

ANNUITY

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
AAA LIFE INSURANCE COMPANY	10,000	0	0	NA
AETNA LIFE INSURANCE COMPANY	-18,593	0	0	NA
ALLIANZ LIFE INSURANCE COMPANY OF NORTH AMERICA	106,047,084	1	0	0.00
ALLSTATE LIFE INSURANCE COMPANY	1,722,872	1	0	0.00
AMERICAN BANKERS LIFE ASSURANCE CO OF FLORIDA	630	0	0	NA
AMERICAN EQUITY INVESTMENT LIFE INSURANCE COMPANY	34,114,007	0	0	0.00
AMERICAN FAMILY LIFE INSURANCE COMPANY	86,513	0	0	NA
AMERICAN FIDELITY ASSURANCE COMPANY	7,109,477	0	0	0.00
AMERICAN FIDELITY LIFE INSURANCE COMPANY	1,250	0	0	NA
AMERICAN GENERAL LIFE INSURANCE COMPANY	116,319,680	2	0	0.00
AMERICAN HERITAGE LIFE INSURANCE COMPANY	180	0	0	NA
AMERICAN MEMORIAL LIFE INSURANCE COMPANY	207,495	0	0	0.00
AMERICAN NATIONAL INSURANCE COMPANY	6,273,160	0	0	0.00
AMERICAN UNITED LIFE INSURANCE COMPANY	13,179,696	0	0	0.00
AMERICAN-AMICABLE LIFE INSURANCE COMPANY OF TEXAS	1,460	0	0	NA
AMERICO FINANCIAL LIFE AND ANNUITY INSURANCE COMPANY	75,052	0	0	NA
AMERITAS LIFE INSURANCE CORPORATION	3,476,226	0	0	0.00
AMICA LIFE INSURANCE COMPANY	15,978	0	0	NA
ANNUITY INVESTORS LIFE INSURANCE COMPANY	205,426	0	0	0.00
ASSURED LIFE ASSOCIATION	85,529	0	0	NA
ASSURITY LIFE INSURANCE COMPANY	1,942	0	0	NA
ATHENE ANNUITY & LIFE ASSURANCE COMPANY	7,890,777	0	0	0.00
ATHENE ANNUITY AND LIFE COMPANY	8,637,151	0	0	0.00
AXA EQUITABLE LIFE INSURANCE COMPANY	57,649,007	1	0	0.00
BANKERS LIFE AND CASUALTY COMPANY	5,592,031	12	6	119.00

ANNUITY (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
BAPTIST LIFE ASSOCIATION	11,304	0	0	NA
BENEFICIAL LIFE INSURANCE COMPANY	69,876	0	0	NA
C. M. LIFE INSURANCE COMPANY	2,433,083	0	0	0.00
CANADA LIFE ASSURANCE COMPANY (THE)	1,489	0	0	NA
CATHOLIC ORDER OF FORESTERS	228,157	0	0	0.00
CHESAPEAKE LIFE INSURANCE COMPANY (THE)	2,579	0	0	NA
CMFG LIFE INSURANCE COMPANY	7,545,520	0	0	0.00
COLORADO BANKERS LIFE INSURANCE COMPANY	150,814	0	0	0.00
COLUMBUS LIFE INSURANCE COMPANY	37,703	0	0	NA
COMMONWEALTH ANNUITY AND LIFE INSURANCE COMPANY	8,174,728	0	0	0.00
CONNECTICUT GENERAL LIFE INSURANCE COMPANY	37,170	0	0	NA
CONTINENTAL GENERAL INSURANCE COMPANY	1,200	0	0	NA
COUNTRY INVESTORS LIFE ASSURANCE COMPANY	2,228,585	0	0	0.00
COUNTRY LIFE INSURANCE COMPANY	600	0	0	NA
DEGREE OF HONOR PROTECTIVE ASSOCIATION	4,702	0	0	NA
DELAWARE LIFE INSURANCE COMPANY	26,225,794	0	0	0.00
EAGLE LIFE INSURANCE COMPANY	1,028,400	0	0	0.00
EMC NATIONAL LIFE COMPANY	143,524	0	0	0.00
EQUITRUST LIFE INSURANCE COMPANY	7,212,336	0	0	0.00
EVERENCE ASSOCIATION, INC.	173,811	0	0	0.00
FARM BUREAU LIFE INSURANCE COMPANY	22,669	0	0	NA
FARMERS NEW WORLD LIFE INSURANCE COMPANY	1,421,272	0	0	0.00
FIDELITY & GUARANTY LIFE INSURANCE COMPANY	4,650,034	2	2	47.70
FIDELITY INVESTMENTS LIFE INSURANCE COMPANY	20,058,327	0	0	0.00
FIDELITY SECURITY LIFE INSURANCE COMPANY	15,168	0	0	NA

ANNUITY (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
FIRST CATHOLIC SLOVAK LADIES ASSOCIATION OF THE UNITED STATES OF AMERICA	20,075	0	0	NA
FIRST INVESTORS LIFE INSURANCE COMPANY	1,871,019	0	0	0.00
FIRST PENN-PACIFIC LIFE INSURANCE COMPANY	51,620	0	0	NA
FORETHOUGHT LIFE INSURANCE COMPANY	42,830,787	0	0	0.00
FUNERAL DIRECTORS LIFE INSURANCE COMPANY	1,262,320	0	0	0.00
GENERAL AMERICAN LIFE INSURANCE COMPANY	100,647	0	0	0.00
GENWORTH LIFE AND ANNUITY INSURANCE COMPANY	6,245,971	2	0	0.00
GENWORTH LIFE INSURANCE COMPANY	2,652,462	0	0	0.00
GOLDEN RULE INSURANCE COMPANY	11,867	0	0	NA
GOVERNMENT PERSONNEL MUTUAL LIFE INSURANCE COMPANY	1,865	0	0	NA
GREAT AMERICAN LIFE INSURANCE COMPANY	30,892,473	2	0	0.00
GREAT SOUTHERN LIFE INSURANCE COMPANY	1,538	0	0	NA
GREAT WESTERN INSURANCE COMPANY	185,111	0	0	0.00
GREAT-WEST LIFE & ANNUITY INSURANCE COMPANY	50,556,253	0	0	0.00
GUARANTEE TRUST LIFE INSURANCE COMPANY	458	0	0	NA
GUARANTY INCOME LIFE INSURANCE COMPANY	1,000,177	0	0	0.00
GUARDIAN INSURANCE & ANNUITY COMPANY, INC. (THE)	9,467,529	0	0	0.00
GUGGENHEIM LIFE AND ANNUITY COMPANY	4,029,587	0	0	0.00
HARTFORD LIFE AND ACCIDENT INSURANCE COMPANY	-8	0	0	NA
HARTFORD LIFE AND ANNUITY INSURANCE COMPANY	6,924,582	0	0	0.00
HARTFORD LIFE INSURANCE COMPANY	3,667,391	0	0	0.00
HCC LIFE INSURANCE COMPANY	226,854	0	0	0.00
HOMESTEADERS LIFE COMPANY	9,546	0	0	NA
HORACE MANN LIFE INSURANCE COMPANY	2,234,681	0	0	0.00
IDEALIFE INSURANCE COMPANY	52	0	0	NA

ANNUITY (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
ILLINOIS MUTUAL LIFE INSURANCE COMPANY	5,000	0	0	NA
INDEPENDENT ORDER OF FORESTERS	2,850	0	0	NA
INDUSTRIAL ALLIANCE INSURANCE AND FINANCIAL SERVICES, INC.	1,950	0	0	NA
INTEGRITY LIFE INSURANCE COMPANY	6,155,610	0	0	0.00
JACKSON NATIONAL LIFE INSURANCE COMPANY	258,392,625	0	0	0.00
JEFFERSON NATIONAL LIFE INSURANCE COMPANY	7,012,988	0	0	0.00
JOHN ALDEN LIFE INSURANCE COMPANY	11,000	0	0	NA
JOHN HANCOCK LIFE INSURANCE COMPANY (U.S.A.)	2,352,467	0	0	0.00
KANSAS CITY LIFE INSURANCE COMPANY	8,357,968	0	0	0.00
LAFAYETTE LIFE INSURANCE COMPANY (THE)	1,010,932	0	0	0.00
LIBERTY BANKERS LIFE INSURANCE COMPANY	707,859	0	0	0.00
LIBERTY LIFE ASSURANCE COMPANY OF BOSTON	467,678	0	0	0.00
LIBERTY NATIONAL LIFE INSURANCE COMPANY	3,148	0	0	NA
LIFE INSURANCE COMPANY OF THE SOUTHWEST	322,851	0	0	0.00
LIFESECURE INSURANCE COMPANY	165	0	0	NA
LINCOLN BENEFIT LIFE COMPANY	2,765,016	0	0	0.00
LINCOLN HERITAGE LIFE INSURANCE COMPANY	260	0	0	NA
LINCOLN NATIONAL LIFE INSURANCE COMPANY (THE)	230,468,102	0	0	0.00
LOYAL AMERICAN LIFE INSURANCE COMPANY	53	0	0	NA
MADISON NATIONAL LIFE INSURANCE COMPANY, INC.	46,390	0	0	NA
MANHATTAN LIFE INSURANCE COMPANY (THE)	1,007,406	0	0	0.00
MASSACHUSETTS MUTUAL LIFE INSURANCE COMPANY	13,912,364	1	0	0.00
METLIFE INSURANCE COMPANY USA	67,075,039	0	0	0.00
METROPOLITAN LIFE INSURANCE COMPANY	3,547,326	7	6	187.60
MID-WEST NATIONAL LIFE INSURANCE COMPANY OF TENNESSEE	713	0	0	NA

