

Individual Life by Company Name

2012 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Individual Life	Complaints Closed During 2012	Individual Life Policies in Force as of 12/31/2012	2012 Individual Life Complaint Ratio per 10,000 policies in force	Major Reasons Complaints were filed with the Illinois Department of Insurance				2011 Consumer Complaint Report Ratio
				under-writing	marketing sales	claim handlings	policy-holders service	
Allstate Life Insurance Company	9	67,686	1.33	3	3	1	2	1.10
American General Life Insurance Company	42	210,979	1.99	6	1	14	21	0.87
American Income Life Insurance Company	5	69,478	0.72	0	0	0	5	N/A
Atlanta Life Insurance Company	5	41,144	1.22	0	0	1	4	2.45
AXA Equitable Life Insurance Company	9	89,149	1.01	2	0	0	7	0.96
Bankers Life & Casualty Company	17	37,382	4.55	0	3	5	9	5.02
Combined Insurance Company Of America	6	25,269	2.37	1	0	3	2	N/A
Conseco Life Insurance Company	9	10,742	8.38	3	0	2	4	8.70
Country Life Insurance Company	5	415,481	0.12	1	1	1	2	0.12
Gerber Life Insurance Company	6	135,695	0.44	2	0	3	1	N/A
Globe Life & Accident Insurance Company	14	151,301	0.93	2	1	5	6	1.00
Jackson National Life Insurance Company	21	79,953	2.63	2	0	3	16	N/A
John Hancock Life Insurance Company U.S.A.	5	98,296	0.51	1	0	1	3	0.48

CAUTION: The information contained on this page is Unaudited and not a complete analysis nor is it an expression of opinion on any insurer. This page may contain inadvertent errors.

Individual Life by Company Name

2012 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Individual Life	Complaints Closed During 2012	Individual Life Policies in Force as of 12/31/2012	2012 Individual Life Complaint Ratio per 10,000 policies in force	Major Reasons Complaints were filed with the Illinois Department of Insurance				2011 Consumer Complaint Report Ratio
Lincoln Benefit Life Company	5	53,380	0.94	2	0	0	3	N/A
Lincoln National Life Insurance Company	5	51,045	0.98	2	0	0	3	0.88
Metropolitan Life Insurance Company	13	395,419	0.33	1	2	1	9	0.64
Monumental Life Insurance Company	38	188,775	2.01	4	2	12	20	1.64
New York Life Insurance Company	7	134,573	0.52	0	0	1	6	0.67
Protective Life Insurance Company	11	93,028	1.18	2	0	2	7	1.08
Prudential Insurance Company of America	25	503,200	0.50	0	2	6	17	0.37
Reliable Life Insurance Company	5	4,180	11.96	0	0	0	5	N/A
State Farm Life Insurance Company	10	453,675	0.22	3	0	2	5	0.18
United Insurance Company Of America	29	169,295	1.71	0	1	9	19	N/A
United of Omaha Life Insurance Company	17	89,898	1.89	6	1	2	8	1.36
Washington National Insurance Company	6	9,254	6.48	1	0	2	3	9.17
Western Southern Life Assurance Company	7	20,251	3.46	3	0	2	2	N/A
Western Southern Life Insurance Company	6	104,986	0.57	0	0	0	6	0.73
Total	337	3,703,514						

CAUTION: The information contained on this page is Unaudited and not a complete analysis nor is it an expression of opinion on any insurer. This page may contain inadvertent errors.

Individual Life by Company Name

2012 Complaint Statistics of Insurance Companies Showing 5 or More Complaints for Coverage Type Individual Life	Complaints Closed During 2012	Individual Life Policies in Force as of 12/31/2012	2012 Individual Life Complaint Ratio per 10,000 policies in force	Major Reasons Complaints were filed with the Illinois Department of Insurance	2011 Consumer Complaint Report Ratio
			2.18	Mean (The "average" of complaint ratios)	
			1.18	Median (The "middle" value of complaint ratios)	

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