

Long Term Care Companies	2020 Premium	Total Complaints	Confirmed Complaints	Complaint Index
ABILITY INSURANCE COMPANY	2,747,428	1	0	0
AETNA LIFE INSURANCE COMPANY	198,745	0	0	0
AF&L INSURANCE COMPANY	40,535	0	0	0
ALLIANZ LIFE INSURANCE COMPANY OF NORTH AMERICA	2,572,103	0	0	0
ALLSTATE LIFE INSURANCE COMPANY	6,857	2	0	0
AMERICAN FAMILY LIFE ASSURANCE COMPANY OF COLUMBUS	132,306	0	0	0
AMERICAN FAMILY MUTUAL INSURANCE COMPANY S.I.	41,763	0	0	0
AMERICAN FIDELITY ASSURANCE COMPANY	329,295	0	0	0
AMERICAN GENERAL LIFE INSURANCE COMPANY	246,413	0	0	0
AMERICAN HERITAGE LIFE INSURANCE COMPANY	11,192	0	0	0
AMERICAN REPUBLIC INSURANCE COMPANY	54,479	0	0	0
ASSURITY LIFE INSURANCE COMPANY	8,836	0	0	0
BANKERS LIFE AND CASUALTY COMPANY	5,212,268	9	0	0
BERKSHIRE LIFE INSURANCE COMPANY OF AMERICA	175,320	0	0	0
BRIGHTHOUSE LIFE INSURANCE COMPANY	673,660	1	1	51.93
CATHOLIC ORDER OF FORESTERS	2,124	0	0	0
CENTRAL STATES HEALTH & LIFE CO OF OMAHA	4,733	0	0	0
CONTINENTAL CASUALTY COMPANY	6,830,128	2	0	0
CONTINENTAL GENERAL INSURANCE COMPANY	360,769	0	0	0
CONTINENTAL LIFE INSURANCE COMPANY OF BRENTWOOD, TENNESSEE	4,670	0	0	0
COUNTRY LIFE INSURANCE COMPANY	1,936,047	0	0	0
FARMERS NEW WORLD LIFE INSURANCE COMPANY	278,768	0	0	0
FIDELITY LIFE ASSOCIATION, A LEGAL RESERVE LIFE INSURANCE COMPANY	443	0	0	0
GENWORTH LIFE AND ANNUITY INSURANCE COMPANY	12,977	1	0	0
GENWORTH LIFE INSURANCE COMPANY	28,535,307	6	0	0
GERBER LIFE INSURANCE COMPANY	10,481	0	0	0
GREAT AMERICAN LIFE INSURANCE COMPANY	58,770	0	0	0
GUARANTEE TRUST LIFE INSURANCE COMPANY	717	0	0	0
GUARANTY INCOME LIFE INSURANCE COMPANY	35,020	0	0	0
JACKSON NATIONAL LIFE INSURANCE COMPANY	187,497	0	0	0
JOHN ALDEN LIFE INSURANCE COMPANY	13,190	0	0	0
JOHN HANCOCK LIFE & HEALTH INSURANCE COMPANY	120,988	0	0	0
JOHN HANCOCK LIFE INSURANCE COMPANY (U.S.A.)	17,353,979	5	1	2.02
KNIGHTS OF COLUMBUS	615,403	0	0	0
LIFESECURE INSURANCE COMPANY	1,227,038	0	0	0
LINCOLN NATIONAL LIFE INSURANCE COMPANY (THE)	24,300	0	0	0
MEDAMERICA INSURANCE COMPANY	957,535	0	0	0
MEDICO INSURANCE COMPANY	53,674	0	0	0
METROPOLITAN LIFE INSURANCE COMPANY	7,656,787	1	0	0
MUTUAL OF OMAHA INSURANCE COMPANY	5,314,112	2	0	0
NATIONAL GUARDIAN LIFE INSURANCE COMPANY	85,612	0	0	0
NEW YORK LIFE INSURANCE COMPANY	3,229,872	0	0	0
NORTHWESTERN LONG TERM CARE INSURANCE COMPANY	9,798,644	0	0	0
PHYSICIANS MUTUAL INSURANCE COMPANY	687,248	0	0	0
PRIMERICA LIFE INSURANCE COMPANY	1,010	0	0	0
PRINCIPAL LIFE INSURANCE COMPANY	1,149	0	0	0
PROVIDENT LIFE & ACCIDENT INSURANCE COMPANY	925,649	0	0	0
PRUDENTIAL INSURANCE COMPANY OF AMERICA	3,465,265	3	1	10.1
REGENCE BLUECROSS BLUESHIELD OF OREGON	519,355	0	0	0
RELIASTAR LIFE INSURANCE COMPANY	1,796	0	0	0
RIVERSOURCE LIFE INSURANCE COMPANY	2,544,400	0	0	0
SENTRY INSURANCE COMPANY	23,117	0	0	0
SILAC INSURANCE COMPANY	3,517,919	6	1	9.94
STANDARD LIFE AND ACCIDENT INSURANCE COMPANY	9,298	0	0	0
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	6,766,552	0	0	0
STATE LIFE INSURANCE COMPANY (THE)	87,830	0	0	0
STERLING LIFE INSURANCE COMPANY	2,461	0	0	0
TALCOTT RESOLUTION LIFE INSURANCE COMPANY	14,430	0	0	0
TEACHERS INSURANCE AND ANNUITY ASSOCIATION OF AMERICA	116,455	0	0	0
THRIVENT FINANCIAL FOR LUTHERANS	2,446,566	0	0	0
TIAA-CREF LIFE INSURANCE COMPANY	90,405	0	0	0
TRANSAMERICA FINANCIAL LIFE INSURANCE COMPANY	5,633	0	0	0
TRANSAMERICA LIFE INSURANCE COMPANY	4,610,864	5	0	0
UNION LABOR LIFE INSURANCE COMPANY	3,624	0	0	0
UNION SECURITY INSURANCE COMPANY	769,652	0	0	0
UNITED AMERICAN INSURANCE COMPANY	33,191	0	0	0
UNITED OF OMAHA LIFE INSURANCE COMPANY	1,416,199	0	0	0
UNITED SECURITY ASSURANCE COMPANY OF PENNSYLVANIA	49,179	0	0	0
UNUM LIFE INSURANCE COMPANY OF AMERICA	14,646,714	1	0	0
WASHINGTON NATIONAL INSURANCE COMPANY	16,964	0	0	0
WOODMEN OF THE WORLD LIFE INSURANCE SOCIETY	1,979	0	0	0