ANNUITY (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
MIDLAND NATIONAL LIFE INSURANCE COMPANY	12,818,011	0	0	0.00
MINNESOTA LIFE INSURANCE COMPANY	6,362,172	0	0	0.00
MODERN WOODMEN OF AMERICA	1,224,795	0	0	0.00
MONY LIFE INSURANCE COMPANY OF AMERICA	127,538	0	0	0.00
MTL INSURANCE COMPANY	500	0	0	NA
MUTUAL OF AMERICA LIFE INSURANCE COMPANY	70,506	0	0	NA
NATIONAL CATHOLIC SOCIETY OF FORESTERS	474,406	0	0	0.00
NATIONAL GUARDIAN LIFE INSURANCE COMPANY	321,675	0	0	0.00
NATIONAL LIFE INSURANCE COMPANY	78,831	0	0	NA
NATIONAL WESTERN LIFE INSURANCE COMPANY	2,394,621	0	0	0.00
NATIONWIDE LIFE INSURANCE COMPANY	9,039,981	0	0	0.00
NEW ENGLAND LIFE INSURANCE COMPANY	39,900	0	0	NA
NEW YORK LIFE INSURANCE AND ANNUITY CORPORATION	116,520,452	1	1	0.95
NEW YORK LIFE INSURANCE COMPANY	831,084	2	2	266.91
NORTH AMERICAN COMPANY FOR LIFE AND HEALTH INSURANCE	1,860,420	0	0	0.00
NORTH COAST LIFE INSURANCE COMPANY	273,818	0	0	0.00
NORTHWESTERN MUTUAL LIFE INSURANCE CO	24,454,360	0	0	0.00
OCCIDENTAL LIFE INSURANCE COMPANY OF NORTH CAROLINA	49,056	0	0	NA
OHIO NATIONAL LIFE INSURANCE COMPANY (THE)	24,470,454	0	0	0.00
OXFORD LIFE INSURANCE COMPANY	1,243,210	0	0	0.00
PACIFIC LIFE INSURANCE COMPANY	54,207,628	1	0	0.00
PENN MUTUAL LIFE INSURANCE COMPANY	464,000	0	0	0.00
PHL VARIABLE INSURANCE COMPANY	5,614,095	0	0	0.00
PHOENIX LIFE INSURANCE COMPANY	6,900	0	0	NA
PIONEER MUTUAL LIFE INSURANCE COMPANY	223,905	0	0	0.00

ANNUITY (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
PRIMERICA LIFE INSURANCE COMPANY	1,832	0	0	NA
PRINCIPAL LIFE INSURANCE COMPANY	27,840,367	0	0	0.00
PROTECTIVE LIFE INSURANCE COMPANY	13,408,380	0	0	0.00
PRUCO LIFE INSURANCE COMPANY	86,179,710	0	0	0.00
PRUDENTIAL ANNUITIES LIFE ASSURANCE CORPORATION	1,079,166	0	0	0.00
PRUDENTIAL INSURANCE COMPANY OF AMERICA	54,730,529	0	0	0.00
RELIANCE STANDARD LIFE INSURANCE COMPANY	10,490,588	0	0	0.00
RELIASTAR LIFE INSURANCE COMPANY	6,224,564	0	0	0.00
RIVERSOURCE LIFE INSURANCE COMPANY	50,793,958	2	0	0.00
ROYAL NEIGHBORS OF AMERICA	391,457	0	0	0.00
SAGICOR LIFE INSURANCE COMPANY	659,033	0	0	0.00
SECURITY BENEFIT LIFE INSURANCE COMPANY	69,888,564	0	0	0.00
SECURITY LIFE INSURANCE COMPANY OF AMERICA	412	0	0	NA
SECURITY LIFE OF DENVER INSURANCE COMPANY	2	0	0	NA
SENTINEL SECURITY LIFE INSURANCE COMPANY	744,108	0	0	0.00
SENTRY LIFE INSURANCE COMPANY	7,297,376	0	0	0.00
SONS OF NORWAY	190,785	0	0	0.00
STANDARD INSURANCE COMPANY	17,756,942	3	1	6.25
STANDARD SECURITY LIFE INSURANCE COMPANY OF NEW YORK	3,927	0	0	NA
STATE FARM LIFE INSURANCE COMPANY	18,361,759	0	0	0.00
STATE LIFE INSURANCE COMPANY (THE)	3,145,471	0	0	0.00
STATE MUTUAL INSURANCE COMPANY	476	0	0	NA
STERLING INVESTORS LIFE INSURANCE COMPANY	600	0	0	NA
SUNSET LIFE INSURANCE COMPANY OF AMERICA	188,844	0	0	0.00
SURETY LIFE INSURANCE COMPANY	300	0	0	NA

ANNUITY (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
SYMETRA LIFE INSURANCE COMPANY	37,958,336	2	0	0.00
TEACHERS INSURANCE AND ANNUITY ASSOCIATION OF AMERICA	79,664,828	0	0	0.00
THRIVENT FINANCIAL FOR LUTHERANS	47,558,035	0	0	0.00
THRIVENT LIFE INSURANCE COMPANY	1,561,242	0	0	0.00
TIAA-CREF LIFE INSURANCE COMPANY	3,708,075	1	0	0.00
TRANSAMERICA FINANCIAL LIFE INSURANCE COMPANY	6,084	0	0	NA
TRANSAMERICA LIFE INSURANCE COMPANY	73,834,913	0	0	0.00
TRANSAMERICA PREMIER LIFE INSURANCE COMPANY	7,221,488	0	0	0.00
UNIFIED LIFE INSURANCE COMPANY	201	0	0	NA
UNION FIDELITY LIFE INSURANCE COMPANY	154	0	0	NA
UNION SECURITY INSURANCE COMPANY	217,758	0	0	0.00
UNITED AMERICAN INSURANCE COMPANY	2,195,818	0	0	0.00
UNITED FIDELITY LIFE INSURANCE COMPANY	4,460	0	0	NA
UNITED HERITAGE LIFE INSURANCE COMPANY	1,419,852	0	0	0.00
UNITED OF OMAHA LIFE INSURANCE COMPANY	4,004,551	0	0	0.00
UNITED STATES LETTER CARRIERS MUTUAL BENEFIT ASSOCIATION	105,817	0	0	0.00
UNUM LIFE INSURANCE COMPANY OF AMERICA	11,250	0	0	NA
USAA LIFE INSURANCE COMPANY	10,970,994	0	0	0.00
VARIABLE ANNUITY LIFE INSURANCE COMPANY	108,650,813	0	0	0.00
VOYA INSURANCE AND ANNUITY COMPANY	15,557,071	2	2	14.26
VOYA RETIREMENT INSURANCE AND ANNUITY COMPANY	142,337,928	2	2	1.56
WASHINGTON NATIONAL INSURANCE COMPANY	94,246	0	0	NA
WESTERN UNITED LIFE ASSURANCE COMPANY	48,965,227	0	0	0.00
WESTERN-SOUTHERN LIFE ASSURANCE COMPANY	2,389,930	0	0	0.00
WILCO LIFE INSURANCE COMPANY	2,500	0	0	NA

ANNUITY (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
WILTON REASSURANCE LIFE COMPANY OF NEW YORK	1,500	0	0	NA
WOODMEN OF THE WORLD LIFE INSURANCE SOCIETY	33,191	0	0	NA
ZURICH AMERICAN LIFE INSURANCE COMPANY	569,235	0	0	0.00
Total for ANNUITY	2,440,032,457	54	22	

AUTO

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
21ST CENTURY CENTENNIAL INSURANCE COMPANY	2,931,961	3	0	0.00
21ST CENTURY PACIFIC INSURANCE COMPANY	11,728,375	5	0	0.00
21ST CENTURY PREFERRED INSURANCE COMPANY	446,887	0	0	0.00
21ST CENTURY PREMIER INSURANCE COMPANY	286,205	0	0	0.00
ACCEPTANCE CASUALTY INSURANCE COMPANY	22,684	0	0	NA
ACCEPTANCE INDEMNITY INSURANCE COMPANY	427,989	0	0	0.00
ACE AMERICAN INSURANCE COMPANY	2,927,253	0	0	0.00
ACE PROPERTY AND CASUALTY INSURANCE COMPANY	74,624	0	0	NA
ADRIATIC INSURANCE COMPANY	27,047	0	0	NA
AIG PROPERTY CASUALTY COMPANY	681,090	0	0	0.00
ALASKA NATIONAL INSURANCE COMPANY	1,024,340	0	0	0.00
ALLIANCE OF NONPROFITS FOR INSURANCE RISK RETENTION GROUP	652,032	0	0	0.00
ALLIED PROPERTY AND CASUALTY INSURANCE COMPANY	1,130,833	0	0	0.00
ALLIED WORLD SPECIALTY INSURANCE COMPANY	37,588	0	0	NA
ALLMERICA FINANCIAL BENEFIT INSURANCE COMPANY	2,184,631	0	0	0.00
ALLSTATE FIRE AND CASUALTY INSURANCE COMPANY	93,262,126	43	10	0.63
ALLSTATE INDEMNITY COMPANY	9,460,167	7	2	1.25
ALLSTATE INSURANCE COMPANY	38,952,153	35	9	1.36
ALLSTATE PROPERTY AND CASUALTY INSURANCE COMPANY	25,836,579	9	2	0.46
ALPHA PROPERTY & CASUALTY INSURANCE COMPANY	15,559,026	19	7	2.66
AMCO INSURANCE COMPANY	3,229,173	1	0	0.00
AMERICAN ALTERNATIVE INSURANCE CORPORATION	424,209	0	0	0.00
AMERICAN AUTOMOBILE INSURANCE COMPANY	53,892	0	0	NA
AMERICAN BANKERS INSURANCE COMPANY OF FLORIDA	524,136	0	0	0.00

AUTO (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
AMERICAN CASUALTY COMPANY OF READING, PENNSYLVANIA	543,556	0	0	0.00
AMERICAN COMMERCE INSURANCE COMPANY	16,950,137	30	12	4.18
AMERICAN ECONOMY INSURANCE COMPANY	1,276,141	0	0	0.00
AMERICAN FAMILY HOME INSURANCE COMPANY	10,404	0	0	NA
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	69,119,502	84	16	1.37
AMERICAN FIRE AND CASUALTY COMPANY	3,877,560	1	0	0.00
AMERICAN FOREST CASUALTY COMPANY RISK RETENTION GROUP	137,258	0	0	0.00
AMERICAN GUARANTEE AND LIABILITY INSURANCE COMPANY	449,890	2	0	0.00
AMERICAN HALLMARK INSURANCE COMPANY OF TEXAS	2,817,665	0	0	0.00
AMERICAN INSURANCE COMPANY (THE)	225,753	0	0	0.00
AMERICAN MODERN HOME INSURANCE COMPANY	674,110	0	0	0.00
AMERICAN MODERN SELECT INSURANCE COMPANY	19,399	0	0	NA
AMERICAN NATIONAL GENERAL INSURANCE COMPANY	93,200	0	0	NA
AMERICAN NATIONAL PROPERTY AND CASUALTY COMPANY	2,653,428	1	0	0.00
AMERICAN RELIABLE INSURANCE COMPANY	172,003	0	0	0.00
AMERICAN ROAD INSURANCE COMPANY (THE)	3,299	0	0	NA
AMERICAN SECURITY INSURANCE COMPANY	40,934	0	0	NA
AMERICAN SERVICE INSURANCE COMPANY, INC.	487,315	0	0	0.00
AMERICAN SOUTHERN HOME INSURANCE COMPANY	269,663	0	0	0.00
AMERICAN SOUTHERN INSURANCE COMPANY	7,835	0	0	NA
AMERICAN STANDARD INSURANCE COMPANY OF WISCONSIN	7,696,635	8	7	5.37
AMERICAN STATES INSURANCE COMPANY	6,264,686	3	2	1.88
AMERICAN STATES INSURANCE COMPANY OF TEXAS	6,335,553	0	0	0.00
AMERICAN TRUCKING AND TRANSPORTATION INSURANCE COMPANY, A RISK RETENTION GROUP	1,040,560	0	0	0.00
AMERICAN ZURICH INSURANCE COMPANY	356,624	1	1	16.56

