure Ins Co	\$144	0.000%	0	0.000%	N/A
65595	Lincoln Benefit Life Co	\$3,687,303	0.048%	1	1.333%	27.78
65927	Lincoln Heritage Life Ins Co	\$55,257	0.001%	0	0.000%	0.00
62057	Lincoln Life & Ann Co of NY	\$0	0.000%	0	0.000%	N/A
65676	Lincoln Natl Life Ins Co	\$405,056,231	5.313%	1	1.333%	0.25
60232	Lombard Intl Life Assur Co	\$3,046,504	0.040%	0	0.000%	0.00
65722	Loyal Amer Life Ins Co	\$376	0.000%	0	0.000%	N/A
56758	Loyal Christian Benefit Assn	\$97,297	0.001%	0	0.000%	0.00
65781	Madison Natl Life Ins Co Inc	\$1,731,398	0.023%	0	0.000%	0.00

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Individual Annuity**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
65870	Manhattan Life Ins Co	\$2,155,198	0.028%	0	0.000%	0.00
67083	Manhattan Natl Life Ins Co	\$14,507	0.000%	0	0.000%	N/A
61883	ManhattanLife Assur Co of Amer	\$2,400	0.000%	0	0.000%	N/A
65935	Massachusetts Mut Life Ins Co	\$141,148,160	1.851%	0	0.000%	0.00
86126	Members Life Ins Co	\$36,946,040	0.485%	0	0.000%	0.00
65978	Metropolitan Life Ins Co	\$4,356,177	0.057%	5	6.667%	116.96
97136	Metropolitan Tower Life Ins Co	\$3,468,819	0.045%	0	0.000%	0.00
66087	Mid West Natl Life Ins Co Of TN	\$32,350	0.000%	0	0.000%	N/A
66044	Midland Natl Life Ins Co	\$126,109,142	1.654%	2	2.667%	1.61
66109	Midwestern United Life Ins Co	\$480	0.000%	0	0.000%	N/A
66168	Minnesota Life Ins Co	\$55,935,724	0.734%	1	1.333%	1.82
57541	Modern Woodmen Of Amer	\$34,448,464	0.452%	0	0.000%	0.00
66370	Mony Life Ins Co	\$0	0.000%	0	0.000%	N/A
78077	Mony Life Ins Co Of Amer	\$1,134,086	0.015%	0	0.000%	0.00
66311	Motorists Life Ins Co	\$600	0.000%	0	0.000%	N/A
56251	Mutual Beneficial Assn Inc	\$1,418,484	0.019%	0	0.000%	0.00
88668	Mutual Of Amer Life Ins Co	\$499,566	0.007%	0	0.000%	0.00
66427	Mutual Trust Life Ins Co a Pan Amer	\$156,970	0.002%	0	0.000%	0.00
93734	Nassau Life & Ann Co	\$250,000	0.003%	0	0.000%	0.00
67814	Nassau Life Ins Co	\$126,540	0.002%	1	1.333%	666.67
62359	Nassau Life Ins Co of TX	\$600	0.000%	0	0.000%	N/A
57568	National Catholic Soc Of Foresters	\$83,207	0.001%	0	0.000%	0.00
66540	National Farmers Union Life Ins Co	\$775	0.000%	0	0.000%	N/A
66583	National Guardian Life Ins Co	\$34,016	0.000%	0	0.000%	N/A
75264	National Integrity Life Ins Co	\$478,728	0.006%	0	0.000%	0.00
66680	National Life Ins Co	\$176,663	0.002%	0	0.000%	0.00
56073	National Mut Benefit	\$168,293	0.002%	0	0.000%	0.00
56782	National Slovak Society Of The Usa	\$862,996	0.011%	0	0.000%	0.00



**Illinois Department of Insurance**  
**2018 Complaint Ratios - Individual Annuity**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
66850	National Western Life Ins Co	\$9,043,076	0.119%	0	0.000%	0.00
92657	Nationwide Life & Ann Ins Co	\$178,716	0.002%	1	1.333%	666.67
66869	Nationwide Life Ins Co	\$11,112,942	0.146%	0	0.000%	0.00
91626	New England Life Ins Co	\$168,149	0.002%	0	0.000%	0.00
91596	New York Life Ins & Ann Corp	\$308,478,819	4.046%	0	0.000%	0.00
66915	New York Life Ins Co	\$10,999,568	0.144%	0	0.000%	0.00
66974	North Amer Co Life & Hlth Ins	\$63,732,503	0.836%	1	1.333%	1.59
67032	North Carolina Mut Life Ins Co	\$0	0.000%	0	0.000%	N/A
67091	Northwestern Mut Life Ins Co	\$131,223,807	1.721%	1	1.333%	0.77
67148	Occidental Life Ins Co Of NC	\$1,256,301	0.016%	0	0.000%	0.00
67172	Ohio Natl Life Ins Co	\$54,149,877	0.710%	1	1.333%	1.88
67180	Ohio State Life Ins Co	\$0	0.000%	0	0.000%	N/A
67261	Old Republic Life Ins Co	\$0	0.000%	0	0.000%	N/A
56383	Order of United Commercial Travelers	\$0	0.000%	0	0.000%	N/A
76112	Oxford Life Ins Co	\$12,074,252	0.158%	0	0.000%	0.00
67393	Ozark Natl Life Ins Co	\$1,248	0.000%	0	0.000%	N/A
97268	Pacific Life & Ann Co	\$13,385	0.000%	0	0.000%	N/A
67466	Pacific Life Ins Co	\$375,569,027	4.926%	0	0.000%	0.00
67539	Pan Amer Life Ins Co	\$1,000	0.000%	0	0.000%	N/A
67628	Pekin Life Ins Co	\$5,554,028	0.073%	0	0.000%	0.00
93262	Penn Ins & Ann Co	\$0	0.000%	0	0.000%	N/A
67644	Penn Mut Life Ins Co	\$6,396,870	0.084%	0	0.000%	0.00
67784	Philadelphia Amer Life Ins Co	\$0	0.000%	0	0.000%	N/A
93548	PHL Variable Ins Co	\$12,059,473	0.158%	0	0.000%	0.00
72125	Physicians Life Ins Co	\$3,289,292	0.043%	0	0.000%	0.00
67873	Pioneer Amer Ins Co	\$3,521	0.000%	0	0.000%	N/A
67911	Pioneer Mut Life Ins Co	\$0	0.000%	0	0.000%	N/A
58009	Police & Firemens Ins Assn	\$90,288	0.001%	0	0.000%	0.00

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Individual Annuity**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
56820	Polish Falcons Of Amer	\$5,876	0.000%	0	0.000%	N/A
57622	Polish Natl Alliance Us Of Na	\$4,571,699	0.060%	0	0.000%	0.00
56839	Polish Natl Union Of Amer	\$600	0.000%	0	0.000%	N/A
57630	Polish Roman Catholic Union Of Amer	\$3,046,057	0.040%	0	0.000%	0.00
57649	Polish Womens Alliance Of Amer	\$0	0.000%	0	0.000%	N/A
65919	Primerica Life Ins Co	\$21,310	0.000%	0	0.000%	N/A
61271	Principal Life Ins Co	\$127,331,603	1.670%	1	1.333%	0.80
68063	Professional Life & Cas Co	\$4,666,751	0.061%	0	0.000%	0.00
68136	Protective Life Ins Co	\$87,842,356	1.152%	5	6.667%	5.79
79227	Pruco Life Ins Co	\$309,005,424	4.053%	1	1.333%	0.33
86630	Prudential Ann Life Assur Corp	\$16,187,700	0.212%	0	0.000%	0.00
68241	Prudential Ins Co Of Amer	\$4,083,076	0.054%	0	0.000%	0.00
68381	Reliance Standard Life Ins Co	\$65,938,967	0.865%	1	1.333%	1.54
67105	Reliastar Life Ins Co	\$4,713,210	0.062%	0	0.000%	0.00
61360	Reliastar Life Ins Co Of NY	\$8,500	0.000%	0	0.000%	N/A
65005	RiverSource Life Ins Co	\$122,959,044	1.613%	0	0.000%	0.00
80594	Riversource Life Ins Co Of NY	\$136,200	0.002%	0	0.000%	0.00
57657	Royal Neighbors Of Amer	\$5,888,886	0.077%	0	0.000%	0.00
90247	Rx Life Ins Co	\$0	0.000%	0	0.000%	N/A
60445	Sagicor Life Ins Co	\$9,343,525	0.123%	0	0.000%	0.00
68675	Security Benefit Life Ins Co	\$67,784,804	0.889%	3	4.000%	4.50
68772	Security Mut Life Ins Co Of NY	\$6,350	0.000%	0	0.000%	N/A
69485	Security Natl Life Ins Co	\$357,389	0.005%	0	0.000%	0.00
60076	Security Plan Life Ins Co	\$0	0.000%	0	0.000%	N/A
68802	Sentinel Security Life Ins Co	\$7,720,551	0.101%	0	0.000%	0.00
68810	Sentry Life Ins Co	\$225,274	0.003%	0	0.000%	0.00
56936	Serb Natl Federation	\$46,342	0.001%	0	0.000%	0.00
65757	Shelter Life Ins Co	\$60,677	0.001%	0	0.000%	0.00

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Individual Annuity**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
68845	Shenandoah Life Ins Co	\$360	0.000%	0	0.000%	N/A
57193	Slovak Catholic Sokol	\$38,704	0.001%	0	0.000%	0.00
57673	Slovene Natl Benefit Society	\$57,171	0.001%	0	0.000%	0.00
57142	Sons Of Norway	\$163,666	0.002%	0	0.000%	0.00
69019	Standard Ins Co	\$29,365,343	0.385%	0	0.000%	0.00
86355	Standard Life & Accident Ins Co	\$2,508	0.000%	0	0.000%	N/A
69094	State Farm Life & Accident Asr Co	\$61,650	0.001%	0	0.000%	0.00
69108	State Farm Life Ins Co	\$34,481,036	0.452%	0	0.000%	0.00
69116	State Life Ins Co	\$16,837,949	0.221%	0	0.000%	0.00
69132	State Mut Ins Co	\$1,000	0.000%	0	0.000%	N/A
69272	Sunset Life Ins Co Of Amer	\$653	0.000%	0	0.000%	N/A
58181	Supreme Council The Royal Arcanum	\$91,000	0.001%	0	0.000%	0.00
69310	Surety Life Ins Co	\$2,100	0.000%	0	0.000%	N/A
68608	Symetra Life Ins Co	\$125,157,896	1.642%	0	0.000%	0.00
71153	Talcott Resolution Life & Ann Ins Co	\$6,750,540	0.089%	1	1.333%	14.98
88072	Talcott Resolution Life Ins Co	\$5,844,483	0.077%	1	1.333%	17.32
69345	Teachers Ins & Ann Assoc Of Amer	\$194,541,618	2.552%	0	0.000%	0.00
76236	The Cincinnati Life Ins Co	\$1,548,815	0.020%	0	0.000%	0.00
56014	Thrivent Financial For Lutherans	\$164,364,584	2.156%	0	0.000%	0.00
97721	Thrivent Life Ins Co	\$5,875,473	0.077%	0	0.000%	0.00
60142	TIAA Cref Life Ins Co	\$14,761,673	0.194%	0	0.000%	0.00
69477	Time Ins Co II	\$14,362	0.000%	0	0.000%	N/A
77674	Town & Country Life Ins Co	\$1,100	0.000%	0	0.000%	N/A
69566	Trans World Assur Co	\$7,410	0.000%	0	0.000%	N/A
79022	Transamerica Advisors Life Ins Co	\$31,400	0.000%	0	0.000%	N/A
70688	Transamerica Financial Life Ins Co	\$0	0.000%	0	0.000%	N/A
86231	Transamerica Life Ins Co	\$109,044,593	1.430%	0	0.000%	0.00
66281	Transamerica Premier Life Ins Co	\$35,026,097	0.459%	0	0.000%	0.00

