

Long-Term Care Companies	2021 Premium	Total Complaints	Confirmed Complaints	Complaint Index
ABILITY INSURANCE COMPANY	2,796,654	2	0	0
AETNA LIFE INSURANCE COMPANY	215,759	0	0	0
AF&L INSURANCE COMPANY	32,833	0	0	0
ALLIANZ LIFE INSURANCE COMPANY OF NORTH AMERICA	2,428,401	0	0	0
ALLSTATE LIFE INSURANCE COMPANY	3,859	0	0	0
AMERICAN FAMILY LIFE ASSURANCE COMPANY OF COLUMBUS	129,959	0	0	0
AMERICAN FAMILY MUTUAL INSURANCE COMPANY S.I.	36,821	0	0	0
AMERICAN FIDELITY ASSURANCE COMPANY	337,402	0	0	0
AMERICAN GENERAL LIFE INSURANCE COMPANY	208,359	0	0	0
AMERICAN HEALTH AND LIFE INSURANCE COMPANY	566	0	0	0
AMERICAN HERITAGE LIFE INSURANCE COMPANY	11,309	0	0	0
AMERICAN REPUBLIC INSURANCE COMPANY	49,829	0	0	0
ASSURITY LIFE INSURANCE COMPANY	8,836	0	0	0
BANKERS LIFE AND CASUALTY COMPANY	4,765,602	4	1	7.37
BCS INSURANCE COMPANY	212	0	0	0
BERKSHIRE LIFE INSURANCE COMPANY OF AMERICA	132,018	0	0	0
BRIGHTHOUSE LIFE INSURANCE COMPANY	674,763	0	0	0
CATHOLIC ORDER OF FORESTERS	2,124	0	0	0
CENTRAL STATES HEALTH & LIFE CO OF OMAHA	3,670	0	0	0
CMFG LIFE INSURANCE COMPANY	318,408	0	0	0
COMBINED INSURANCE COMPANY OF AMERICA	4,660	0	0	0
CONTINENTAL CASUALTY COMPANY	6,659,048	4	0	0
CONTINENTAL GENERAL INSURANCE COMPANY	323,200	0	0	0
CONTINENTAL LIFE INSURANCE COMPANY OF BRENTWOOD, TENNESSEE	2,758	0	0	0
COUNTRY LIFE INSURANCE COMPANY	1,883,647	0	0	0
FARMERS NEW WORLD LIFE INSURANCE COMPANY	274,662	0	0	0
FIDELITY LIFE ASSOCIATION, A LEGAL RESERVE LIFE INSURANCE COMPANY	417	0	0	0
GENWORTH LIFE AND ANNUITY INSURANCE COMPANY	12,269	0	0	0
GENWORTH LIFE INSURANCE COMPANY	27,369,864	6	1	1.28
GERBER LIFE INSURANCE COMPANY	14,240	0	0	0
GREAT AMERICAN LIFE INSURANCE COMPANY	62,390	0	0	0
GUARANTEE TRUST LIFE INSURANCE COMPANY	738	0	0	0
JACKSON NATIONAL LIFE INSURANCE COMPANY	200,212	0	0	0
JOHN ALDEN LIFE INSURANCE COMPANY	11,800	0	0	0
JOHN HANCOCK LIFE & HEALTH INSURANCE COMPANY	158,413	0	0	0
JOHN HANCOCK LIFE INSURANCE COMPANY (U.S.A.)	18,169,456	5	1	1.93
KNIGHTS OF COLUMBUS	625,617	0	0	0
LIFE OF THE SOUTH INSURANCE COMPANY	90,097	0	0	0
LIFESECURE INSURANCE COMPANY	1,284,416	0	0	0
LINCOLN NATIONAL LIFE INSURANCE COMPANY (THE)	23,695	0	0	0
MASSACHUSETTS MUTUAL LIFE INSURANCE COMPANY	1,689,379	0	0	0
MEDAMERICA INSURANCE COMPANY	929,997	0	0	0
MEDICO INSURANCE COMPANY	54,347	0	0	0
METROPOLITAN LIFE INSURANCE COMPANY	7,357,290	2	0	0
MUTUAL OF OMAHA INSURANCE COMPANY	5,482,477	0	0	0
NATIONAL GUARDIAN LIFE INSURANCE COMPANY	149,473	0	0	0
NEW YORK LIFE INSURANCE COMPANY	3,425,807	3	0	0
NORTHWESTERN LONG TERM CARE INSURANCE COMPANY	10,110,354	0	0	0
PHYSICIANS MUTUAL INSURANCE COMPANY	676,816	0	0	0
PRINCIPAL LIFE INSURANCE COMPANY	1,149	0	0	0
PROVIDENT LIFE & ACCIDENT INSURANCE COMPANY	904,648	0	0	0
PRUDENTIAL INSURANCE COMPANY OF AMERICA	3,480,126	1	1	10.1
REGENCE BLUECROSS BLUESHIELD OF OREGON	462,211	0	0	0
RELIASTAR LIFE INSURANCE COMPANY	1,436	0	0	0
RIVERSOURCE LIFE INSURANCE COMPANY	2,396,470	0	0	0
SENTRY INSURANCE COMPANY	22,806	0	0	0

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SILAC INSURANCE COMPANY	3,120,723	2	0	0
STANDARD LIFE AND ACCIDENT INSURANCE COMPANY	8,041	0	0	0
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	6,572,724	0	0	0
STATE LIFE INSURANCE COMPANY (THE)	80,988	1	0	0
STERLING LIFE INSURANCE COMPANY	5,013	0	0	0
TALCOTT RESOLUTION LIFE INSURANCE COMPANY	8,430	0	0	0
TEACHERS INSURANCE AND ANNUITY ASSOCIATION OF AMERICA	109,968	0	0	0
THRIVENT FINANCIAL FOR LUTHERANS	2,438,603	0	0	0
TIAA-CREF LIFE INSURANCE COMPANY	89,765	0	0	0
TRANSAMERICA LIFE INSURANCE COMPANY	4,862,268	1	0	0
UNION LABOR LIFE INSURANCE COMPANY	3,440	0	0	0
UNION SECURITY INSURANCE COMPANY	755,001	0	0	0
UNITED AMERICAN INSURANCE COMPANY	33,083	0	0	0
UNITED LIFE INSURANCE COMPANY	15	0	0	0
UNITED OF OMAHA LIFE INSURANCE COMPANY	1,401,988	1	0	0
UNITED SECURITY ASSURANCE COMPANY OF PENNSYLVANIA	28,974	0	0	0
UNUM LIFE INSURANCE COMPANY OF AMERICA	14,548,055	3	0	0
WASHINGTON NATIONAL INSURANCE COMPANY	13,221	0	0	0