AUTO (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
AMERIGUARD RISK RETENTION GROUP, INC.	10,704	0	0	NA
AMERISURE INSURANCE COMPANY	204	0	0	NA
AMERISURE MUTUAL INSURANCE COMPANY	9,499	0	0	NA
AMICA MUTUAL INSURANCE COMPANY	11,334,512	0	0	0.00
AMTRUST INSURANCE COMPANY OF KANSAS, INC.	1,037,007	0	0	0.00
ARCH INSURANCE COMPANY	1,255,065	0	0	0.00
ARCOA RISK RETENTION GROUP, INC.	183,888	0	0	0.00
ARGONAUT GREAT CENTRAL INSURANCE COMPANY	90,327	0	0	NA
ARGONAUT INSURANCE COMPANY	46,295	0	0	NA
ARGONAUT-MIDWEST INSURANCE COMPANY	202,991	0	0	0.00
ARIZONA AUTOMOBILE INSURANCE COMPANY	395,733	0	0	0.00
ARTISAN AND TRUCKERS CASUALTY COMPANY	17,778,426	13	4	1.33
ASSOCIATED INDEMNITY CORPORATION	27,839	0	0	NA
ASSURANCE COMPANY OF AMERICA	204,354	0	0	0.00
AUSTIN MUTUAL INSURANCE COMPANY	1,411,291	3	0	0.00
AXIS INSURANCE COMPANY	135,209	0	0	0.00
BALBOA INSURANCE COMPANY	116,930	0	0	0.00
BANKERS INSURANCE COMPANY	66,342	0	0	NA
BANKERS STANDARD INSURANCE COMPANY	395,981	0	0	0.00
BERKLEY NATIONAL INSURANCE COMPANY	262,194	0	0	0.00
BERKLEY REGIONAL INSURANCE COMPANY	64,924	0	0	NA
BITCO GENERAL INSURANCE CORPORATION	1,570,996	0	0	0.00
BITCO NATIONAL INSURANCE COMPANY	108,368	0	0	0.00
BROOKWOOD INSURANCE COMPANY	2,672	0	0	NA
BROTHERHOOD MUTUAL INSURANCE COMPANY	548,564	0	0	0.00

AUTO (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
CALIFORNIA CASUALTY GENERAL INSURANCE COMPANY OF OREGON	12,797,503	4	0	0.00
CANAL INSURANCE COMPANY	511,639	0	0	0.00
CAPITOL INDEMNITY CORPORATION	44,326	0	0	NA
CAROLINA CASUALTY INSURANCE COMPANY	482,562	0	0	0.00
CASTLEPOINT NATIONAL INSURANCE COMPANY	95,188	0	0	NA
CENTURY-NATIONAL INSURANCE COMPANY	39,189	0	0	NA
CHARTER OAK FIRE INSURANCE COMPANY	2,190,837	0	0	0.00
CHURCH MUTUAL INSURANCE COMPANY	198,358	0	0	0.00
CINCINNATI CASUALTY COMPANY (THE)	557,927	0	0	0.00
CINCINNATI INDEMNITY COMPANY (THE)	479,809	0	0	0.00
CINCINNATI INSURANCE COMPANY (THE)	4,592,412	0	0	0.00
COAST NATIONAL INSURANCE COMPANY	10,656,145	16	2	1.11
COLLEGE LIABILITY INSURANCE COMPANY, A RECIPROCAL RISK RETENTION GROUP	158,784	0	0	0.00
COMMERCE AND INDUSTRY INSURANCE COMPANY	566,547	2	2	20.84
COMMERCE WEST INSURANCE COMPANY	6,075,957	5	0	0.00
CONSUMERS INSURANCE USA, INC.	533	0	0	NA
CONTINENTAL CASUALTY COMPANY	1,400,045	0	0	0.00
CONTINENTAL DIVIDE INSURANCE COMPANY	2,652,029	1	1	2.23
CONTINENTAL INSURANCE COMPANY (THE)	1,344,660	0	0	0.00
CONTINENTAL WESTERN INSURANCE COMPANY	5,203,105	0	0	0.00
CONTRACTORS BONDING AND INSURANCE COMPANY	50,830	0	0	NA
COREPOINTE INSURANCE COMPANY	160,924	0	0	0.00
COUNTRY CASUALTY INSURANCE COMPANY	2,048,039	0	0	0.00
COUNTRY MUTUAL INSURANCE COMPANY	28,976,113	15	1	0.20

AUTO (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
COUNTRY PREFERRED INSURANCE COMPANY	51,839,590	9	1	0.11
CRESTBROOK INSURANCE COMPANY	4,623	0	0	NA
CRUM & FORSTER INDEMNITY COMPANY	38,651	0	0	NA
CSAA FIRE & CASUALTY INSURANCE COMPANY	1,224,190	0	0	0.00
CSAA GENERAL INSURANCE COMPANY	9,142,156	3	2	1.29
CUMIS INSURANCE SOCIETY, INC	102,598	0	0	0.00
DAIRYLAND INSURANCE COMPANY	514,873	0	0	0.00
DEPOSITORS INSURANCE COMPANY	16,412,991	12	8	2.88
DIAMOND STATE INSURANCE COMPANY	34,073	0	0	NA
DISCOVER PROPERTY & CASUALTY INSURANCE COMPANY	5,118	0	0	NA
EAGLE WEST INSURANCE COMPANY	2,135,854	4	4	11.06
ECONOMY PREFERRED INSURANCE COMPANY	5,343,511	4	3	3.31
ECONOMY PREMIER ASSURANCE COMPANY	1,748,660	4	0	0.00
ELECTRIC INSURANCE COMPANY	263,414	0	0	0.00
EMCASCO INSURANCE COMPANY	497,126	1	0	0.00
EMPIRE FIRE AND MARINE INSURANCE COMPANY	2,966,976	4	0	0.00
EMPLOYERS INSURANCE COMPANY OF WAUSAU	163,446	0	0	0.00
EMPLOYERS MUTUAL CASUALTY COMPANY	2,452,827	0	0	0.00
ENCOMPASS INDEMNITY COMPANY	1,991,331	0	0	0.00
ENCOMPASS INSURANCE COMPANY OF AMERICA	264,934	0	0	0.00
ENUMCLAW PROPERTY AND CASUALTY INSURANCE COMPANY	14,347,775	7	3	1.23
ESSENTIA INSURANCE COMPANY	663,731	2	0	0.00
ESURANCE INSURANCE COMPANY	19,196,747	33	10	3.08
EVEREST NATIONAL INSURANCE COMPANY	41,802	0	0	NA
EVERGREEN USA RISK RETENTION GROUP INC	10,878	0	0	NA

AUTO (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
FARMERS INSURANCE COMPANY OF OREGON	246,361,090	117	28	0.67
FARMERS INSURANCE EXCHANGE	5,318,494	1	0	0.00
FARMLAND MUTUAL INSURANCE COMPANY	413,146	2	2	28.58
FEDERAL INSURANCE COMPANY	2,452,589	4	0	0.00
FEDERATED MUTUAL INSURANCE COMPANY	2,541,811	0	0	0.00
FEDERATED RURAL ELECTRIC INSURANCE EXCHANGE	398,063	0	0	0.00
FEDERATED SERVICE INSURANCE COMPANY	777,702	0	0	0.00
FINANCIAL INDEMNITY COMPANY	597,932	0	0	0.00
FINANCIAL PACIFIC INSURANCE COMPANY	267,650	1	0	0.00
FIREMAN'S FUND INSURANCE COMPANY	1,988,882	0	0	0.00
FIREMEN'S INSURANCE COMPANY OF WASHINGTON, D.C.	66,165	2	0	NA
FIRST LIBERTY INSURANCE CORPORATION (THE)	1,177,907	0	0	0.00
FIRST NATIONAL INSURANCE COMPANY OF AMERICA	533,504	2	1	11.07
FIRST NONPROFIT INSURANCE COMPANY	11,904	0	0	NA
FLORISTS' MUTUAL INSURANCE COMPANY	195,620	0	0	0.00
FOREMOST INSURANCE COMPANY GRAND RAPIDS, MICHIGAN	5,204,720	1	0	0.00
FOREMOST PROPERTY AND CASUALTY INSURANCE COMPANY	244,965	1	0	0.00
FOREMOST SIGNATURE INSURANCE COMPANY	353,712	0	0	0.00
GARRISON PROPERTY AND CASUALTY INSURANCE COMPANY	13,890,898	19	13	5.53
GEICO CASUALTY COMPANY	90,517,517	63	21	1.37
GEICO GENERAL INSURANCE COMPANY	45,880,864	59	7	0.90
GEICO INDEMNITY COMPANY	17,416,949	15	1	0.34
GENERAL AUTOMOBILE INSURANCE COMPANY, INC. (THE)	3,049,813	4	3	5.81
GENERAL CASUALTY COMPANY OF WISCONSIN	28,797	0	0	NA
GENERAL INSURANCE COMPANY OF AMERICA	2,592,686	6	3	6.83

AUTO (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
GOVERNMENT EMPLOYEES INSURANCE COMPANY	13,212,202	8	1	0.45
GRANGE INSURANCE ASSOCIATION	6,157,926	1	0	0.00
GRANITE STATE INSURANCE COMPANY	1,210,057	0	0	0.00
GREAT AMERICAN ALLIANCE INSURANCE COMPANY	136,024	0	0	0.00
GREAT AMERICAN ASSURANCE COMPANY	473,184	0	0	0.00
GREAT AMERICAN INSURANCE COMPANY	284,121	0	0	0.00
GREAT AMERICAN INSURANCE COMPANY OF NEW YORK	132,047	0	0	0.00
GREAT DIVIDE INSURANCE COMPANY	173,873	0	0	0.00
GREAT MIDWEST INSURANCE COMPANY	16,355	0	0	NA
GREAT NORTHERN INSURANCE COMPANY	1,497,923	0	0	0.00
GREAT NORTHWEST INSURANCE COMPANY	404,814	0	0	0.00
GREAT WEST CASUALTY COMPANY	13,081,194	3	1	0.45
GREENWICH INSURANCE COMPANY	638,979	0	0	0.00
GUIDEONE MUTUAL INSURANCE COMPANY	2,121,710	0	0	0.00
HANOVER INSURANCE COMPANY (THE)	359,079	0	0	0.00
HARCO NATIONAL INSURANCE COMPANY	367,212	4	0	0.00
HARTFORD ACCIDENT AND INDEMNITY COMPANY	316,154	0	0	0.00
HARTFORD CASUALTY INSURANCE COMPANY	498,848	5	3	35.51
HARTFORD FIRE INSURANCE COMPANY	1,379,090	0	0	0.00
HARTFORD INSURANCE COMPANY OF THE MIDWEST	6,913,621	10	2	1.71
HARTFORD UNDERWRITERS INSURANCE COMPANY	22,536,184	18	2	0.52
HDI-GERLING AMERICA INSURANCE COMPANY	211,295	0	0	0.00
HISCOX INSURANCE COMPANY INC.	20,404	0	0	NA
HORACE MANN INSURANCE COMPANY	859,832	1	0	0.00
HORACE MANN PROPERTY & CASUALTY INSURANCE COMPANY	3,380,480	1	0	0.00