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Individual Annuity**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
60227	Trinity Life Ins Co	\$1,637,795	0.021%	0	0.000%	0.00
61425	Trustmark Ins Co	\$186,403	0.002%	0	0.000%	0.00
57215	Ukrainian Natl Assn Inc	\$9,595	0.000%	0	0.000%	N/A
11121	Unified Life Ins Co	\$498	0.000%	0	0.000%	N/A
69744	Union Labor Life Ins Co	\$334	0.000%	0	0.000%	N/A
70408	Union Security Ins Co	\$769,968	0.010%	0	0.000%	0.00
92916	United Amer Ins Co	\$205,754	0.003%	0	0.000%	0.00
69892	United Farm Family Life Ins Co	\$11,747	0.000%	0	0.000%	N/A
87645	United Fidelity Life Ins Co	\$1,586	0.000%	0	0.000%	N/A
69930	United Ins Co Of Amer	\$150	0.000%	0	0.000%	N/A
69973	United Life Ins Co	\$11,499,610	0.151%	0	0.000%	0.00
92703	United Natl Life Ins Co Of Amer	\$2,751	0.000%	0	0.000%	N/A
69868	United Of Omaha Life Ins Co	\$6,674,437	0.088%	0	0.000%	0.00
56456	United States Letter Carriers Mut Be	\$357,333	0.005%	0	0.000%	0.00
70106	United States Life Ins Co in the Cit	\$1,471	0.000%	0	0.000%	N/A
56413	United Transportation Union Ins Assn	\$348,800	0.005%	0	0.000%	0.00
70130	Universal Guar Life Ins Co	\$62,250	0.001%	0	0.000%	0.00
80659	US Business of Canada Life Assur Co	\$0	0.000%	0	0.000%	N/A
84530	US Financial Life Ins Co	\$18,443	0.000%	0	0.000%	N/A
70955	USA Life One Ins Co Of IN	\$3,443	0.000%	0	0.000%	N/A
69663	USAA Life Ins Co	\$9,342,285	0.123%	0	0.000%	0.00
60228	USAA Life Ins Co Of NY	\$2,000	0.000%	0	0.000%	N/A
68632	Vantis Life Ins Co	\$620,369	0.008%	0	0.000%	0.00
70238	Variable Ann Life Ins Co	\$143,071,097	1.877%	0	0.000%	0.00
80942	Voya Ins & Ann Co	\$12,524,489	0.164%	2	2.667%	16.26
86509	Voya Retirement Ins & Ann Co	\$55,947	0.001%	0	0.000%	0.00
70319	Washington Natl Ins Co	\$288,633	0.004%	0	0.000%	0.00
70335	West Coast Life Ins Co	\$504	0.000%	0	0.000%	N/A

Illinois Department of Insurance  
2018 Complaint Ratios - Individual Annuity

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
70483	Western & Southern Life Ins Co	\$2,000	0.000%	0	0.000%	N/A
57711	Western Catholic Union	\$17,446,921	0.229%	0	0.000%	0.00
58017	Western Fraternal Life Assn	\$119,191	0.002%	0	0.000%	0.00
92622	Western Southern Life Assur Co	\$58,413,279	0.766%	0	0.000%	0.00
85189	Western United Life Assur Co	\$945,567	0.012%	0	0.000%	0.00
62413	Wilcac Life Ins Co	\$133	0.000%	2	2.667%	N/A
65900	Wilco Life Ins Co	\$4,028	0.000%	0	0.000%	N/A
57010	William Penn Assn	\$13,780	0.000%	0	0.000%	N/A
56170	Womans Life Ins Society	\$959,860	0.013%	0	0.000%	0.00
57320	Woodmen World Life Ins Soc	\$1,577,133	0.021%	0	0.000%	0.00
57290	Workmens Benefit Fund Of The USA	\$14,328	0.000%	0	0.000%	N/A
56480	Wsa Fraternal Life	\$2	0.000%	0	0.000%	N/A
90557	Zurich Amer Life Ins Co	\$10,968,058	0.144%	0	0.000%	0.00
	<b>TOTALS</b>	<b>\$7,623,995,420</b>	<b>100%</b>	<b>75</b>	<b>100%</b>	

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Individual Accident & Health**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
20796	21st Century Premier Ins Co	\$4,086	0.000%	0	0.000%	N/A
71854	AAA Life Ins Co	\$214,936	0.003%	0	0.000%	0.00
71471	Ability Ins Co	\$2,394,765	0.035%	1	0.178%	5.09
14158	AccessCare Gen Inc	\$3,793,510	0.055%	0	0.000%	0.00
22667	Ace Amer Ins Co	\$6,969	0.000%	0	0.000%	N/A
78700	Aetna Hlth & Life Ins Co	\$19,083,477	0.278%	0	0.000%	0.00
95109	Aetna Hlth Inc PA Corp	\$236,365	0.003%	0	0.000%	0.00
60054	Aetna Life Ins Co	\$3,816,769	0.056%	3	0.535%	9.55
35963	AF&L Ins Co	\$746,259	0.011%	0	0.000%	0.00
90611	Allianz Life Ins Co Of N Amer	\$6,751,145	0.098%	1	0.178%	1.82
60186	Allstate Life Ins Co	\$3,863	0.000%	0	0.000%	N/A
70874	Allstate Life Ins Co Of NY	\$4,571	0.000%	0	0.000%	N/A
95163	Alpha Dental Programs Inc	\$770,686	0.011%	0	0.000%	0.00
60216	Amalgamated Life Ins Co	\$2,553	0.000%	0	0.000%	N/A
19720	American Alt Ins Corp	\$17,049,304	0.249%	0	0.000%	0.00
10111	American Bankers Ins Co Of FL	\$0	0.000%	0	0.000%	N/A
60275	American Bankers Life Assur Co Of FL	\$193	0.000%	0	0.000%	N/A
12321	American Continental Ins Co	\$42,986,906	0.627%	0	0.000%	0.00
60380	American Family Life Assur Co of Col	\$129,930,765	1.895%	12	2.139%	1.13
19275	American Family Mut Ins Co SI	\$2,619,540	0.038%	0	0.000%	0.00
60410	American Fidelity Assur Co	\$8,220,447	0.120%	1	0.178%	1.49
60488	American Gen Life Ins Co	\$3,342,488	0.049%	2	0.357%	7.28
60534	American Heritage Life Ins Co	\$5,308,679	0.077%	1	0.178%	2.31
60518	American Hlth & Life Ins Co	\$1,065	0.000%	0	0.000%	N/A
19380	American Home Assur Co	\$28,538	0.000%	0	0.000%	N/A
60577	American Income Life Ins Co	\$2,847,149	0.042%	1	0.178%	4.24
89427	American Labor Life Ins Co	\$423,444	0.006%	0	0.000%	0.00
67253	American Life & Security Corp	\$2,265	0.000%	0	0.000%	N/A

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Individual Accident & Health**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
67989	American Memorial Life Ins Co	\$216	0.000%	0	0.000%	N/A
60739	American Natl Ins Co	\$68,840	0.001%	1	0.178%	178.25
71773	American Natl Life Ins Co Of TX	\$177,705	0.003%	0	0.000%	0.00
80624	American Progressive L&H Ins Of NY	\$25,320	0.000%	0	0.000%	N/A
60801	American Public Life Ins Co	\$7,954	0.000%	0	0.000%	N/A
67679	American Republic Corp Ins Co	\$3,741,032	0.055%	0	0.000%	0.00
60836	American Republic Ins Co	\$5,567,422	0.081%	0	0.000%	0.00
88366	American Retirement Life Ins Co	\$12,586,699	0.184%	0	0.000%	0.00
17965	American Sentinel Ins Co	\$751	0.000%	0	0.000%	N/A
19704	American States Ins Co	\$0	0.000%	0	0.000%	N/A
60895	American United Life Ins Co	\$49,671	0.001%	0	0.000%	0.00
61999	Americo Fin Life & Ann Ins Co	\$1,845,631	0.027%	0	0.000%	0.00
61301	Ameritas Life Ins Corp	\$8,236,864	0.120%	3	0.535%	4.46
60033	Ameritas Life Ins Corp of NY	\$38,700	0.001%	0	0.000%	0.00
27928	Amex Assur Co	\$2,446	0.000%	0	0.000%	N/A
61069	Anthem Life Ins Co	\$8	0.000%	0	0.000%	N/A
71439	Assurity Life Ins Co	\$2,365,156	0.034%	2	0.357%	10.49
61689	Athene Ann & Life Co	\$39,359	0.001%	0	0.000%	0.00
61492	Athene Annuity & Life Assur Co	\$32,180	0.000%	0	0.000%	N/A
61093	Atlanta Life Ins Co	\$254	0.000%	0	0.000%	N/A
27154	Atlantic Specialty Ins Co	\$1,043,736	0.015%	0	0.000%	0.00
84522	Auto Club Life Ins Co	\$480	0.000%	0	0.000%	N/A
61190	Auto Owners Life Ins Co	\$2,165,616	0.032%	0	0.000%	0.00
62944	AXA Equitable Life Ins Co	\$1,772,000	0.026%	0	0.000%	0.00
61212	Baltimore Life Ins Co	\$0	0.000%	0	0.000%	N/A
71919	Bankers Fidelity Assur Co	\$5,491,073	0.080%	1	0.178%	2.23
61239	Bankers Fidelity Life Ins Co	\$5,719,292	0.083%	1	0.178%	2.15
61263	Bankers Life & Cas Co	\$16,535,209	0.241%	3	0.535%	2.22

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Individual Accident & Health**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
94250	Banner Life Ins Co	\$118,147	0.002%	0	0.000%	0.00
38245	BCS Ins Co	\$0	0.000%	0	0.000%	N/A
22276	Berkshire Hathaway Specialty Ins Co	\$10,733,351	0.157%	0	0.000%	0.00
71714	Berkshire Life Ins Co of Amer	\$17,973,215	0.262%	0	0.000%	0.00
61476	Boston Mut Life Ins Co	\$77,912	0.001%	0	0.000%	0.00
87726	Brighthouse Life Ins Co	\$3,807,125	0.056%	4	0.713%	12.73
80799	Celtic Ins Co	\$71,787,869	1.047%	5	0.891%	0.85
61735	Central Security Life Ins Co	\$120	0.000%	0	0.000%	N/A
61751	Central States H & L Co Of Omaha	\$186,687	0.003%	0	0.000%	0.00
34274	Central States Ind Co Of Omaha	\$2,502,731	0.036%	0	0.000%	0.00
80896	Centre Life Ins Co	\$680,189	0.010%	0	0.000%	0.00
61832	Chesapeake Life Ins Co	\$8,691,202	0.127%	1	0.178%	1.40
61859	Christian Fidelity Life Ins Co	\$53,619	0.001%	0	0.000%	0.00
52108	Cigna Dental Hlth of KY Inc	\$10,068,322	0.147%	0	0.000%	0.00
67369	Cigna Hlth & Life Ins Co	\$24,680,537	0.360%	8	1.426%	3.96
95602	Cigna Hlthcare of IL Inc	\$82,393,752	1.201%	1	0.178%	0.15
61727	Cigna Natl Hlth Ins Co	\$242,738	0.004%	0	0.000%	0.00
62626	CMFG Life Ins Co	\$1,861,235	0.027%	1	0.178%	6.60
62049	Colonial Life & Accident Ins Co	\$7,616,197	0.111%	2	0.357%	3.21
62065	Colonial Penn Life Ins Co	\$8,908,024	0.130%	0	0.000%	0.00
84786	Colorado Bankers Life Ins Co	\$84,184	0.001%	0	0.000%	0.00
62103	Columbian Mut Life Ins Co	\$55	0.000%	0	0.000%	N/A
99937	Columbus Life Ins Co	\$842	0.000%	0	0.000%	N/A
62146	Combined Ins Co Of Amer	\$17,053,331	0.249%	3	0.535%	2.15
78697	Combined Life Ins Co Of NY	\$303,680	0.004%	0	0.000%	0.00
81426	Commercial Travelers Life Ins Co	\$12,367	0.000%	0	0.000%	N/A
84824	Commonwealth Ann & Life Ins Co	\$10,608	0.000%	0	0.000%	N/A
77828	Companion Life Ins Co	\$1,668,253	0.024%	3	0.535%	22.28



**Illinois Department of Insurance**  
**2018 Complaint Ratios - Individual Accident & Health**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
11228	Compbenefits Dental Inc	\$3,545,446	0.052%	0	0.000%	0.00
60984	Compbenefits Ins Co	\$100,256	0.001%	0	0.000%	0.00
62308	Connecticut Gen Life Ins Co	\$232,734	0.003%	1	0.178%	59.42
71730	Continental Amer Ins Co	\$0	0.000%	0	0.000%	N/A
20443	Continental Cas Co	\$18,026,617	0.263%	10	1.783%	6.78
71404	Continental Gen Ins Co	\$8,168,245	0.119%	3	0.535%	4.49
68500	Continental Life Ins Co Brentwood	\$14,400,438	0.210%	1	0.178%	0.85
62553	Country Life Ins Co	\$83,271,135	1.214%	8	1.426%	1.17
81973	Coventry Hlth & Life Ins Co	\$922,087	0.013%	1	0.178%	13.71
74160	Coventry Hlth Care of IL Inc	\$342,937	0.005%	4	0.713%	142.60
82880	CSI Life Ins Co	\$9,466,549	0.138%	1	0.178%	1.29
71129	Dearborn Life Ins Co	\$73,366	0.001%	0	0.000%	0.00
47589	Delta Dental of IL	\$223,052,841	3.253%	2	0.357%	0.11
96265	Dental Care Plus Inc	\$667,603	0.010%	0	0.000%	0.00
73474	Dentegra Ins Co	\$6,952,253	0.101%	0	0.000%	0.00
67636	DSM USA Ins Co Inc	\$371,320	0.005%	0	0.000%	0.00
85561	Elips Life Ins Co	\$1,356	0.000%	0	0.000%	N/A
62928	EMC Natl Life Co	\$36,057	0.001%	0	0.000%	0.00
12747	Envision Ins Co	\$17,870,050	0.261%	0	0.000%	0.00
62952	Equitable Life & Cas Ins Co	\$13,621,589	0.199%	1	0.178%	0.90
91785	Equitable Natl Life Ins Co Inc	\$28,447	0.000%	0	0.000%	N/A
70769	Erie Family Life Ins Co	\$8,630	0.000%	0	0.000%	N/A
26921	Everest Reins Co	\$294,425	0.004%	0	0.000%	0.00
77968	Family Heritage Life Ins Co Of Amer	\$5,506,979	0.080%	0	0.000%	0.00
63053	Family Life Ins Co	\$692,084	0.010%	1	0.178%	17.83
63088	Farm Bureau Life Ins Co	\$11,841	0.000%	0	0.000%	N/A
13897	Farmers Mut Hail Ins Co Of IA	\$608	0.000%	0	0.000%	N/A
63177	Farmers New World Life Ins Co	\$802,953	0.012%	0	0.000%	0.00

Illinois Department of Insurance  
2018 Complaint Ratios - Individual Accident & Health

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
20281	Federal Ins Co	\$1,355,633	0.020%	8	1.426%	71.30
63223	Federal Life Ins Co	\$23,061	0.000%	0	0.000%	N/A
63258	Federated Life Ins Co	\$1,612,176	0.024%	0	0.000%	0.00
13935	Federated Mut Ins Co	\$0	0.000%	0	0.000%	N/A
63290	Fidelity Life Assn A Legal Reserve L	\$4,953	0.000%	0	0.000%	N/A
71870	Fidelity Security Life Ins Co	\$756,203	0.011%	0	0.000%	0.00
69140	First Allmerica Fin Life Ins Co	\$482	0.000%	0	0.000%	N/A
13587	First Chicago Ins Co	\$0	0.000%	0	0.000%	N/A
60239	First Commonwealth Ins Co	\$28,281,505	0.412%	0	0.000%	0.00
11221	First Commonwealth Ltd Hlth Serv Cor	\$176,739	0.003%	0	0.000%	0.00
90328	First Hlth Life & Hlth Ins Co	\$213,006	0.003%	0	0.000%	0.00
64297	First Unum Life Ins Co	\$128,800	0.002%	0	0.000%	0.00
91642	Forethought Life Ins Co	\$2,785,712	0.041%	0	0.000%	0.00
62324	Freedom Life Ins Co Of Amer	\$322,985	0.005%	1	0.178%	35.65
63665	General Amer Life Ins Co	\$0	0.000%	0	0.000%	N/A
65536	Genworth Life & Ann Ins Co	\$265,796	0.004%	0	0.000%	0.00
70025	Genworth Life Ins Co	\$87,612,273	1.278%	16	2.852%	2.23
72990	Genworth Life Ins Co of NY	\$180,830	0.003%	0	0.000%	0.00
70939	Gerber Life Ins Co	\$2,625,037	0.038%	0	0.000%	0.00
91472	Globe Life & Accident Ins Co	\$893,448	0.013%	0	0.000%	0.00
62286	Golden Rule Ins Co	\$15,654,604	0.228%	14	2.496%	10.95
22063	Government Employees Ins Co	\$78	0.000%	0	0.000%	N/A
63967	Government Personnel Mut Life Ins Co	\$1,284,363	0.019%	0	0.000%	0.00
67059	GPM Hlth & Life Ins Co	\$5,871,398	0.086%	0	0.000%	0.00
71218	Grange Life Ins Co	\$1,489	0.000%	0	0.000%	N/A
63312	Great Amer Life Ins Co	\$167,939	0.002%	0	0.000%	0.00
64211	Guarantee Trust Life Ins Co	\$13,297,701	0.194%	3	0.535%	2.76
64238	Guaranty Income Life Ins Co	\$113,147	0.002%	0	0.000%	0.00

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Individual Accident & Health**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
64246	Guardian Life Ins Co Of Amer	\$4,865,330	0.071%	2	0.357%	5.02
79480	Harken Hlth Ins Co	\$0	0.000%	6	1.070%	N/A
70815	Hartford Life & Accident Ins Co	\$42,756	0.001%	0	0.000%	0.00
92711	HCC Life Ins Co	\$0	0.000%	1	0.178%	N/A
78611	HCSC Ins Serv Co	\$207,256,326	3.022%	0	0.000%	0.00
15478	Health Alliance Connect Inc	\$0	0.000%	0	0.000%	N/A
77950	Health Alliance Medical Plans	\$288,953,166	4.214%	17	3.030%	0.72
70670	Health Care Serv Corp A Mut Legal Re	\$3,962,419,904	57.781%	303	54.011%	0.93
66214	Heartland Natl Life Ins Co	\$1,074,008	0.016%	0	0.000%	0.00
34452	Homeland Ins Co of NY	\$65,422	0.001%	0	0.000%	0.00
64513	Horace Mann Life Ins Co	\$19,074	0.000%	0	0.000%	N/A
42374	Houston Cas Co	\$3,487,807	0.051%	0	0.000%	0.00
60052	Humana Benefit Plan of IL Inc	\$615,603	0.009%	0	0.000%	0.00
52028	HUMANA DENTAL CONCERN LTD	\$0	0.000%	0	0.000%	N/A
95885	Humana Hlth Plan Inc	\$0	0.000%	0	0.000%	N/A
73288	Humana Ins Co	\$141,661,870	2.066%	7	1.248%	0.60
70580	Humanadental Ins Co	\$15,192,336	0.222%	0	0.000%	0.00
91693	IA Amer Life Ins Co	\$2,457	0.000%	0	0.000%	N/A
97764	Idealife Ins Co	\$22,803	0.000%	0	0.000%	N/A
14053	Illinicare Hlth Plan Inc	\$0	0.000%	0	0.000%	N/A
64580	Illinois Mut Life Ins Co	\$4,729,143	0.069%	0	0.000%	0.00
26581	Independence Amer Ins Co	\$392,508	0.006%	0	0.000%	0.00
81779	Individual Assur Co Life Hlth & Acc	\$1,431,812	0.021%	0	0.000%	0.00
23647	Ironshore Ind Inc	\$0	0.000%	0	0.000%	N/A
65056	Jackson Natl Life Ins Co	\$2,128,039	0.031%	0	0.000%	0.00
64017	Jefferson Natl Life Ins Co	\$25,692	0.000%	0	0.000%	N/A
65080	John Alden Life Ins Co	\$540,276	0.008%	0	0.000%	0.00
93610	John Hancock Life & Hlth Ins Co	\$103,043	0.002%	3	0.535%	267.38