AUTO (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
HUDSON INSURANCE COMPANY	2,151,018	0	0	0.00
IDS PROPERTY CASUALTY INSURANCE COMPANY	18,433,419	31	6	1.92
ILLINOIS NATIONAL INSURANCE CO.	553,087	0	0	0.00
IMPERIUM INSURANCE COMPANY	76,040	0	0	NA
INDEMNITY INSURANCE COMPANY OF NORTH AMERICA	118,855	0	0	0.00
INDIANA LUMBERMENS MUTUAL INSURANCE COMPANY	231,813	0	0	0.00
INFINITY INSURANCE COMPANY	100,986	0	0	0.00
INSURANCE COMPANY OF THE STATE OF PENNSYLVANIA	92,340	0	0	NA
INTEGON GENERAL INSURANCE CORPORATION	496,092	0	0	0.00
IRONSHORE INDEMNITY INC.	424,539	0	0	0.00
KNIGHTBROOK INSURANCE COMPANY	14,002	0	0	NA
LANCER INSURANCE COMPANY	1,744,410	6	0	0.00
LIBERTY INSURANCE CORPORATION	199,619	0	0	0.00
LIBERTY INSURANCE UNDERWRITERS INC.	53,584	0	0	NA
LIBERTY MUTUAL FIRE INSURANCE COMPANY	23,863,953	21	5	1.24
LIBERTY MUTUAL INSURANCE COMPANY	33,266	3	0	NA
LIBERTY NORTHWEST INSURANCE CORPORATION	3,925,802	4	1	1.50
LM GENERAL INSURANCE COMPANY	24,403,262	22	5	1.21
LM INSURANCE CORPORATION	1,776,395	0	0	0.00
LYNDON SOUTHERN INSURANCE COMPANY	23,902	0	0	NA
MARKEL AMERICAN INSURANCE COMPANY	108,710	0	0	0.00
MARKEL INSURANCE COMPANY	348,416	0	0	0.00
MARYLAND CASUALTY COMPANY	183,789	0	0	0.00
MASSACHUSETTS BAY INSURANCE COMPANY	152,387	1	1	38.75
MAXUM CASUALTY INSURANCE COMPANY	151,833	0	0	0.00

AUTO (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
MERASTAR INSURANCE COMPANY	17,181	0	0	NA
METROPOLITAN CASUALTY INSURANCE COMPANY	68,436	0	0	NA
METROPOLITAN DIRECT PROPERTY AND CASUALTY INSURANCE COMPANY	7,237,202	1	0	0.00
METROPOLITAN GENERAL INSURANCE COMPANY	21,268	0	0	NA
METROPOLITAN PROPERTY AND CASUALTY INSURANCE COMPANY	11,901,430	16	3	1.49
MID-CENTURY INSURANCE COMPANY	6,406,081	3	0	0.00
MID-CONTINENT CASUALTY COMPANY	1,070	0	0	NA
MITSUI SUMITOMO INSURANCE COMPANY OF AMERICA	114,159	0	0	0.00
MITSUI SUMITOMO INSURANCE USA INC.	52,369	0	0	NA
MONTEREY INSURANCE COMPANY	433,830	0	0	0.00
MOTORS INSURANCE CORPORATION	137,002	0	0	0.00
MUTUAL OF ENUMCLAW INSURANCE COMPANY	22,943,142	8	0	0.00
NATIONAL CASUALTY COMPANY	4,376,932	1	0	0.00
NATIONAL CONTINENTAL INSURANCE COMPANY	47,447	0	0	NA
NATIONAL FARMERS UNION PROPERTY AND CASUALTY COMPANY	34,446	0	0	NA
NATIONAL FIRE INSURANCE COMPANY OF HARTFORD	354,690	0	0	0.00
NATIONAL GENERAL ASSURANCE COMPANY	2,958,991	3	0	0.00
NATIONAL GENERAL INSURANCE COMPANY	281,289	5	1	20.99
NATIONAL GENERAL INSURANCE ONLINE, INC.	7,975,385	23	10	7.40
NATIONAL INDEMNITY COMPANY	53,482	0	0	NA
NATIONAL INTERSTATE INSURANCE COMPANY	1,612,729	0	0	0.00
NATIONAL LIABILITY & FIRE INSURANCE COMPANY	4,799,921	1	0	0.00
NATIONAL SPECIALTY INSURANCE COMPANY	49,557	0	0	NA
NATIONAL SURETY CORPORATION	403,956	0	0	0.00
NATIONAL UNION FIRE INSURANCE COMPANY OF PITTSBURG	4,219,096	1	0	0.00

AUTO (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
NATIONWIDE AFFINITY INSURANCE COMPANY OF AMERICA	7,051,093	4	1	0.84
NATIONWIDE AGRIBUSINESS INSURANCE COMPANY	4,059,645	0	0	0.00
NATIONWIDE INSURANCE COMPANY OF AMERICA	25,152,561	10	0	0.00
NATIONWIDE MUTUAL INSURANCE COMPANY	5,461,044	2	1	1.08
NAVIGATORS INSURANCE COMPANY	52,048	0	0	NA
NEW HAMPSHIRE INSURANCE COMPANY	269,895	0	0	0.00
NEW YORK MARINE AND GENERAL INSURANCE COMPANY	1,077,273	0	0	0.00
NORTH AMERICAN ELITE INSURANCE COMPANY	213,156	0	0	0.00
NORTH AMERICAN SPECIALTY INSURANCE COMPANY	2,505	0	0	NA
NORTH PACIFIC INSURANCE COMPANY	8,879,552	0	0	0.00
NORTH RIVER INSURANCE COMPANY	211,751	0	0	0.00
NORTHERN INSURANCE COMPANY OF NEW YORK	44,184	0	0	NA
NORTHLAND CASUALTY COMPANY	33,392	0	0	NA
NORTHLAND INSURANCE COMPANY	4,198,251	6	0	0.00
NOVA CASUALTY COMPANY	304,739	0	0	0.00
OCCIDENTAL FIRE & CASUALTY COMPANY OF NORTH CAROLINA	111,794	0	0	0.00
OHIO CASUALTY INSURANCE COMPANY	1,187,811	0	0	0.00
OHIO SECURITY INSURANCE COMPANY	10,484,631	3	0	0.00
OLD REPUBLIC GENERAL INSURANCE CORPORATION	63,130	0	0	NA
OLD REPUBLIC INSURANCE COMPANY	566,762	3	0	0.00
OMNI INSURANCE COMPANY	8,590,345	62	33	22.68
ONEBEACON SPECIALTY INSURANCE COMPANY	784,387	0	0	0.00
ONYX INSURANCE COMPANY, INC., A RISK RETENTION GROUP	16,673	0	0	NA
OOIDA RISK RETENTION GROUP, INC.	278,738	0	0	0.00
OREGON AUTOMOBILE INSURANCE COMPANY	2,059,662	0	0	0.00

AUTO (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
OREGON MUTUAL INSURANCE COMPANY	21,769,377	1	0	0.00
PACIFIC INDEMNITY COMPANY	880,814	0	0	0.00
PACIFIC SPECIALTY INSURANCE COMPANY	7,851	0	0	NA
PACIFIC STAR INSURANCE COMPANY	64,453	0	0	NA
PARATRANSIT INSURANCE COMPANY, A MUTUAL RISK RETENTION GROUP	154,500	0	0	0.00
PEAK PROPERTY AND CASUALTY INSURANCE CORPORATION	14,312	1	0	NA
PEMCO MUTUAL INSURANCE COMPANY	9,799,631	1	0	0.00
PENN MILLERS INSURANCE COMPANY	81,946	0	0	NA
PENNSYLVANIA LUMBERMENS MUTUAL INSURANCE COMPANY	169,908	0	0	0.00
PENNSYLVANIA MANUFACTURERS INDEMNITY COMPANY	2,666	0	0	NA
PENNSYLVANIA MANUFACTURERS' ASSOCIATION INSURANCE COMPANY	11,858	0	0	NA
PHARMACISTS MUTUAL INSURANCE COMPANY	71,731	0	0	NA
PHILADELPHIA INDEMNITY INSURANCE COMPANY	6,135,706	2	1	0.96
PHOENIX INSURANCE COMPANY	1,171,882	0	0	0.00
PIONEER SPECIALTY INSURANCE COMPANY	702,935	0	0	0.00
PLAZA INSURANCE COMPANY	445,721	3	0	0.00
PRAETORIAN INSURANCE COMPANY	1,705,323	2	0	0.00
PREFERRED PROFESSIONAL INSURANCE COMPANY	34,027	0	0	NA
PRESERVER INSURANCE COMPANY	260,525	0	0	0.00
PRIVILEGE UNDERWRITERS RECIPROCAL EXCHANGE	51,853	0	0	NA
PROGRESSIVE CLASSIC INSURANCE COMPANY	99,513,174	85	12	0.71
PROGRESSIVE NORTHERN INSURANCE COMPANY	11,674,797	31	0	0.00
PROGRESSIVE PREFERRED INSURANCE COMPANY	504,615	0	0	0.00
PROGRESSIVE SPECIALTY INSURANCE COMPANY	49,253	0	0	NA

AUTO (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
PROGRESSIVE UNIVERSAL INSURANCE COMPANY	134,394,087	64	15	0.66
PROPERTY AND CASUALTY INSURANCE COMPANY OF HARTFORD	12,076,876	8	4	1.96
PROTECTIVE INSURANCE COMPANY	215,328	0	0	0.00
QBE INSURANCE CORPORATION	380,778	2	0	0.00
REGENT INSURANCE COMPANY	23,082	0	0	NA
REPWEST INSURANCE COMPANY	5,991	0	0	NA
RESPONSE INSURANCE COMPANY	198,234	1	0	0.00
RIVERPORT INSURANCE COMPANY	4,182	0	0	NA
RLI INSURANCE COMPANY	449,734	0	0	0.00
ROCKY MOUNTAIN FIRE & CASUALTY COMPANY	739,074	0	0	0.00
SAFECO INSURANCE COMPANY OF AMERICA	682,291	1	0	0.00
SAFECO INSURANCE COMPANY OF OREGON	172,598,411	137	37	1.27
SAFETY NATIONAL CASUALTY CORPORATION	70,398	0	0	NA
SAGAMORE INSURANCE COMPANY	673,644	4	2	17.53
SAMSUNG FIRE & MARINE INSURANCE CO., LTD (US BRANCH)	48,731	0	0	NA
SCOTTSDALE INDEMNITY COMPANY	19,447	1	0	NA
SECURITY NATIONAL INSURANCE COMPANY	362,932	0	0	0.00
SENECA INSURANCE COMPANY, INC.	266	0	0	NA
SENTINEL INSURANCE COMPANY, LTD.	2,697,653	3	0	0.00
SENTRY CASUALTY COMPANY	6,766	0	0	NA
SENTRY INSURANCE A MUTUAL COMPANY	1,381,967	0	0	0.00
SENTRY SELECT INSURANCE COMPANY	2,078,144	2	1	2.84
SEQUOIA INSURANCE COMPANY	4,626	0	0	NA
SOMPO JAPAN INSURANCE COMPANY OF AMERICA	201,815	0	0	0.00
SPARTA INSURANCE COMPANY	1,270,670	1	0	0.00

AUTO (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
SPIRIT COMMERCIAL AUTO RISK RETENTION GROUP, INC.	772,821	0	0	0.00
SPRINGFIELD INSURANCE COMPANY	168,668	0	0	0.00
ST. PAUL FIRE AND MARINE INSURANCE COMPANY	22,593	0	0	NA
ST. PAUL MERCURY INSURANCE COMPANY	174	0	0	NA
ST. PAUL PROTECTIVE INSURANCE COMPANY	775	0	0	NA
STANDARD FIRE INSURANCE COMPANY (THE)	4,035,008	2	0	0.00
STANDARD GUARANTY INSURANCE COMPANY	149,405	0	0	0.00
STAR INSURANCE COMPANY	779,590	0	0	0.00
STARNET INSURANCE COMPANY	173,628	0	0	0.00
STARR INDEMNITY & LIABILITY COMPANY	160,416	0	0	0.00
STATE FARM FIRE AND CASUALTY COMPANY	33,645,237	9	2	0.35
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	450,635,767	243	44	0.58
STATE NATIONAL INSURANCE COMPANY, INC.	628,632	7	0	0.00
STILLWATER PROPERTY AND CASUALTY INSURANCE COMPANY	170,541	0	0	0.00
SUBLIMITY INSURANCE COMPANY	10,879,510	2	0	0.00
SUSSEX INSURANCE COMPANY	89	0	0	NA
SUTTER INSURANCE COMPANY	52,772	0	0	NA
T.H.E. INSURANCE COMPANY	625,442	0	0	0.00
TEACHERS INSURANCE COMPANY	970,303	0	0	0.00
TECHNOLOGY INSURANCE COMPANY, INC.	7,349	0	0	NA
TNUS INSURANCE COMPANY	10,546	0	0	NA
TOKIO MARINE AMERICA INSURANCE COMPANY	1,137,391	0	0	0.00
TOWER INSURANCE COMPANY OF NEW YORK	66,830	0	0	NA
TRANS PACIFIC INSURANCE COMPANY	1,832	0	0	NA
TRANSGUARD INSURANCE COMPANY OF AMERICA, INC.	283,549	0	0	0.00

AUTO (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
TRANSPORTATION INSURANCE COMPANY	517,503	0	0	0.00
TRAVELERS CASUALTY INSURANCE COMPANY OF AMERICA	1,570,858	0	0	0.00
TRAVELERS COMMERCIAL INSURANCE COMPANY	6,119,650	4	1	0.96
TRAVELERS HOME AND MARINE INSURANCE COMPANY (THE)	11,596,063	1	1	0.51
TRAVELERS INDEMNITY COMPANY (THE)	2,020,618	0	0	0.00
TRAVELERS INDEMNITY COMPANY OF AMERICA	2,526,307	0	0	0.00
TRAVELERS INDEMNITY COMPANY OF CONNECTICUT (THE)	3,618,163	3	3	4.90
TRAVELERS PROPERTY CASUALTY COMPANY OF AMERICA	4,093,010	0	0	0.00
TRIUMPHE CASUALTY COMPANY	111,135	0	0	0.00
TRUCK INSURANCE EXCHANGE	7,837,454	1	1	0.75
TRUMBULL INSURANCE COMPANY	6,099,509	5	3	2.90
TWIN CITY FIRE INSURANCE COMPANY	518,198	0	0	0.00
UNIGARD INDEMNITY COMPANY	21,879	0	0	NA
UNIGARD INSURANCE COMPANY	10,144,819	3	1	0.58
UNION INSURANCE COMPANY	334,800	0	0	0.00
UNITED FIRE & CASUALTY COMPANY	51,671	0	0	NA
UNITED HERITAGE PROPERTY & CASUALTY COMPANY	1,444,110	2	1	4.09
UNITED SERVICES AUTOMOBILE ASSOCIATION	33,504,513	22	7	1.23
UNITED STATES FIRE INSURANCE COMPANY	94,653	0	0	NA
UNITED STATES LIABILITY INSURANCE COMPANY	6,475	0	0	NA
UNITRIN AUTO AND HOME INSURANCE COMPANY	247,964	2	2	47.62
UNITRIN DIRECT PROPERTY & CASUALTY COMPANY	433,107	0	0	0.00
UNIVERSAL UNDERWRITERS INSURANCE COMPANY	1,757,869	12	0	0.00
UNIVERSAL UNDERWRITERS OF TEXAS INSURANCE COMPANY	770,137	0	0	0.00
USAA CASUALTY INSURANCE COMPANY	40,681,915	25	1	0.15

AUTO (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
USAA GENERAL INDEMNITY COMPANY	19,204,976	9	5	1.54
VALLEY FORGE INSURANCE COMPANY	603,877	0	0	0.00
VALLEY PROPERTY & CASUALTY INSURANCE COMPANY	10,748,987	10	2	1.10
VANLINER INSURANCE COMPANY	216,616	0	0	0.00
VICTORIA SELECT INSURANCE COMPANY	3,706,871	8	2	3.19
VIGILANT INSURANCE COMPANY	82,641	0	0	NA
VIKING INSURANCE COMPANY OF WISCONSIN	13,851,241	21	2	0.85
WAUSAU BUSINESS INSURANCE COMPANY	553	0	0	NA
WAUSAU UNDERWRITERS INSURANCE COMPANY	204,486	0	0	0.00
WAWANESA GENERAL INSURANCE COMPANY	5,751,128	4	0	0.00
WESCO INSURANCE COMPANY	771,965	1	0	0.00
WEST AMERICAN INSURANCE COMPANY	2,750,426	0	0	0.00
WESTERN NATIONAL ASSURANCE COMPANY	3,807,063	2	0	0.00
WESTERN PROTECTORS INSURANCE COMPANY	4,052,923	0	0	0.00
WILSHIRE INSURANCE COMPANY	1,221,829	0	0	0.00
XL INSURANCE AMERICA, INC.	87,818	0	0	NA
XL SPECIALTY INSURANCE COMPANY	129,711	0	0	0.00
YOSEMITE INSURANCE COMPANY	67,832	0	0	NA
ZURICH AMERICAN INSURANCE COMPANY	4,687,802	4	0	0.00
ZURICH AMERICAN INSURANCE COMPANY OF ILLINOIS	177,826	0	0	0.00
Total for AUTO	2,538,835,185	1,774	430	

HEALTH

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
21ST CENTURY PREMIER INSURANCE COMPANY	1,344	0	0	NA
4 EVER LIFE INSURANCE COMPANY	109,189	0	0	0.00
AAA LIFE INSURANCE COMPANY	749,724	0	0	0.00
ABILITY INSURANCE COMPANY	-35,505	0	0	NA
ACE AMERICAN INSURANCE COMPANY	3,344,609	1	0	0.00
ACE PROPERTY AND CASUALTY INSURANCE COMPANY	1,132,976	0	0	0.00
ADVANTAGE DENTAL PLAN, INC.	115,249	0	0	0.00
AETNA LIFE INSURANCE COMPANY	93,616,617	18	5	0.35
AF&L INSURANCE COMPANY	15,081	0	0	NA
ALLIANZ LIFE INSURANCE COMPANY OF NORTH AMERICA	11,649	0	0	NA
ALLSTATE LIFE INSURANCE COMPANY	68,442	0	0	NA
AMERICAN BANKERS INSURANCE COMPANY OF FLORIDA	182,993	0	0	0.00
AMERICAN BANKERS LIFE ASSURANCE CO OF FLORIDA	610,782	0	0	0.00
AMERICAN CASUALTY COMPANY OF READING, PENNSYLVANIA	53	0	0	NA
AMERICAN FAMILY LIFE ASSURANCE COMPANY OF COLUMBUS	63,260,553	31	15	1.57
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	260,731	0	0	0.00
AMERICAN FIDELITY ASSURANCE COMPANY	10,587,957	3	3	1.87
AMERICAN FINANCIAL SECURITY LIFE INSURANCE COMPANY	29,685	0	0	NA
AMERICAN GENERAL LIFE INSURANCE COMPANY	1,255,070	1	0	0.00
AMERICAN HEALTH AND LIFE INSURANCE COMPANY	360,514	0	0	0.00
AMERICAN HERITAGE LIFE INSURANCE COMPANY	3,358,244	3	1	1.97
AMERICAN HOME ASSURANCE COMPANY	4,487	0	0	NA
AMERICAN INCOME LIFE INSURANCE COMPANY	1,272,154	0	0	0.00
AMERICAN MEDICAL AND LIFE INSURANCE COMPANY	5,295	0	0	NA
AMERICAN MEMORIAL LIFE INSURANCE COMPANY	257	0	0	NA

HEALTH (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
AMERICAN MODERN LIFE INSURANCE COMPANY	313,695	0	0	0.00
AMERICAN NATIONAL INSURANCE COMPANY	164,405	0	0	0.00
AMERICAN PIONEER LIFE INSURANCE COMPANY	144,007	0	0	0.00
AMERICAN PROGRESSIVE LIFE AND HEALTH INSURANCE COMPANY OF NEW YORK	11,768	0	0	NA
AMERICAN PUBLIC LIFE INSURANCE COMPANY	18,829	0	0	NA
AMERICAN REPUBLIC CORP INSURANCE COMPANY	498,862	0	0	0.00
AMERICAN REPUBLIC INSURANCE COMPANY	3,282,276	0	0	0.00
AMERICAN RETIREMENT LIFE INSURANCE COMPANY	8,429	0	0	NA
AMERICAN SECURITY INSURANCE COMPANY	18,858	1	0	NA
AMERICAN SENTINEL INSURANCE COMPANY	1,752	0	0	NA
AMERICAN STATES INSURANCE COMPANY	5,908	0	0	NA
AMERICAN UNDERWRITERS LIFE INSURANCE COMPANY	16,147	0	0	NA
AMERICAN UNITED LIFE INSURANCE COMPANY	76,829	0	0	NA
AMERITAS LIFE INSURANCE CORPORATION	8,381,471	0	0	0.00
AMEX ASSURANCE COMPANY	665,280	0	0	0.00
ARCH INSURANCE COMPANY	2,934	0	0	NA
ASSURED LIFE ASSOCIATION	527,612	0	0	0.00
ASSURITY LIFE INSURANCE COMPANY	590,232	2	0	0.00
ATHENE ANNUITY & LIFE ASSURANCE COMPANY	361,684	0	0	0.00
ATHENE ANNUITY AND LIFE COMPANY	1,002	0	0	NA
ATRIO HEALTH PLANS, INC.	116,995	0	0	0.00
AXA EQUITABLE LIFE INSURANCE COMPANY	157,582	0	0	0.00
AXIS INSURANCE COMPANY	295,095	0	0	0.00
BALTIMORE LIFE INSURANCE COMPANY (THE)	520	0	0	NA
BANKERS FIDELITY LIFE INSURANCE COMPANY	38,477	0	0	NA