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Individual Accident & Health**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
86375	John Hancock Life Ins Co of NY	\$9,905	0.000%	0	0.000%	N/A
65838	John Hancock Life Ins Co USA	\$38,488,055	0.561%	2	0.357%	0.64
65110	Kanawha Ins Co	\$0	0.000%	1	0.178%	N/A
65129	Kansas City Life Ins Co	\$6,438	0.000%	0	0.000%	N/A
65242	Lafayette Life Ins Co	\$14,353	0.000%	0	0.000%	N/A
68543	Liberty Bankers Life Ins Co	\$1,706,061	0.025%	0	0.000%	0.00
19917	Liberty Ins Underwriters Inc	\$415	0.000%	0	0.000%	N/A
65315	Liberty Life Assur Co Of Boston	\$149,913	0.002%	0	0.000%	0.00
65331	Liberty Natl Life Ins Co	\$950,130	0.014%	0	0.000%	0.00
78140	Life Ins Co Of Boston & NY	\$0	0.000%	0	0.000%	N/A
65498	Life Ins Co Of N Amer	\$162,479	0.002%	0	0.000%	0.00
65528	Life Ins Co Of The Southwest	\$52	0.000%	0	0.000%	N/A
97691	Life Of The South Ins Co	\$42,118	0.001%	0	0.000%	0.00
77720	LifeSecure Ins Co	\$2,980,839	0.043%	0	0.000%	0.00
99724	LifeShield Natl Ins Co	\$11,651	0.000%	2	0.357%	N/A
65595	Lincoln Benefit Life Co	\$2,126,671	0.031%	0	0.000%	0.00
65927	Lincoln Heritage Life Ins Co	\$87,227	0.001%	0	0.000%	0.00
62057	Lincoln Life & Ann Co of NY	\$1,086	0.000%	0	0.000%	N/A
65676	Lincoln Natl Life Ins Co	\$431,789	0.006%	0	0.000%	0.00
68446	Longevity Ins Co	\$17,720	0.000%	0	0.000%	N/A
65722	Loyal Amer Life Ins Co	\$11,313,686	0.165%	0	0.000%	0.00
73504	Lumico Life Ins Co	\$90,861	0.001%	0	0.000%	0.00
65781	Madison Natl Life Ins Co Inc	\$3,768	0.000%	0	0.000%	N/A
65870	Manhattan Life Ins Co	\$3,331,077	0.049%	5	0.891%	18.19
61883	ManhattanLife Assur Co of Amer	\$5,871,714	0.086%	1	0.178%	2.07
38970	Markel Ins Co	\$649,638	0.009%	0	0.000%	0.00
65935	Massachusetts Mut Life Ins Co	\$25,571,247	0.373%	2	0.357%	0.96
69515	Medamerica Ins Co	\$3,184,266	0.046%	1	0.178%	3.88

Illinois Department of Insurance  
2018 Complaint Ratios - Individual Accident & Health

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
63762	Medco Containment Life Ins Co	\$25,883,662	0.377%	0	0.000%	0.00
79987	Medico Corp Life Ins Co	\$3,328,123	0.049%	0	0.000%	0.00
31119	Medico Ins Co	\$2,818,545	0.041%	1	0.178%	4.35
65641	Medico Life & Hlth Ins Co	\$1,916	0.000%	0	0.000%	N/A
13189	Meridian Hlth Plan of IL Inc	\$0	0.000%	0	0.000%	N/A
18750	Merit Hlth Ins Co	\$2,686,322	0.039%	0	0.000%	0.00
65951	Merit Life Ins Co	\$0	0.000%	0	0.000%	N/A
65978	Metropolitan Life Ins Co	\$35,685,118	0.520%	8	1.426%	2.74
26298	Metropolitan Prop & Cas Ins Co	\$245,676	0.004%	0	0.000%	0.00
97136	Metropolitan Tower Life Ins Co	\$91,039	0.001%	0	0.000%	0.00
66087	Mid West Natl Life Ins Co Of TN	\$16,658	0.000%	0	0.000%	N/A
66044	Midland Natl Life Ins Co	\$597	0.000%	0	0.000%	N/A
66168	Minnesota Life Ins Co	\$2,083,765	0.030%	0	0.000%	0.00
66265	Monarch Life Ins Co	\$255,148	0.004%	0	0.000%	0.00
66370	Mony Life Ins Co	\$1,889,785	0.028%	0	0.000%	0.00
71412	Mutual Of Omaha Ins Co	\$159,338,726	2.324%	8	1.426%	0.61
66397	Mutual Savings Life Ins Co	\$208	0.000%	0	0.000%	N/A
66427	Mutual Trust Life Ins Co a Pan Amer	\$35,454	0.001%	0	0.000%	0.00
67814	Nassau Life Ins Co	\$14,795	0.000%	0	0.000%	N/A
68284	Nassau Life Ins Co of KS	\$1,085,849	0.016%	8	1.426%	89.13
62359	Nassau Life Ins Co of TX	\$2,955,027	0.043%	2	0.357%	8.29
11991	National Cas Co	\$11,515	0.000%	0	0.000%	N/A
12844	National Dental Care Inc	\$1,594,866	0.023%	0	0.000%	0.00
66583	National Guardian Life Ins Co	\$290,847	0.004%	0	0.000%	0.00
82538	National Hlth Ins Co	\$1,048,211	0.015%	2	0.357%	23.77
20087	National Ind Co	\$0	0.000%	0	0.000%	N/A
20052	National Liab & Fire Ins Co	\$13,329	0.000%	0	0.000%	N/A
66680	National Life Ins Co	\$394,295	0.006%	0	0.000%	0.00

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Individual Accident & Health**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
16135	National Preventive Solutions Corp	\$2,055,001	0.030%	0	0.000%	0.00
87963	National Teachers Assoc Life Ins Co	\$4,249,200	0.062%	1	0.178%	2.88
19445	National Union Fire Ins Co Of Pitts	\$33,835	0.000%	0	0.000%	N/A
92657	Nationwide Life & Ann Ins Co	\$0	0.000%	0	0.000%	N/A
66869	Nationwide Life Ins Co	\$7,561	0.000%	0	0.000%	N/A
98205	Natl Foundation Life Ins Co	\$6,993	0.000%	0	0.000%	N/A
91626	New England Life Ins Co	\$122,340	0.002%	0	0.000%	0.00
78743	New Era Life Ins Co	\$346	0.000%	0	0.000%	N/A
69698	New Era Life Ins Co Of Midwest	\$938,303	0.014%	1	0.178%	12.73
66915	New York Life Ins Co	\$8,565,039	0.125%	0	0.000%	0.00
66974	North Amer Co Life & Hlth Ins	\$1,007	0.000%	0	0.000%	N/A
68349	North Amer Ins Co	\$1,627,941	0.024%	0	0.000%	0.00
69000	Northwestern Long Term Care Ins Co	\$52,615,490	0.767%	5	0.891%	1.16
67091	Northwestern Mut Life Ins Co	\$70,007,050	1.021%	0	0.000%	0.00
11977	Northwestern Natl Ins Co Seg Acct	\$1,976	0.000%	0	0.000%	N/A
89206	Ohio Natl Life Assur Corp	\$871,348	0.013%	0	0.000%	0.00
67172	Ohio Natl Life Ins Co	\$685,228	0.010%	0	0.000%	0.00
67199	Old Amer Ins Co	\$13,817	0.000%	0	0.000%	N/A
67261	Old Republic Life Ins Co	\$2,694	0.000%	0	0.000%	N/A
13100	Omaha Ins Co	\$352,673	0.005%	0	0.000%	0.00
76112	Oxford Life Ins Co	\$2,616,908	0.038%	0	0.000%	0.00
67393	Ozark Natl Life Ins Co	\$5,599	0.000%	0	0.000%	N/A
67539	Pan Amer Life Ins Co	\$357,637	0.005%	0	0.000%	0.00
11835	PartnerRe Amer Ins Co	\$163,006	0.002%	0	0.000%	0.00
67598	Paul Revere Life Ins Co	\$6,914,125	0.101%	0	0.000%	0.00
67628	Pekin Life Ins Co	\$13,777,829	0.201%	1	0.178%	0.89
67644	Penn Mut Life Ins Co	\$133,523	0.002%	0	0.000%	0.00
67660	Pennsylvania Life Ins Co	\$2,143,987	0.031%	0	0.000%	0.00

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Individual Accident & Health**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
67784	Philadelphia Amer Life Ins Co	\$8,934,469	0.130%	1	0.178%	1.37
72125	Physicians Life Ins Co	\$2,215,529	0.032%	0	0.000%	0.00
80578	Physicians Mut Ins Co	\$10,389,234	0.151%	2	0.357%	2.36
14080	Preferred Ins Serv Inc	\$850,286	0.012%	0	0.000%	0.00
65919	Primerica Life Ins Co	\$7,424	0.000%	0	0.000%	N/A
61271	Principal Life Ins Co	\$24,207,474	0.353%	0	0.000%	0.00
68047	Professional Ins Co	\$308,641	0.005%	0	0.000%	0.00
68136	Protective Life Ins Co	\$177,985	0.003%	0	0.000%	0.00
67903	Provident Amer Life & Hlth Ins Co	\$172,945	0.003%	0	0.000%	0.00
68195	Provident Life & Accident Ins Co	\$30,174,000	0.440%	1	0.178%	0.41
68209	Provident Life & Cas Ins Co	\$2,935,293	0.043%	0	0.000%	0.00
68241	Prudential Ins Co Of Amer	\$12,610,591	0.184%	1	0.178%	0.97
71390	Puritan Life Ins Co of Amer	\$1,751,532	0.026%	0	0.000%	0.00
11515	QBE Specialty Ins Co	\$0	0.000%	0	0.000%	N/A
68357	Reliable Life Ins Co	\$30,262	0.000%	0	0.000%	N/A
68381	Reliance Standard Life Ins Co	\$4,701	0.000%	0	0.000%	N/A
67105	Reliastar Life Ins Co	\$4,555	0.000%	0	0.000%	N/A
61360	Reliastar Life Ins Co Of NY	\$34,390	0.001%	0	0.000%	0.00
61700	Renaissance Life & Hlth Ins Co of Am	\$4,412,751	0.064%	0	0.000%	0.00
68462	Reserve Natl Ins Co	\$7,174,057	0.105%	0	0.000%	0.00
65005	RiverSource Life Ins Co	\$10,330,870	0.151%	0	0.000%	0.00
80594	Riversource Life Ins Co Of NY	\$57,436	0.001%	0	0.000%	0.00
60183	S USA Life Ins Co Inc	\$879,425	0.013%	0	0.000%	0.00
60176	SBLI USA Life Ins Co Inc	\$461	0.000%	0	0.000%	N/A
68772	Security Mut Life Ins Co Of NY	\$9,217	0.000%	0	0.000%	N/A
69485	Security Natl Life Ins Co	\$24,020	0.000%	0	0.000%	N/A
60076	Security Plan Life Ins Co	\$159	0.000%	0	0.000%	N/A
76759	Senior Amer Ins Co	\$5,341	0.000%	0	0.000%	N/A

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Individual Accident & Health**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
76325	Senior Hlth Ins Co of PA	\$4,030,735	0.059%	5	0.891%	15.11
68802	Sentinel Security Life Ins Co	\$12,403,503	0.181%	0	0.000%	0.00
68810	Sentry Life Ins Co	\$438	0.000%	0	0.000%	N/A
97241	Settlers Life Ins Co	\$23,115	0.000%	0	0.000%	N/A
65757	Shelter Life Ins Co	\$16,509	0.000%	0	0.000%	N/A
68845	Shenandoah Life Ins Co	\$394,114	0.006%	0	0.000%	0.00
54259	Sidney Hillman Hlth Centre	\$2,800,672	0.041%	0	0.000%	0.00
12575	SilverScript Ins Co	\$104,477,443	1.524%	0	0.000%	0.00
69019	Standard Ins Co	\$11,255,840	0.164%	0	0.000%	0.00
86355	Standard Life & Accident Ins Co	\$1,090,710	0.016%	0	0.000%	0.00
89009	Standard Life Ins Co Of NY	\$6,038	0.000%	0	0.000%	N/A
69078	Standard Security Life Ins Co Of NY	\$600,918	0.009%	5	0.891%	99.03
68985	Starmount Life Ins Co	\$2,053,459	0.030%	0	0.000%	0.00
25178	State Farm Mut Auto Ins Co	\$38,660,375	0.564%	4	0.713%	1.26
69116	State Life Ins Co	\$878,345	0.013%	0	0.000%	0.00
69132	State Mut Ins Co	\$1,257,823	0.018%	0	0.000%	0.00
89184	Sterling Investors Life Ins Co	\$154,911	0.002%	1	0.178%	89.13
77399	Sterling Life Ins Co	\$560,535	0.008%	0	0.000%	0.00
69310	Surety Life Ins Co	\$3,964	0.000%	0	0.000%	N/A
68608	Symetra Life Ins Co	\$21,702	0.000%	0	0.000%	N/A
84549	Symphonix Hlth Ins Inc	\$22,718,840	0.331%	0	0.000%	0.00
71153	Talcott Resolution Life & Ann Ins Co	\$13,752	0.000%	0	0.000%	N/A
88072	Talcott Resolution Life Ins Co	\$27,629	0.000%	0	0.000%	N/A
69345	Teachers Ins & Ann Assoc Of Amer	\$749,018	0.011%	0	0.000%	0.00
76236	The Cincinnati Life Ins Co	\$408,287	0.006%	0	0.000%	0.00
54739	The Dental Concern Inc	\$60,488	0.001%	0	0.000%	0.00
60142	TIAA Cref Life Ins Co	\$153,391	0.002%	0	0.000%	0.00
69477	Time Ins Co II	\$5,551,398	0.081%	0	0.000%	0.00



**Illinois Department of Insurance**  
**2018 Complaint Ratios - Individual Accident & Health**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
70688	Transamerica Financial Life Ins Co	\$17,378	0.000%	0	0.000%	N/A
86231	Transamerica Life Ins Co	\$18,146,431	0.265%	6	1.070%	4.04
66281	Transamerica Premier Life Ins Co	\$1,633,362	0.024%	0	0.000%	0.00
61425	Trustmark Ins Co	\$426,820	0.006%	0	0.000%	0.00
80314	Unicare Life & Hlth Ins Co	\$3,079,323	0.045%	1	0.178%	3.96
11121	Unified Life Ins Co	\$353,661	0.005%	0	0.000%	0.00
62596	Union Fidelity Life Ins Co	\$18,486	0.000%	0	0.000%	N/A
52553	Union Hlth Serv Inc	\$66,863,471	0.975%	0	0.000%	0.00
69744	Union Labor Life Ins Co	\$22,760	0.000%	0	0.000%	N/A
69779	Union Natl Life Ins Co	\$162	0.000%	0	0.000%	N/A
70408	Union Security Ins Co	\$3,739,272	0.055%	0	0.000%	0.00
92916	United Amer Ins Co	\$3,949,781	0.058%	0	0.000%	0.00
85766	United Concordia Ins Co	\$3,229,674	0.047%	0	0.000%	0.00
62294	United Concordia Life & Hlth Ins Co	\$0	0.000%	0	0.000%	N/A
69892	United Farm Family Life Ins Co	\$2,854	0.000%	0	0.000%	N/A
69922	United Home Life Ins Co	\$411	0.000%	0	0.000%	N/A
69930	United Ins Co Of Amer	\$267,957	0.004%	0	0.000%	0.00
69973	United Life Ins Co	\$80,080	0.001%	0	0.000%	0.00
92703	United Natl Life Ins Co Of Amer	\$2,096,062	0.031%	1	0.178%	5.75
69868	United Of Omaha Life Ins Co	\$54,905,437	0.801%	1	0.178%	0.22
42129	United Security Assur Co Of PA	\$2,269,211	0.033%	0	0.000%	0.00
81108	United Security Hlth & Cas Ins Co	\$547,480	0.008%	0	0.000%	0.00
70106	United States Life Ins Co in the Cit	\$2,957	0.000%	0	0.000%	N/A
72850	United World Life Ins Co	\$13,986,768	0.204%	0	0.000%	0.00
12231	UnitedHealthcare Ins Co of the River	\$0	0.000%	0	0.000%	N/A
97179	UnitedHealthcare Life Ins Co	\$1,415,469	0.021%	0	0.000%	0.00
95776	UnitedHealthcare of IL Inc	\$4,562	0.000%	0	0.000%	N/A
96385	UnitedHealthcare of Midwest Inc	\$25,603	0.000%	0	0.000%	N/A

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Individual Accident & Health**

<b>Cocode</b>	<b>Company Name</b>	<b>2018 Illinois Direct Written Premiums</b>	<b>2018 Market Share</b>	<b>2018 Illinois Closed Complaints</b>	<b>2018 Complaint Share</b>	<b>2018 Complaint to Market Share Ratio</b>
70130	Universal Guar Life Ins Co	\$10	0.000%	0	0.000%	N/A
62235	Unum Life Ins Co Of Amer	\$7,044,050	0.103%	1	0.178%	1.73
80705	US Br Great West Life Assur Co	\$104,767	0.002%	0	0.000%	0.00
80802	US Br Sun Life Assur Co of Canada	\$2,748	0.000%	0	0.000%	N/A
80659	US Business of Canada Life Assur Co	\$101,758	0.001%	0	0.000%	0.00
97772	US Hlth & Life Ins Co Inc	\$0	0.000%	0	0.000%	N/A
29599	US Specialty Ins Co	\$4,000	0.000%	0	0.000%	N/A
69663	USAA Life Ins Co	\$6,537,727	0.095%	0	0.000%	0.00
94358	USAbLe Life	\$1,260	0.000%	0	0.000%	N/A
86509	Voya Retirement Ins & Ann Co	\$1,262	0.000%	0	0.000%	N/A
70319	Washington Natl Ins Co	\$8,968,615	0.131%	5	0.891%	6.80
10155	WellCare Prescription Ins Inc	\$23,576,787	0.344%	0	0.000%	0.00
70335	West Coast Life Ins Co	\$98	0.000%	0	0.000%	N/A
70483	Western & Southern Life Ins Co	\$1,411,936	0.021%	0	0.000%	0.00
85189	Western United Life Assur Co	\$414,144	0.006%	0	0.000%	0.00
62413	Wilcac Life Ins Co	\$324	0.000%	0	0.000%	N/A
65900	Wilco Life Ins Co	\$140,706	0.002%	0	0.000%	0.00
30155	Wilmington Ins Co	\$0	0.000%	0	0.000%	N/A
53139	Wisconsin Physicians Serv Ins Corp	\$220,003	0.003%	0	0.000%	0.00
	<b>TOTALS</b>	<b>\$6,857,683,940</b>	<b>100%</b>	<b>561</b>	<b>100%</b>	

Illinois Department of Insurance  
2018 Complaint Ratios - Group Accident & Health

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
34789	21st Century Centennial Ins Co	\$149	0.000%	0	0.000%	N/A
20796	21st Century Premier Ins Co	\$4,349	0.000%	0	0.000%	N/A
80985	4 Ever Life Ins Co	\$10,156,649	0.058%	0	0.000%	0.00
77879	5 Star Life Ins Co	\$11,587	0.000%	0	0.000%	N/A
71854	AAA Life Ins Co	\$1,426,979	0.008%	0	0.000%	0.00
14158	AccessCare Gen Inc	\$3,793,510	0.022%	0	0.000%	0.00
22667	Ace Amer Ins Co	\$11,061,641	0.063%	0	0.000%	0.00
33898	Aegis Security Ins Co	\$47,623	0.000%	0	0.000%	N/A
78700	Aetna Hlth & Life Ins Co	\$1,615	0.000%	0	0.000%	N/A
95109	Aetna Hlth Inc PA Corp	\$102,511,586	0.586%	0	0.000%	0.00
72052	Aetna Hlth Ins Co	\$6,548	0.000%	1	0.132%	N/A
60054	Aetna Life Ins Co	\$590,008,838	3.371%	33	4.365%	1.29
82406	All Savers Ins Co	\$28,066,341	0.160%	0	0.000%	0.00
90611	Allianz Life Ins Co Of N Amer	\$20,604	0.000%	1	0.132%	N/A
64190	Allianz Life Ins Co Of NY	\$1,569	0.000%	0	0.000%	N/A
60186	Allstate Life Ins Co	\$790,548	0.005%	1	0.132%	26.46
70874	Allstate Life Ins Co Of NY	\$58,739	0.000%	0	0.000%	N/A
95163	Alpha Dental Programs Inc	\$770,686	0.004%	0	0.000%	0.00
60208	Amalgamated Life & Hlth Ins Co	\$3,413,015	0.019%	0	0.000%	0.00
60216	Amalgamated Life Ins Co	\$3,030,711	0.017%	0	0.000%	0.00
19720	American Alt Ins Corp	\$26,862	0.000%	0	0.000%	N/A
10111	American Bankers Ins Co Of FL	\$6,488	0.000%	0	0.000%	N/A
60275	American Bankers Life Assur Co Of FL	\$39,865	0.000%	0	0.000%	N/A
19941	American Commerce Ins Co	\$0	0.000%	0	0.000%	N/A
60380	American Family Life Assur Co of Col	\$30,347	0.000%	4	0.529%	N/A
60410	American Fidelity Assur Co	\$8,782,875	0.050%	0	0.000%	0.00
69337	American Fin Security Life Ins Co	\$602,732	0.003%	1	0.132%	44.09
60488	American Gen Life Ins Co	\$90,234	0.001%	0	0.000%	0.00