HEALTH (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
BANKERS LIFE AND CASUALTY COMPANY	6,597,047	3	0	0.00
BCS INSURANCE COMPANY	2,191,470	0	0	0.00
BENEFICIAL LIFE INSURANCE COMPANY	117	0	0	NA
BERKLEY LIFE AND HEALTH INSURANCE COMPANY	3,782	0	0	NA
BERKSHIRE LIFE INSURANCE COMPANY OF AMERICA	7,225,001	0	0	0.00
BEST LIFE AND HEALTH INSURANCE COMPANY	1,711,111	4	2	7.72
BOSTON MUTUAL LIFE INSURANCE COMPANY	81,626	0	0	NA
BRIDGESPAN HEALTH COMPANY	48,718	1	0	NA
CANADA LIFE ASSURANCE COMPANY (THE)	31,958	0	0	NA
CAPITOL INDEMNITY CORPORATION	1,724	0	0	NA
CATHOLIC ORDER OF FORESTERS	15	1	0	NA
CATLIN INSURANCE COMPANY, INC.	2,638	0	0	NA
CELTIC INSURANCE COMPANY	1,973	0	0	NA
CENTRAL RESERVE LIFE INSURANCE COMPANY	20,372	0	0	NA
CENTRAL SECURITY LIFE INSURANCE COMPANY	561	0	0	NA
CENTRAL STATES HEALTH & LIFE CO OF OMAHA	135,400	0	0	0.00
CENTRAL STATES INDEMNITY CO. OF OMAHA	4,959,392	4	0	0.00
CENTRAL UNITED LIFE INSURANCE COMPANY	140,910	0	0	0.00
CENTRE LIFE INSURANCE COMPANY	413,790	0	0	0.00
CENTURION LIFE INSURANCE COMPANY	132	0	0	NA
CHESAPEAKE LIFE INSURANCE COMPANY (THE)	1,233,216	12	0	0.00
CHRISTIAN FIDELITY LIFE INSURANCE COMPANY	13,927	0	0	NA
CICA LIFE INSURANCE COMPANY OF AMERICA	203	0	0	NA
CIGNA HEALTH AND LIFE INSURANCE COMPANY	67,105,316	5	0	0.00
CINCINNATI LIFE INSURANCE COMPANY (THE)	1,888	0	0	NA

HEALTH (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
CMFG LIFE INSURANCE COMPANY	4,563,939	0	0	0.00
COLONIAL LIFE & ACCIDENT INSURANCE COMPANY	6,067,543	5	2	2.18
COLONIAL PENN LIFE INSURANCE COMPANY	2,992,322	8	8	17.66
COLORADO BANKERS LIFE INSURANCE COMPANY	2,142	0	0	NA
COLUMBIAN MUTUAL LIFE INSURANCE COMPANY	87,721	0	0	NA
COMBINED INSURANCE COMPANY OF AMERICA	5,529,828	4	2	2.39
COMMERCIAL TRAVELERS MUTUAL INSURANCE COMPANY	9,356	0	0	NA
COMMONWEALTH ANNUITY AND LIFE INSURANCE COMPANY	951	0	0	NA
COMPANION LIFE INSURANCE COMPANY	9,527,371	0	0	0.00
CONNECTICUT GENERAL LIFE INSURANCE COMPANY	2,346,638	7	0	0.00
CONSTITUTION LIFE INSURANCE COMPANY	79,397	1	1	NA
CONTINENTAL AMERICAN INSURANCE COMPANY	3,467,656	0	0	0.00
CONTINENTAL CASUALTY COMPANY	-5,999,630	0	0	NA
CONTINENTAL GENERAL INSURANCE COMPANY	342,852	0	0	0.00
CONTINENTAL LIFE INSURANCE COMPANY OF BRENTWOOD, TENNESSEE	5,298,961	0	0	0.00
COUNTRY LIFE INSURANCE COMPANY	980,503	0	0	0.00
CROATIAN FRATERNAL UNION OF AMERICA	117	0	0	NA
DEARBORN NATIONAL LIFE INSURANCE COMPANY	412,690	0	0	0.00
DELAWARE AMERICAN LIFE INSURANCE COMPANY	68,507	0	0	NA
DENTAL HEALTH SERVICES, INC.	501,800	3	0	0.00
DENTEGRA INSURANCE COMPANY	3,058,660	7	3	6.48
EMC NATIONAL LIFE COMPANY	5,095	0	0	NA
ENTERPRISE LIFE INSURANCE COMPANY	36	0	0	NA
EQUITABLE LIFE AND CASUALTY INSURANCE COMPANY	4,344,758	4	3	4.56
EVERENCE ASSOCIATION, INC.	174,973	0	0	0.00

HEALTH (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
FAMILY HERITAGE LIFE INSURANCE COMPANY OF AMERICA	721,900	0	0	0.00
FAMILY LIFE INSURANCE COMPANY	609,682	2	0	0.00
FARM BUREAU LIFE INSURANCE COMPANY	9,562	0	0	NA
FARMERS NEW WORLD LIFE INSURANCE COMPANY	393,342	0	0	0.00
FEDERAL INSURANCE COMPANY	2,278,613	0	0	0.00
FEDERAL LIFE INSURANCE COMPANY (MUTUAL)	90	0	0	NA
FEDERATED LIFE INSURANCE COMPANY	82,203	0	0	NA
FIDELITY LIFE ASSOCIATION, A LEGAL RESERVE LIFE INSURANCE COMPANY	113	0	0	NA
FIDELITY SECURITY LIFE INSURANCE COMPANY	1,421,778	0	0	0.00
FIRST HEALTH LIFE & HEALTH INSURANCE COMPANY	222,650	0	0	0.00
FORETHOUGHT LIFE INSURANCE COMPANY	5,727	0	0	NA
FREEDOM LIFE INSURANCE COMPANY OF AMERICA	11,791	0	0	NA
GENERAL AMERICAN LIFE INSURANCE COMPANY	67,896	0	0	NA
GENWORTH LIFE AND ANNUITY INSURANCE COMPANY	548,893	3	0	0.00
GENWORTH LIFE INSURANCE COMPANY	-307,042	0	0	NA
GERBER LIFE INSURANCE COMPANY	644,588	2	0	0.00
GLOBE LIFE AND ACCIDENT INSURANCE COMPANY	523,524	24	18	227.07
GOLDEN RULE INSURANCE COMPANY	81,285	0	0	NA
GOVERNMENT PERSONNEL MUTUAL LIFE INSURANCE COMPANY	308,681	0	0	0.00
GREAT AMERICAN INSURANCE COMPANY	606,306	0	0	0.00
GREAT AMERICAN LIFE INSURANCE COMPANY	27,061	0	0	NA
GREAT SOUTHERN LIFE INSURANCE COMPANY	1,944	0	0	NA
GREAT-WEST LIFE & ANNUITY INSURANCE COMPANY	395,369	0	0	0.00
GREAT-WEST LIFE ASSURANCE COMPANY (THE)	123,011	0	0	0.00
GUARANTEE TRUST LIFE INSURANCE COMPANY	667,069	8	8	79.20

HEALTH (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
GUARANTY INCOME LIFE INSURANCE COMPANY	30,992	0	0	NA
GUARDIAN LIFE INSURANCE COMPANY OF AMERICA (THE)	19,068,133	3	0	0.00
HARTFORD LIFE AND ACCIDENT INSURANCE COMPANY	15,030,109	0	0	0.00
HARTFORD LIFE AND ANNUITY INSURANCE COMPANY	738	3	0	NA
HARTFORD LIFE INSURANCE COMPANY	889,617	0	0	0.00
HCC LIFE INSURANCE COMPANY	4,801,871	11	3	4.13
HEALTH CARE SERVICE CORPORATION, A MUTUAL LEGAL RESERVE COMPANY	332,950	0	0	0.00
HEALTH NET HEALTH PLAN OF OREGON, INC.	207,215,730	138	70	2.23
HEALTH REPUBLIC INSURANCE COMPANY	26,278,231	35	6	1.51
HM LIFE INSURANCE COMPANY	3,875,421	0	0	0.00
HORACE MANN LIFE INSURANCE COMPANY	1,903	0	0	NA
HUMANA INSURANCE COMPANY	2,676,437	24	18	44.42
HUMANA MEDICAL PLAN, INC.	130,378	0	0	0.00
HUMANADENTAL INSURANCE COMPANY	45,258	0	0	NA
ILLINOIS MUTUAL LIFE INSURANCE COMPANY	433,165	0	0	0.00
INDEPENDENCE AMERICAN INSURANCE COMPANY	11,425	0	0	NA
INDEPENDENT ORDER OF FORESTERS	121,057	0	0	0.00
INDIVIDUAL ASSURANCE COMPANY, LIFE, HEALTH & ACCIDENT	9,524	0	0	NA
INVESTORS LIFE INSURANCE COMPANY OF NORTH AMERICA	43	0	0	NA
JACKSON NATIONAL LIFE INSURANCE COMPANY	411,673	2	0	0.00
JEFFERSON NATIONAL LIFE INSURANCE COMPANY	3,263	0	0	NA
JOHN ALDEN LIFE INSURANCE COMPANY	580,862	0	0	0.00
JOHN HANCOCK LIFE & HEALTH INSURANCE COMPANY	1,321	0	0	NA
JOHN HANCOCK LIFE INSURANCE COMPANY (U.S.A.)	277,977	0	0	0.00
KAISER FOUNDATION HEALTH PLAN OF THE NORTHWEST	1,711,770,603	259	123	0.47