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Group Accident & Health**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
60534	American Heritage Life Ins Co	\$21,928,392	0.125%	1	0.132%	1.06
60518	American Hlth & Life Ins Co	\$706,250	0.004%	0	0.000%	0.00
60577	American Income Life Ins Co	\$318,260	0.002%	0	0.000%	0.00
60739	American Natl Ins Co	\$7,561	0.000%	0	0.000%	N/A
71773	American Natl Life Ins Co Of TX	\$608,625	0.003%	0	0.000%	0.00
60801	American Public Life Ins Co	\$1,069,499	0.006%	0	0.000%	0.00
60836	American Republic Ins Co	\$3,070,736	0.018%	1	0.132%	7.35
17965	American Sentinel Ins Co	\$0	0.000%	0	0.000%	N/A
60895	American United Life Ins Co	\$2,466,872	0.014%	0	0.000%	0.00
61999	Americo Fin Life & Ann Ins Co	\$0	0.000%	1	0.132%	N/A
61301	Ameritas Life Ins Corp	\$27,536,357	0.157%	5	0.661%	4.21
60033	Ameritas Life Ins Corp of NY	\$78,884	0.000%	0	0.000%	N/A
27928	Amex Assur Co	\$1,539,595	0.009%	0	0.000%	0.00
11150	Arch Ins Co	\$520,758	0.003%	0	0.000%	0.00
71439	Assurity Life Ins Co	\$398,910	0.002%	0	0.000%	0.00
61492	Athene Annuity & Life Assur Co	\$264,423	0.002%	0	0.000%	0.00
27154	Atlantic Specialty Ins Co	\$0	0.000%	0	0.000%	N/A
84522	Auto Club Life Ins Co	\$4,985	0.000%	0	0.000%	N/A
62944	AXA Equitable Life Ins Co	\$0	0.000%	0	0.000%	N/A
37273	Axis Ins Co	\$2,058,067	0.012%	0	0.000%	0.00
61212	Baltimore Life Ins Co	\$8,844	0.000%	0	0.000%	N/A
61239	Bankers Fidelity Life Ins Co	\$8	0.000%	0	0.000%	N/A
61263	Bankers Life & Cas Co	\$983,467	0.006%	0	0.000%	0.00
38245	BCS Ins Co	\$13,597,719	0.078%	1	0.132%	1.70
37540	Beazley Ins Co Inc	\$73,633	0.000%	0	0.000%	N/A
64890	Berkley Life & Hlth Ins Co	\$13,442,642	0.077%	0	0.000%	0.00
90638	Best Life & Hlth Ins Co	\$331,427	0.002%	0	0.000%	0.00
61476	Boston Mut Life Ins Co	\$450,250	0.003%	0	0.000%	0.00

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Group Accident & Health**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
87726	BrightHouse Life Ins Co	\$94,399	0.001%	0	0.000%	0.00
10472	Capitol Ind Corp	\$1,771	0.000%	0	0.000%	N/A
19518	Catlin Ins Co	\$515,395	0.003%	0	0.000%	0.00
80799	Celtic Ins Co	\$29,103	0.000%	0	0.000%	N/A
61751	Central States H & L Co Of Omaha	\$100,731	0.001%	0	0.000%	0.00
34274	Central States Ind Co Of Omaha	\$1,783	0.000%	0	0.000%	N/A
10642	Cherokee Ins Co	\$75,208	0.000%	0	0.000%	N/A
61859	Christian Fidelity Life Ins Co	\$4,151	0.000%	0	0.000%	N/A
52108	Cigna Dental Hlth of KY Inc	\$10,068,322	0.058%	0	0.000%	0.00
67369	Cigna Hlth & Life Ins Co	\$385,386,946	2.202%	22	2.910%	1.32
95602	Cigna Hlthcare of IL Inc	\$889,930	0.005%	0	0.000%	0.00
95635	Cigna Hlthcare of St Louis Inc	\$45,544	0.000%	0	0.000%	N/A
61727	Cigna Natl Hlth Ins Co	\$0	0.000%	0	0.000%	N/A
62626	CMFG Life Ins Co	\$7,898,463	0.045%	2	0.265%	5.88
62049	Colonial Life & Accident Ins Co	\$2,523,484	0.014%	1	0.132%	9.45
62065	Colonial Penn Life Ins Co	\$188	0.000%	0	0.000%	N/A
84786	Colorado Bankers Life Ins Co	\$18,258	0.000%	0	0.000%	N/A
62146	Combined Ins Co Of Amer	\$26,223,827	0.150%	2	0.265%	1.76
81426	Commercial Travelers Life Ins Co	\$6,364	0.000%	0	0.000%	N/A
77828	Companion Life Ins Co	\$34,528,411	0.197%	1	0.132%	0.67
11228	Compbenefits Dental Inc	\$3,545,446	0.020%	0	0.000%	0.00
60984	Compbenefits Ins Co	\$100,256	0.001%	0	0.000%	0.00
62308	Connecticut Gen Life Ins Co	\$232,181	0.001%	0	0.000%	0.00
71730	Continental Amer Ins Co	\$18,005,912	0.103%	3	0.397%	3.85
20443	Continental Cas Co	\$12,834,627	0.073%	11	1.455%	19.93
71404	Continental Gen Ins Co	\$868,233	0.005%	0	0.000%	0.00
68500	Continental Life Ins Co Brentwood	\$127,445	0.001%	1	0.132%	132.28
62553	Country Life Ins Co	\$1,230,705	0.007%	2	0.265%	37.79

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Group Accident & Health**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
81973	Coventry Hlth & Life Ins Co	\$15,181,842	0.087%	5	0.661%	7.60
74160	Coventry Hlth Care of IL Inc	\$6,943,770	0.040%	0	0.000%	0.00
96377	Coventry Hlth Care of MO Inc	\$0	0.000%	0	0.000%	N/A
71129	Dearborn Life Ins Co	\$38,745,515	0.221%	1	0.132%	0.60
62634	Delaware Amer Life Ins Co	\$121,069	0.001%	0	0.000%	0.00
47589	Delta Dental of IL	\$223,052,841	1.274%	2	0.265%	0.21
96265	Dental Care Plus Inc	\$667,603	0.004%	0	0.000%	0.00
73474	Dentegra Ins Co	\$6,952,253	0.040%	0	0.000%	0.00
67636	DSM USA Ins Co Inc	\$371,320	0.002%	0	0.000%	0.00
85561	Elips Life Ins Co	\$3,556	0.000%	0	0.000%	N/A
62928	EMC Natl Life Co	\$23,418	0.000%	0	0.000%	N/A
12747	Envision Ins Co	\$17,870,050	0.102%	0	0.000%	0.00
64149	EPIC Life Ins Co	\$212,655	0.001%	0	0.000%	0.00
26921	Everest Reins Co	\$114,834	0.001%	1	0.132%	132.28
35157	Fair Amer Ins & Reins Co	\$2,871,491	0.016%	0	0.000%	0.00
77968	Family Heritage Life Ins Co Of Amer	\$7,028,460	0.040%	0	0.000%	0.00
20281	Federal Ins Co	\$12,772,304	0.073%	0	0.000%	0.00
63223	Federal Life Ins Co	\$5,650	0.000%	0	0.000%	N/A
13935	Federated Mut Ins Co	\$0	0.000%	2	0.265%	N/A
63290	Fidelity Life Assn A Legal Reserve L	\$26,981	0.000%	0	0.000%	N/A
71870	Fidelity Security Life Ins Co	\$94,308,003	0.539%	4	0.529%	0.98
60239	First Commonwealth Ins Co	\$28,281,505	0.162%	2	0.265%	1.63
11221	First Commonwealth Ltd Hlth Serv Cor	\$176,739	0.001%	0	0.000%	0.00
90328	First Hlth Life & Hlth Ins Co	\$409,380	0.002%	0	0.000%	0.00
64297	First Unum Life Ins Co	\$1,206,421	0.007%	0	0.000%	0.00
91642	Forethought Life Ins Co	\$2,156	0.000%	0	0.000%	N/A
62324	Freedom Life Ins Co Of Amer	\$17,648,989	0.101%	1	0.132%	1.31
63657	Garden State Life Ins Co	\$1,078	0.000%	0	0.000%	N/A

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Group Accident & Health**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
70025	Genworth Life Ins Co	\$11,145,941	0.064%	3	0.397%	6.20
72990	Genworth Life Ins Co of NY	\$2,307	0.000%	0	0.000%	N/A
70939	Gerber Life Ins Co	\$20,999,771	0.120%	0	0.000%	0.00
91472	Globe Life & Accident Ins Co	\$8,762	0.000%	0	0.000%	N/A
62286	Golden Rule Ins Co	\$54,562,291	0.312%	11	1.455%	4.66
22063	Government Employees Ins Co	\$456	0.000%	0	0.000%	N/A
16691	Great Amer Ins Co	\$1,227,493	0.007%	0	0.000%	0.00
63312	Great Amer Life Ins Co	\$0	0.000%	0	0.000%	N/A
18694	Great Midwest Ins Co	\$3,695,870	0.021%	0	0.000%	0.00
20303	Great Northern Ins Co	\$58,229	0.000%	0	0.000%	N/A
90212	Great Southern Life Ins Co	\$31,735	0.000%	0	0.000%	N/A
68322	Great W Life & Ann Ins Co	\$1,968,529	0.011%	0	0.000%	0.00
22322	Greenwich Ins Co	\$5,539,548	0.032%	0	0.000%	0.00
64211	Guarantee Trust Life Ins Co	\$4,784,772	0.027%	1	0.132%	4.90
64246	Guardian Life Ins Co Of Amer	\$162,566,509	0.929%	8	1.058%	1.14
79480	Harken Hlth Ins Co	\$0	0.000%	1	0.132%	N/A
19682	Hartford Fire Ins Co	\$62,504	0.000%	0	0.000%	N/A
70815	Hartford Life & Accident Ins Co	\$82,793,150	0.473%	9	1.190%	2.52
92711	HCC Life Ins Co	\$68,224,340	0.390%	0	0.000%	0.00
78611	HCSC Ins Serv Co	\$207,256,326	1.184%	0	0.000%	0.00
15478	Health Alliance Connect Inc	\$0	0.000%	1	0.132%	N/A
77950	Health Alliance Medical Plans	\$902,851,759	5.158%	10	1.323%	0.26
95513	Health Alliance Midwest Inc	\$2,250,009	0.013%	0	0.000%	0.00
70670	Health Care Serv Corp A Mut Legal Re	\$9,451,637,770	53.997%	285	37.698%	0.70
66214	Heartland Natl Life Ins Co	\$808,866	0.005%	0	0.000%	0.00
93440	HM Life Ins Co	\$27,550,901	0.157%	0	0.000%	0.00
34452	Homeland Ins Co of NY	\$0	0.000%	0	0.000%	N/A
64513	Horace Mann Life Ins Co	\$213,518	0.001%	0	0.000%	0.00

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Group Accident & Health**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
42374	Houston Cas Co	\$50,000	0.000%	0	0.000%	N/A
60052	Humana Benefit Plan of IL Inc	\$615,603	0.004%	1	0.132%	33.07
52028	HUMANA DENTAL CONCERN LTD	\$0	0.000%	0	0.000%	N/A
95885	Humana Hlth Plan Inc	\$56,937,918	0.325%	3	0.397%	1.22
73288	Humana Ins Co	\$344,653,792	1.969%	31	4.101%	2.08
70580	Humanadental Ins Co	\$15,192,336	0.087%	0	0.000%	0.00
64580	Illinois Mut Life Ins Co	\$869,792	0.005%	0	0.000%	0.00
27960	Illinois Union Ins Co	\$5,167	0.000%	0	0.000%	N/A
26581	Independence Amer Ins Co	\$1,634,000	0.009%	0	0.000%	0.00
23647	Ironshore Ind Inc	\$4,812,148	0.027%	0	0.000%	0.00
65056	Jackson Natl Life Ins Co	\$8,953	0.000%	0	0.000%	N/A
11630	Jefferson Ins Co	\$1,587,961	0.009%	0	0.000%	0.00
65080	John Alden Life Ins Co	\$0	0.000%	0	0.000%	N/A
93610	John Hancock Life & Hlth Ins Co	\$491,814	0.003%	2	0.265%	88.18
65838	John Hancock Life Ins Co USA	\$13,956,129	0.080%	1	0.132%	1.65
65110	Kanawha Ins Co	\$0	0.000%	0	0.000%	N/A
65129	Kansas City Life Ins Co	\$1,627,836	0.009%	0	0.000%	0.00
19437	Lexington Ins Co	\$0	0.000%	0	0.000%	N/A
19917	Liberty Ins Underwriters Inc	\$2,629,512	0.015%	0	0.000%	0.00
65315	Liberty Life Assur Co Of Boston	\$37,529,310	0.214%	6	0.794%	3.71
65331	Liberty Natl Life Ins Co	\$89	0.000%	0	0.000%	N/A
65498	Life Ins Co Of N Amer	\$66,059,466	0.377%	4	0.529%	1.40
97691	Life Of The South Ins Co	\$40	0.000%	0	0.000%	N/A
77720	LifeSecure Ins Co	\$12,693	0.000%	0	0.000%	N/A
99724	LifeShield Natl Ins Co	\$3,590,222	0.021%	4	0.529%	25.20
62057	Lincoln Life & Ann Co of NY	\$197,679	0.001%	0	0.000%	0.00
65676	Lincoln Natl Life Ins Co	\$58,842,231	0.336%	8	1.058%	3.15
65722	Loyal Amer Life Ins Co	\$41,094	0.000%	0	0.000%	N/A



**Illinois Department of Insurance**  
**2018 Complaint Ratios - Group Accident & Health**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
65781	Madison Natl Life Ins Co Inc	\$751,265	0.004%	0	0.000%	0.00
61883	ManhattanLife Assur Co of Amer	\$476,163	0.003%	0	0.000%	0.00
38970	Markel Ins Co	\$2,532	0.000%	0	0.000%	N/A
65935	Massachusetts Mut Life Ins Co	\$14,317	0.000%	0	0.000%	N/A
69515	Medamerica Ins Co	\$180,968	0.001%	0	0.000%	0.00
63762	Medco Containment Life Ins Co	\$25,883,662	0.148%	0	0.000%	0.00
52559	Medical Assoc Hlth Plan Inc	\$7,533,744	0.043%	0	0.000%	0.00
31119	Medico Ins Co	\$4,662,667	0.027%	0	0.000%	0.00
65641	Medico Life & Hlth Ins Co	\$1,376	0.000%	0	0.000%	N/A
12195	MercyCare HMO Inc	\$4,021,177	0.023%	0	0.000%	0.00
13189	Meridian Hlth Plan of IL Inc	\$0	0.000%	0	0.000%	N/A
18750	Merit Hlth Ins Co	\$2,686,322	0.015%	0	0.000%	0.00
65978	Metropolitan Life Ins Co	\$360,039,824	2.057%	20	2.646%	1.29
66087	Mid West Natl Life Ins Co Of TN	\$221,317	0.001%	0	0.000%	0.00
66044	Midland Natl Life Ins Co	\$2,302	0.000%	0	0.000%	N/A
66168	Minnesota Life Ins Co	\$5,494,183	0.031%	0	0.000%	0.00
66370	Mony Life Ins Co	\$15,754	0.000%	0	0.000%	N/A
78077	Mony Life Ins Co Of Amer	\$2,647,166	0.015%	0	0.000%	0.00
88668	Mutual Of Amer Life Ins Co	\$71,985	0.000%	0	0.000%	N/A
71412	Mutual Of Omaha Ins Co	\$11,807,309	0.067%	0	0.000%	0.00
62359	Nassau Life Ins Co of TX	\$28,826	0.000%	0	0.000%	N/A
61409	National Benefit Life Ins Co	\$9,978	0.000%	0	0.000%	N/A
11991	National Cas Co	\$114,708	0.001%	0	0.000%	0.00
12844	National Dental Care Inc	\$1,594,866	0.009%	0	0.000%	0.00
66583	National Guardian Life Ins Co	\$13,214,911	0.075%	1	0.132%	1.76
82538	National Hlth Ins Co	\$36,198,117	0.207%	4	0.529%	2.56
16135	National Preventive Solutions Corp	\$2,055,001	0.012%	1	0.132%	11.02
19445	National Union Fire Ins Co Of Pitts	\$23,979,395	0.137%	0	0.000%	0.00

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Group Accident & Health**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
66869	Nationwide Life Ins Co	\$13,880,375	0.079%	1	0.132%	1.67
98205	Natl Foundation Life Ins Co	\$13,610	0.000%	0	0.000%	N/A
66915	New York Life Ins Co	\$5,193,219	0.030%	3	0.397%	13.23
81264	Nippon Life Ins Co Of Amer	\$20,630,157	0.118%	2	0.265%	2.24
67032	North Carolina Mut Life Ins Co	\$0	0.000%	0	0.000%	N/A
21105	North River Ins Co	\$148,192	0.001%	0	0.000%	0.00
67091	Northwestern Mut Life Ins Co	\$6,609,911	0.038%	0	0.000%	0.00
67261	Old Republic Life Ins Co	\$765,862	0.004%	0	0.000%	0.00
76112	Oxford Life Ins Co	\$26,056	0.000%	0	0.000%	N/A
20346	Pacific Ind Co	\$400	0.000%	0	0.000%	N/A
67539	Pan Amer Life Ins Co	\$9,798,890	0.056%	1	0.132%	2.36
67598	Paul Revere Life Ins Co	\$321,948	0.002%	0	0.000%	0.00
93777	Pavonia Life Ins Co of MI	\$0	0.000%	0	0.000%	N/A
67628	Pekin Life Ins Co	\$517,424	0.003%	0	0.000%	0.00
67660	Pennsylvania Life Ins Co	\$2,143,987	0.012%	0	0.000%	0.00
67784	Philadelphia Amer Life Ins Co	\$404,199	0.002%	0	0.000%	0.00
18058	Philadelphia Ind Ins Co	\$427,236	0.002%	0	0.000%	0.00
68519	Physicians Benefits Trust Life Ins	\$178,405	0.001%	0	0.000%	0.00
80578	Physicians Mut Ins Co	\$5,148,107	0.029%	0	0.000%	0.00
14080	Preferred Ins Serv Inc	\$850,286	0.005%	0	0.000%	0.00
65919	Primerica Life Ins Co	\$537	0.000%	0	0.000%	N/A
61271	Principal Life Ins Co	\$91,069,247	0.520%	6	0.794%	1.53
15297	ProTec Ins Co	\$109,704	0.001%	0	0.000%	0.00
68195	Provident Life & Accident Ins Co	\$65,540	0.000%	0	0.000%	N/A
68241	Prudential Ins Co Of Amer	\$54,051,492	0.309%	10	1.323%	4.28
39217	QBE Ins Corp	\$8,905,506	0.051%	0	0.000%	0.00
68381	Reliance Standard Life Ins Co	\$32,076,369	0.183%	4	0.529%	2.89
67105	Reliastar Life Ins Co	\$52,193,777	0.298%	1	0.132%	0.44

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Group Accident & Health**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
61360	Reliastar Life Ins Co Of NY	\$1,220,126	0.007%	0	0.000%	0.00
61700	Renaissance Life & Hlth Ins Co of Am	\$4,412,751	0.025%	0	0.000%	0.00
68462	Reserve Natl Ins Co	\$773,896	0.004%	0	0.000%	0.00
65005	RiverSource Life Ins Co	\$24,978	0.000%	0	0.000%	N/A
60183	S USA Life Ins Co Inc	\$3,514	0.000%	0	0.000%	N/A
60445	Sagicor Life Ins Co	\$503	0.000%	0	0.000%	N/A
60176	SBLI USA Life Ins Co Inc	\$39	0.000%	0	0.000%	N/A
93742	Securian Life Ins Co	\$2,038,275	0.012%	0	0.000%	0.00
76325	Senior Hlth Ins Co of PA	\$42,260	0.000%	1	0.132%	N/A
24988	Sentry Ins A Mut Co	\$174,755	0.001%	0	0.000%	0.00
68810	Sentry Life Ins Co	\$112,964	0.001%	0	0.000%	0.00
21180	Sentry Select Ins Co	\$9,551,520	0.055%	0	0.000%	0.00
65757	Shelter Life Ins Co	\$448,064	0.003%	0	0.000%	0.00
81434	ShelterPoint Life Ins Co	\$43,672	0.000%	0	0.000%	N/A
54259	Sidney Hillman Hlth Centre	\$2,800,672	0.016%	0	0.000%	0.00
12575	SilverScript Ins Co	\$104,477,443	0.597%	0	0.000%	0.00
38776	Sirius Amer Ins Co	\$2,830,164	0.016%	0	0.000%	0.00
69019	Standard Ins Co	\$38,395,788	0.219%	2	0.265%	1.21
86355	Standard Life & Accident Ins Co	\$1,979,790	0.011%	0	0.000%	0.00
89009	Standard Life Ins Co Of NY	\$184,460	0.001%	0	0.000%	0.00
69078	Standard Security Life Ins Co Of NY	\$81,748	0.000%	2	0.265%	N/A
68985	Starmount Life Ins Co	\$4,643,336	0.027%	0	0.000%	0.00
40045	Starnet Ins Co	\$403,893	0.002%	0	0.000%	0.00
38318	Starr Ind & Liab Co	\$1,038,198	0.006%	0	0.000%	0.00
25178	State Farm Mut Auto Ins Co	\$17,706,579	0.101%	0	0.000%	0.00
80926	Sun Life & Hlth Ins Co	\$793,396	0.005%	1	0.132%	26.46
68608	Symetra Life Ins Co	\$41,021,439	0.234%	2	0.265%	1.13
84549	Symphonix Hlth Ins Inc	\$22,718,840	0.130%	0	0.000%	0.00