HEALTH (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
KANAWHA INSURANCE COMPANY	118,664	0	0	0.00
KANSAS CITY LIFE INSURANCE COMPANY	1,502,804	2	0	0.00
KNIGHTS OF COLUMBUS	20,498	0	0	NA
LAFAYETTE LIFE INSURANCE COMPANY (THE)	1,009	0	0	NA
LANDCAR LIFE INSURANCE COMPANY	17,721	0	0	NA
LIBERTY LIFE ASSURANCE COMPANY OF BOSTON	5,082,623	2	0	0.00
LIBERTY NATIONAL LIFE INSURANCE COMPANY	196,823	2	0	0.00
LIFE INSURANCE COMPANY OF NORTH AMERICA	16,273,651	11	1	0.41
LIFE OF THE SOUTH INSURANCE COMPANY	192,370	0	0	0.00
LIFEMAP ASSURANCE COMPANY	22,877,109	20	3	0.87
LIFESECURE INSURANCE COMPANY	14,826	0	0	NA
LIFEWISE ASSURANCE COMPANY	2,154,627	0	0	0.00
LIFEWISE HEALTH PLAN OF OREGON INC.	150,730,621	116	46	2.02
LINCOLN BENEFIT LIFE COMPANY	81,294	0	0	NA
LINCOLN HERITAGE LIFE INSURANCE COMPANY	202,516	0	0	0.00
LINCOLN LIFE & ANNUITY COMPANY OF NEW YORK	22,201	0	0	NA
LINCOLN NATIONAL LIFE INSURANCE COMPANY (THE)	22,146,101	5	0	0.00
LOYAL AMERICAN LIFE INSURANCE COMPANY	3,498,248	4	0	0.00
MADISON NATIONAL LIFE INSURANCE COMPANY, INC.	1,324,214	1	0	0.00
MANHATTAN LIFE INSURANCE COMPANY (THE)	1,787	0	0	NA
MAPFRE LIFE INSURANCE COMPANY	401	0	0	NA
MARKEL INSURANCE COMPANY	25,066	4	4	NA
MARQUETTE NATIONAL LIFE INSURANCE COMPANY	44,025	0	0	NA
MASSACHUSETTS MUTUAL LIFE INSURANCE COMPANY	2,960,536	0	0	0.00
MEDAMERICA INSURANCE COMPANY	967,277	0	0	0.00

HEALTH (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
MEDICO INSURANCE COMPANY	3,497,111	0	0	0.00
MERIT LIFE INSURANCE COMPANY	505,884	0	0	0.00
METLIFE INSURANCE COMPANY USA	217,873	0	0	0.00
METROPOLITAN LIFE INSURANCE COMPANY	49,555,279	8	2	0.27
MID-VALLEY IPA EMPLOYEE BENEFIT TRUST	10,072,320	2	1	0.66
MID-WEST NATIONAL LIFE INSURANCE COMPANY OF TENNESSEE	4,333,704	0	0	0.00
MIDLAND NATIONAL LIFE INSURANCE COMPANY	895	0	0	NA
MINNESOTA LIFE INSURANCE COMPANY	7,216,319	0	0	0.00
MODA HEALTH PLAN, INC.	593,166,609	582	242	2.69
MODERN WOODMEN OF AMERICA	722	0	0	NA
MONARCH LIFE INSURANCE COMPANY	123,328	0	0	0.00
MONY LIFE INSURANCE COMPANY	1,012,539	0	0	0.00
MUTUAL OF AMERICA LIFE INSURANCE COMPANY	3,930	0	0	NA
MUTUAL OF OMAHA INSURANCE COMPANY	9,281,724	23	16	11.38
NATIONAL BENEFIT LIFE INSURANCE COMPANY	2,483	0	0	NA
NATIONAL CASUALTY COMPANY	19,072	0	0	NA
NATIONAL FOUNDATION LIFE INSURANCE COMPANY	91,058	0	0	NA
NATIONAL GUARDIAN LIFE INSURANCE COMPANY	674,459	0	0	0.00
NATIONAL HEALTH INSURANCE COMPANY	19,722	0	0	NA
NATIONAL LIFE INSURANCE COMPANY	158,206	0	0	0.00
NATIONAL TEACHERS ASSOCIATES LIFE INSURANCE COMPANY	29,950	0	0	NA
NATIONAL UNION FIRE INSURANCE COMPANY OF PITTSBURG	6,337,252	6	4	4.17
NATIONWIDE LIFE AND ANNUITY INSURANCE COMPANY	0	0	0	NA
NATIONWIDE LIFE INSURANCE COMPANY	1,500,284	0	0	0.00
NEW ENGLAND LIFE INSURANCE COMPANY	43,784	0	0	NA

HEALTH (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
NEW YORK LIFE INSURANCE COMPANY	1,465,272	1	1	4.51
NORTH AMERICAN COMPANY FOR LIFE AND HEALTH INSURANCE	32	0	0	NA
NORTH AMERICAN INSURANCE COMPANY	29,298	0	0	NA
NORTH COAST LIFE INSURANCE COMPANY	248	0	0	NA
NORTHWESTERN LONG TERM CARE INSURANCE COMPANY	-166,914	0	0	NA
NORTHWESTERN MUTUAL LIFE INSURANCE CO	11,849,646	3	0	0.00
OHIO CASUALTY INSURANCE COMPANY	273	0	0	NA
OHIO NATIONAL LIFE ASSURANCE CORPORATION	286,682	0	0	0.00
OHIO NATIONAL LIFE INSURANCE COMPANY (THE)	197,629	0	0	0.00
OLD AMERICAN INSURANCE COMPANY	24,007	0	0	NA
OLD REPUBLIC INSURANCE COMPANY	77,168	0	0	NA
OMAHA INSURANCE COMPANY	78,788	0	0	NA
ONEBEACON SPECIALTY INSURANCE COMPANY	79,779	0	0	NA
OREGON DENTAL SERVICE	75,463,482	0	0	0.00
OREGON'S HEALTH CO-OP	4,001,923	6	6	9.90
OXFORD LIFE INSURANCE COMPANY	32,865	0	0	NA
PACIFIC GUARDIAN LIFE INSURANCE COMPANY, LIMITED	328	0	0	NA
PACIFICSOURCE HEALTH PLANS	464,436,974	82	22	0.31
PAN-AMERICAN LIFE INSURANCE COMPANY	1,402,018	12	7	32.97
PAUL REVERE LIFE INSURANCE COMPANY	1,716,973	0	0	0.00
PAVONIA LIFE INSURANCE COMPANY OF MICHIGAN	40,800	0	0	NA
PENN MUTUAL LIFE INSURANCE COMPANY	68,690	0	0	NA
PENNSYLVANIA LIFE INSURANCE COMPANY	191,876	4	4	137.68
PHILADELPHIA AMERICAN LIFE INSURANCE COMPANY	21,668	0	0	NA
PHOENIX LIFE INSURANCE COMPANY	13,536	0	0	NA

HEALTH (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
PHYSICIANS LIFE INSURANCE COMPANY	78,923	0	0	NA
PHYSICIANS MUTUAL INSURANCE COMPANY	673,629	0	0	0.00
PIONEER EDUCATORS HEALTH TRUST	18,361,884	0	0	0.00
PLATEAU INSURANCE COMPANY	17,807	0	0	NA
POLICE & FIREMENS INSURANCE ASSOCIATION	552	0	0	NA
PRIMERICA LIFE INSURANCE COMPANY	475	0	0	NA
PRINCIPAL LIFE INSURANCE COMPANY	16,546,271	5	2	0.80
PROFESSIONAL INSURANCE COMPANY	36,483	0	0	NA
PROTECTIVE LIFE INSURANCE COMPANY	78,954	0	0	NA
PROVIDENCE HEALTH PLAN	596,873,341	134	37	0.41
PROVIDENT AMERICAN LIFE & HEALTH INSURANCE COMPANY	641,946	0	0	0.00
PROVIDENT LIFE & ACCIDENT INSURANCE COMPANY	7,709,971	0	0	0.00
PRUDENTIAL INSURANCE COMPANY OF AMERICA	6,095,637	2	2	2.17
PYRAMID LIFE INSURANCE COMPANY	823,719	4	0	0.00
QBE INSURANCE CORPORATION	3,572,574	0	0	0.00
REGENCE BLUECROSS BLUESHIELD OF OREGON	765,797,119	261	92	0.79
RELIABLE LIFE INSURANCE COMPANY (THE)	98	0	0	NA
RELIANCE STANDARD LIFE INSURANCE COMPANY	7,157,452	1	0	0.00
RELIASTAR LIFE INSURANCE COMPANY	6,241,176	0	0	0.00
RELIASTAR LIFE INSURANCE COMPANY OF NEW YORK	54,795	0	0	NA
RENAISSANCE LIFE & HEALTH INSURANCE COMPANY OF AMERICA	739,701	0	0	0.00
RESERVE NATIONAL INSURANCE COMPANY	124,197	0	0	0.00
RGA REINSURANCE COMPANY	2,763,171	0	0	0.00
RIVERSOURCE LIFE INSURANCE COMPANY	1,981,681	0	0	0.00
ROYAL NEIGHBORS OF AMERICA	26,720	0	0	NA

HEALTH (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
SAFEHEALTH LIFE INSURANCE COMPANY	822	0	0	NA
SEARS LIFE INSURANCE COMPANY	279,751	0	0	0.00
SECURIAN LIFE INSURANCE COMPANY	4,054,406	1	1	1.63
SECURITY LIFE INSURANCE COMPANY OF AMERICA	1,838,785	0	0	0.00
SECURITY MUTUAL LIFE INSURANCE COMPANY OF NEW YORK	2,692	0	0	NA
SECURITY NATIONAL LIFE INSURANCE COMPANY	1,714	0	0	NA
SENIOR HEALTH INSURANCE COMPANY OF PENNSYLVANIA	135,669	0	0	0.00
SENTINEL SECURITY LIFE INSURANCE COMPANY	2,198,611	1	0	0.00
SENTRY INSURANCE A MUTUAL COMPANY	28,993	0	0	NA
SENTRY LIFE INSURANCE COMPANY	119,230	0	0	0.00
SONS OF NORWAY	54	0	0	NA
STANDARD INSURANCE COMPANY	87,282,934	62	31	2.35
STANDARD LIFE AND ACCIDENT INSURANCE COMPANY	1,117,509	2	0	0.00
STANDARD SECURITY LIFE INSURANCE COMPANY OF NEW YORK	1,154,468	0	0	0.00
STARMOUNT LIFE INSURANCE COMPANY	106,904	0	0	0.00
STARNET INSURANCE COMPANY	82,071	0	0	NA
STARR INDEMNITY & LIABILITY COMPANY	152,174	11	0	0.00
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	9,047,725	0	0	0.00
STATE LIFE INSURANCE COMPANY (THE)	4,637	0	0	NA
STATE MUTUAL INSURANCE COMPANY	501,350	0	0	0.00
STERLING INVESTORS LIFE INSURANCE COMPANY	2,978,359	2	0	0.00
STERLING LIFE INSURANCE COMPANY	5,360,644	12	4	4.93
STONEBRIDGE LIFE INSURANCE COMPANY	20,346,575	39	27	8.76
SUN LIFE AND HEALTH INSURANCE COMPANY (U.S.)	246,282	0	0	0.00
SUN LIFE ASSURANCE COMPANY OF CANADA	19,827,495	0	0	0.00