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Group Accident & Health**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
88072	Talcott Resolution Life Ins Co	\$1,373,106	0.008%	0	0.000%	0.00
69345	Teachers Ins & Ann Assoc Of Amer	\$2,443	0.000%	0	0.000%	N/A
76236	The Cincinnati Life Ins Co	\$3,310	0.000%	0	0.000%	N/A
54739	The Dental Concern Inc	\$60,488	0.000%	0	0.000%	N/A
69477	Time Ins Co II	\$421	0.000%	1	0.132%	N/A
70688	Transamerica Financial Life Ins Co	\$164,520	0.001%	0	0.000%	0.00
86231	Transamerica Life Ins Co	\$16,350,420	0.093%	4	0.529%	5.69
66281	Transamerica Premier Life Ins Co	\$14,340,735	0.082%	0	0.000%	0.00
61425	Trustmark Ins Co	\$2,740,478	0.016%	1	0.132%	8.27
62863	Trustmark Life Ins Co	\$4,387,027	0.025%	0	0.000%	0.00
60117	Tufts Ins Co Inc	\$0	0.000%	0	0.000%	N/A
80314	Unicare Life & Hlth Ins Co	\$2,223,679	0.013%	0	0.000%	0.00
11121	Unified Life Ins Co	\$714,427	0.004%	0	0.000%	0.00
91529	Unimerica Ins Co	\$22,015,262	0.126%	0	0.000%	0.00
62596	Union Fidelity Life Ins Co	\$732,401	0.004%	1	0.132%	33.07
52553	Union Hlth Serv Inc	\$66,863,471	0.382%	0	0.000%	0.00
69744	Union Labor Life Ins Co	\$18,756,397	0.107%	0	0.000%	0.00
70408	Union Security Ins Co	\$18,070,979	0.103%	6	0.794%	7.71
92916	United Amer Ins Co	\$7,934,644	0.045%	0	0.000%	0.00
85766	United Concordia Ins Co	\$3,229,674	0.018%	3	0.397%	22.05
62294	United Concordia Life & Hlth Ins Co	\$0	0.000%	0	0.000%	N/A
63983	United Heritage Life Ins Co	\$238	0.000%	0	0.000%	N/A
60318	United Hlthcare Ins Co Of IL	\$1,251,594,833	7.150%	128	16.931%	2.37
92703	United Natl Life Ins Co Of Amer	\$69,576	0.000%	1	0.132%	N/A
69868	United Of Omaha Life Ins Co	\$19,940,782	0.114%	1	0.132%	1.16
21113	United States Fire Ins Co	\$15,950,382	0.091%	0	0.000%	0.00
70106	United States Life Ins Co in the Cit	\$0	0.000%	0	0.000%	N/A
79413	UnitedHealthcare Ins Co	\$812,784,877	4.643%	22	2.910%	0.63

Illinois Department of Insurance  
2018 Complaint Ratios - Group Accident & Health

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
12231	UnitedHealthcare Ins Co of the River	\$135,164,078	0.772%	10	1.323%	1.71
97179	UnitedHealthcare Life Ins Co	\$2,210	0.000%	0	0.000%	N/A
95776	UnitedHealthcare of IL Inc	\$179,602,211	1.026%	1	0.132%	0.13
96385	UnitedHealthcare of Midwest Inc	\$0	0.000%	0	0.000%	N/A
95378	UnitedHealthcare Plan of the River V	\$15,775,421	0.090%	0	0.000%	0.00
67601	Unum Ins Co	\$262,336	0.001%	0	0.000%	0.00
62235	Unum Life Ins Co Of Amer	\$140,211,139	0.801%	9	1.190%	1.49
80802	US Br Sun Life Assur Co of Canada	\$76,216,117	0.435%	0	0.000%	0.00
80659	US Business of Canada Life Assur Co	\$31	0.000%	0	0.000%	N/A
97772	US Hlth & Life Ins Co Inc	\$0	0.000%	0	0.000%	N/A
69663	USAA Life Ins Co	\$9,931	0.000%	0	0.000%	N/A
94358	USAble Life	\$5,739	0.000%	0	0.000%	N/A
70319	Washington Natl Ins Co	\$58,172,629	0.332%	2	0.265%	0.80
10155	WellCare Prescription Ins Inc	\$23,576,787	0.135%	0	0.000%	0.00
32280	Wellfleet Ins Co	\$201,492	0.001%	0	0.000%	0.00
39845	Westport Ins Corp	\$20,682,657	0.118%	0	0.000%	0.00
60704	Wilton Reassur Life Co of NY	\$760	0.000%	0	0.000%	N/A
53139	Wisconsin Physicians Serv Ins Corp	\$7,025,492	0.040%	1	0.132%	3.31
16535	Zurich Amer Ins Co	\$40,375,484	0.231%	1	0.132%	0.57
90557	Zurich Amer Life Ins Co	\$979,558	0.006%	0	0.000%	0.00
14178	Zurich Amer Life Ins Co of NY	\$73,381	0.000%	0	0.000%	N/A
	<b>TOTALS</b>	<b>\$17,503,978,318</b>	<b>100%</b>	<b>756</b>	<b>100%</b>	

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Health Maintenance Organizations**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
14158	AccessCare General, Inc.	\$3,793,510	0.022%	1	0.318%	14.62
14043	Aetna Better Health Inc.	\$195,796,647	1.125%	1	0.318%	0.28
95109	Aetna Health Inc	\$114,949,097	0.660%	6	1.911%	2.89
16331	Alignment Health Plan of Illinois, Inc.	\$0	0.000%	0	0.000%	N/A
95163	Alpha Dental Programs, Inc.	\$770,686	0.004%	0	0.000%	0.00
16030	BCBSIL GP HMO, NFP	\$0	0.000%	0	0.000%	N/A
95754	Cariten Health Plan Inc.	\$0	0.000%	0	0.000%	N/A
80799	Celtic Insurance Company	\$71,787,869	0.412%	48	15.287%	37.07
95158	CHA HMO, Inc.	\$0	0.000%	0	0.000%	N/A
52108	CIGNA Dental Health of Kentucky, Inc.	\$10,068,322	0.058%	0	0.000%	0.00
95602	CIGNA Healthcare of Illinois Inc	\$83,283,682	0.478%	38	12.102%	25.30
95635	CIGNA Healthcare of St Louis Inc	\$185,012	0.001%	0	0.000%	0.00
16278	Clear Spring Health of Illinois, Inc.	\$0	0.000%	0	0.000%	N/A
15209	Community Care Alliance of Illinois	\$66,839,287	0.384%	1	0.318%	0.83
11228	Compbenefits Dental, Inc.	\$3,545,446	0.020%	2	0.637%	31.28
74160	Coventry Health Care of Illinois, Inc.	\$0	0.000%	3	0.955%	N/A
96377	Coventry Health Care of Missouri, Inc.	\$136,029,033	0.781%	0	0.000%	0.00
47589	Delta Dental of Illinois	\$223,052,841	1.281%	9	2.866%	2.24
52053	Dental Benefit Providers of Illinois Inc.	\$0	0.000%	0	0.000%	N/A
54739	Dental Concern, Inc., (The)	\$60,488	0.000%	0	0.000%	0.00
11699	Essence Healthcare Inc	\$124,977,860	0.718%	0	0.000%	0.00
15774	FAMILY HEALTH NETWORK, INC.	\$0	0.000%	0	0.000%	N/A
60239	First Commonwealth Insurance Company	\$16,338,460	0.094%	2	0.637%	6.79
11221	First Commonwealth Ltd Health Serv Corp	\$176,739	0.001%	1	0.318%	313.71
12597	Fresenius Health Plans of Texas, Inc.	\$0	0.000%	0	0.000%	N/A
95101	Gundersen Health Plan, Inc.	\$0	0.000%	0	0.000%	N/A
11229	Harmony Health Plan, Inc.	\$890,149,286	5.113%	0	0.000%	0.00
15478	Health Alliance Connect, Inc.	\$223,812,560	1.286%	0	0.000%	0.00

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Health Maintenance Organizations**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
77950	Health Alliance Medical Plans, Inc.	\$1,056,815,512	6.070%	64	20.382%	3.36
95513	Health Alliance Midwest Inc.	\$2,250,009	0.013%	0	0.000%	0.00
70670	Health Care Service Corp a Mutual Legal Res	\$6,471,515,613	37.172%	98	31.210%	0.84
96475	Healthlink HMO Inc	\$0	0.000%	0	0.000%	N/A
11522	Healthspring of Tennessee Inc	\$0	0.000%	0	0.000%	N/A
95358	HMO Missouri, Inc.	\$0	0.000%	0	0.000%	N/A
60052	Humana Benefit Plan of Illinois, Inc.	\$954,985,149	5.485%	4	1.274%	0.23
95885	Humana Health Plan, Inc.	\$308,317,273	1.771%	7	2.229%	1.26
14053	ILLINICARE HEALTH PLAN, INC.	\$1,846,017,964	10.603%	3	0.955%	0.09
16013	Illinois Blue Cross Blue Shield Ins Co	\$0	0.000%	0	0.000%	N/A
11695	Independent Care Health Plan, Inc.	\$0	0.000%	0	0.000%	N/A
16350	Longevity Health Plan of Illinois, Inc.	\$0	0.000%	0	0.000%	N/A
52559	MEDICAL ASSOCIATES HEALTH PLAN, INC.	\$10,309,082	0.059%	2	0.637%	10.76
12195	MercyCare HMO, Inc.	\$4,021,177	0.023%	0	0.000%	0.00
13189	Meridian Health Plan of Illinois, Inc.	\$2,396,452,685	13.765%	0	0.000%	0.00
52563	Meridian Health Plan of Michigan, Inc.	\$0	0.000%	0	0.000%	N/A
14104	Molina Healthcare of Illinois, Inc.	\$1,007,896,499	5.789%	0	0.000%	0.00
12844	National Dental Care Inc	\$1,594,866	0.009%	0	0.000%	0.00
16135	National Preventive Solutions Corp.	\$2,055,001	0.012%	0	0.000%	0.00
16277	NEXTLEVEL HEALTH PARTNERS, INC.	\$265,684,156	1.526%	0	0.000%	0.00
14080	Preferred Insurance Services, Inc.	\$850,286	0.005%	0	0.000%	0.00
15297	ProTec Insurance Company	\$4,707,884	0.027%	0	0.000%	0.00
15719	Provider Partners Health Plan, Inc.	\$0	0.000%	0	0.000%	N/A
95051	SafeGuard Health Plans, Inc.	\$0	0.000%	0	0.000%	N/A
54259	Sidney Hillman Health Centre of CMRJBHUH	\$3,073,650	0.018%	0	0.000%	0.00
16150	Spartan Plan IL, Inc.	\$1,525,611	0.009%	0	0.000%	0.00
92525	Truassure Insurance Company	\$0	0.000%	0	0.000%	N/A
52553	Union Health Service, Inc.	\$75,124,659	0.432%	0	0.000%	0.00

**Illinois Department of Insurance**  
**2018 Complaint Ratios - Health Maintenance Organizations**

Cocode	Company Name	2018 Illinois Direct Written Premiums	2018 Market Share	2018 Illinois Closed Complaints	2018 Complaint Share	2018 Complaint to Market Share Ratio
54127	Union Medical Center	\$5,960,565	0.034%	0	0.000%	0.00
95776	UnitedHealthcare of Illinois, Inc.	\$179,618,393	1.032%	18	5.732%	5.56
95591	UnitedHealthcare of the Midlands, Inc.	\$388,216,951	2.230%	0	0.000%	0.00
96385	UnitedHealthcare of the Midwest, Inc.	-\$884,627	-0.005%	1	0.318%	-62.68
95710	UnitedHealthcare of Wisconsin, Inc.	\$99,393,776	0.571%	0	0.000%	0.00
95378	UnitedHealthcare Plan of River Valley Inc.	\$15,796,771	0.091%	5	1.592%	17.55
12516	Vision Service Plan of Illinois, NFP	\$142,790,136	0.820%	0	0.000%	0.00
	<b>TOTALS</b>	<b>\$17,409,705,866</b>	<b>100%</b>	<b>314</b>	<b>100%</b>	