HEALTH (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
SURETY LIFE INSURANCE COMPANY	1,825	0	0	NA
SYMETRA LIFE INSURANCE COMPANY	8,414,569	0	0	0.00
TEACHERS INSURANCE AND ANNUITY ASSOCIATION OF AMERICA	441	0	0	NA
THRIVENT FINANCIAL FOR LUTHERANS	1,126,349	0	0	0.00
TIAA-CREF LIFE INSURANCE COMPANY	361	0	0	NA
TIMBER PRODUCTS MANUFACTURERS TRUST	11,625,256	0	0	0.00
TIME INSURANCE COMPANY	24,690,337	10	7	1.87
TOLEDO NATIONAL INSURANCE COMPANY	5,335	0	0	NA
TRANSAMERICA FINANCIAL LIFE INSURANCE COMPANY	21,696	0	0	NA
TRANSAMERICA LIFE INSURANCE COMPANY	6,008,830	5	3	3.30
TRANSAMERICA PREMIER LIFE INSURANCE COMPANY	2,358,766	2	2	5.60
TRAVELERS INDEMNITY COMPANY (THE)	15,858	0	0	NA
TRILLIUM COMMUNITY HEALTH PLAN, INC.	67,036	0	0	NA
TRUSTMARK INSURANCE COMPANY	245,479	3	0	0.00
TRUSTMARK LIFE INSURANCE COMPANY	67,061	0	0	NA
UNICARE LIFE & HEALTH INSURANCE COMPANY	6,376	0	0	NA
UNIFIED LIFE INSURANCE COMPANY	204,407	0	0	0.00
UNIMERICA INSURANCE COMPANY	3,774,945	0	0	0.00
UNION FIDELITY LIFE INSURANCE COMPANY	412,576	0	0	0.00
UNION LABOR LIFE INSURANCE COMPANY	2,132,351	0	0	0.00
UNION SECURITY INSURANCE COMPANY	4,089,170	0	0	0.00
UNITED AMERICAN INSURANCE COMPANY	2,223,367	0	0	0.00
UNITED COMMERCIAL TRAVELERS OF AMERICA(THE ORDER OF)	2,428,249	9	0	0.00
UNITED CONCORDIA INSURANCE COMPANY	1,984,600	1	0	0.00
UNITED HERITAGE LIFE INSURANCE COMPANY	54,368	0	0	NA

HEALTH (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
UNITED INSURANCE COMPANY OF AMERICA	38	0	0	NA
UNITED OF OMAHA LIFE INSURANCE COMPANY	44,943,198	16	2	0.29
UNITED SECURITY ASSURANCE COMPANY OF PENNSYLVANIA	-6,071	0	0	NA
UNITED STATES FIRE INSURANCE COMPANY	803,840	0	0	0.00
UNITED STATES LETTER CARRIERS MUTUAL BENEFIT ASSOCIATION	10,296	0	0	NA
UNITED STATES LIFE INSURANCE COMPANY IN THE CITY OF NEW YORK (THE)	569,631	0	0	0.00
UNITED TEACHER ASSOCIATES INSURANCE COMPANY	193,219	0	0	0.00
UNITED WORLD LIFE INSURANCE COMPANY	5,641,564	2	0	0.00
UNITEDHEALTHCARE INSURANCE COMPANY	239,460,039	79	41	1.13
UNITEDHEALTHCARE OF OREGON, INC.	3,999,886	2	0	0.00
UNUM LIFE INSURANCE COMPANY OF AMERICA	26,819,108	1	0	0.00
USAA LIFE INSURANCE COMPANY	3,182,049	0	0	0.00
USABLE LIFE DBA USABLE LIFE INSURANCE COMPANY	482,175	0	0	0.00
VISION SERVICE PLAN INSURANCE COMPANY	14,262,660	1	0	0.00
VOYA INSURANCE AND ANNUITY COMPANY	347	0	0	NA
WASHINGTON NATIONAL INSURANCE COMPANY	1,963,960	6	2	6.73
WESCO INSURANCE COMPANY	3,775	0	0	NA
WEST COAST LIFE INSURANCE COMPANY	424	0	0	NA
WESTERN AND SOUTHERN LIFE INSURANCE COMPANY (THE)	3,774	0	0	NA
WESTERN GROCERS EMPLOYEE BENEFITS TRUST	9,006,618	0	0	0.00
WILCO LIFE INSURANCE COMPANY	25,841	0	0	NA
WILLAMETTE DENTAL INSURANCE, INC.	43,248,031	2	1	0.15
WILTON REASSURANCE LIFE COMPANY OF NEW YORK	118	0	0	NA
WOODMEN OF THE WORLD LIFE INSURANCE SOCIETY	4,037	0	0	NA
ZALE LIFE INSURANCE COMPANY	5,529	0	0	NA

HEALTH (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
ZURICH AMERICAN INSURANCE COMPANY	4,041,494	0	0	0.00
Total for HEALTH	6,023,091,638	2,240	912	

HOMEOWNER

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
AFFILIATED FM INSURANCE COMPANY	4,563	0	0	NA
AIG PROPERTY CASUALTY COMPANY	1,336,525	0	0	0.00
ALLIED PROPERTY AND CASUALTY INSURANCE COMPANY	1,353,624	0	0	0.00
ALLSTATE INDEMNITY COMPANY	14,103,957	11	1	0.53
ALLSTATE INSURANCE COMPANY	17,030,737	3	0	0.00
ALLSTATE PROPERTY AND CASUALTY INSURANCE COMPANY	21,148,451	13	4	1.41
ALLSTATE VEHICLE AND PROPERTY INSURANCE COMPANY	5,066,278	7	6	8.83
ALPHA PROPERTY & CASUALTY INSURANCE COMPANY	68,937	0	0	NA
AMCO INSURANCE COMPANY	1,512,864	0	0	0.00
AMERICAN AUTOMOBILE INSURANCE COMPANY	187,011	0	0	0.00
AMERICAN BANKERS INSURANCE COMPANY OF FLORIDA	3,575,028	3	0	0.00
AMERICAN COMMERCE INSURANCE COMPANY	5,932,991	5	0	0.00
AMERICAN FAMILY HOME INSURANCE COMPANY	858,625	0	0	0.00
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	23,365,235	56	6	1.91
AMERICAN FIRE AND CASUALTY COMPANY	9,424	0	0	NA
AMERICAN HALLMARK INSURANCE COMPANY OF TEXAS	5	0	0	NA
AMERICAN INSURANCE COMPANY (THE)	1,017,472	0	0	0.00
AMERICAN MODERN HOME INSURANCE COMPANY	1,171,936	3	0	0.00
AMERICAN MODERN SELECT INSURANCE COMPANY	1,361,801	1	0	0.00
AMERICAN NATIONAL GENERAL INSURANCE COMPANY	17,291	0	0	NA
AMERICAN NATIONAL PROPERTY AND CASUALTY COMPANY	794,737	1	0	0.00
AMERICAN RELIABLE INSURANCE COMPANY	99,021	1	0	NA
AMERICAN SECURITY INSURANCE COMPANY	27,957	0	0	NA
AMERICAN STRATEGIC INSURANCE CORP.	1,555,401	0	0	0.00
AMICA MUTUAL INSURANCE COMPANY	4,879,932	0	0	0.00

HOMEOWNER (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
ARMED FORCES INSURANCE EXCHANGE	227,123	0	0	0.00
ASPEN AMERICAN INSURANCE COMPANY	2,410	0	0	NA
ASSOCIATED INDEMNITY CORPORATION	8,836	0	0	NA
AUSTIN MUTUAL INSURANCE COMPANY	615,357	2	0	0.00
AUTOMOBILE INSURANCE COMPANY OF HARTFORD, CONNECTICUT	1,787,128	3	0	0.00
BANKERS STANDARD INSURANCE COMPANY	590,552	0	0	0.00
CALIFORNIA CASUALTY GENERAL INSURANCE COMPANY OF OREGON	3,405,054	0	0	0.00
CENTURY-NATIONAL INSURANCE COMPANY	161,407	0	0	0.00
CINCINNATI INSURANCE COMPANY (THE)	447,941	0	0	0.00
COMMERCE WEST INSURANCE COMPANY	884,042	0	0	0.00
COUNTRY CASUALTY INSURANCE COMPANY	12,126	0	0	NA
COUNTRY MUTUAL INSURANCE COMPANY	32,750,684	34	4	0.91
COUNTRY PREFERRED INSURANCE COMPANY	161,686	0	0	0.00
CRESTBROOK INSURANCE COMPANY	7,287	0	0	NA
CSAA FIRE & CASUALTY INSURANCE COMPANY	2,609,966	0	0	0.00
DEPOSITORS INSURANCE COMPANY	427,943	0	0	0.00
EAGLE WEST INSURANCE COMPANY	1,090,248	1	0	0.00
ECONOMY PREMIER ASSURANCE COMPANY	1,701,982	1	1	4.38
ELECTRIC INSURANCE COMPANY	86,976	1	1	NA
EMPIRE FIRE AND MARINE INSURANCE COMPANY	44,404	0	0	NA
ENCOMPASS INDEMNITY COMPANY	1,162,027	0	0	0.00
ENCOMPASS INSURANCE COMPANY OF AMERICA	266,127	0	0	0.00
ENUMCLAW PROPERTY AND CASUALTY INSURANCE COMPANY	3,500,209	0	0	0.00
ESURANCE INSURANCE COMPANY	239,212	1	1	31.15
ESURANCE PROPERTY AND CASUALTY INSURANCE COMPANY	167,350	1	0	0.00

HOMEOWNER (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
FARMERS INSURANCE COMPANY OF OREGON	44,097,093	14	3	0.51
FARMERS INSURANCE EXCHANGE	38,486,149	12	4	0.77
FEDERAL INSURANCE COMPANY	5,171,072	2	2	2.88
FIDELITY AND DEPOSIT COMPANY OF MARYLAND	13,910	0	0	NA
FIREMAN'S FUND INSURANCE COMPANY	311,673	0	0	0.00
FIRST AMERICAN PROPERTY & CASUALTY INSURANCE COMPANY	966,949	0	0	0.00
FIRST LIBERTY INSURANCE CORPORATION (THE)	121,770	0	0	0.00
FOREMOST INSURANCE COMPANY GRAND RAPIDS, MICHIGAN	28,866,907	6	5	1.29
FOREMOST PROPERTY AND CASUALTY INSURANCE COMPANY	3,933,361	7	0	0.00
GARRISON PROPERTY AND CASUALTY INSURANCE COMPANY	3,037,163	0	0	0.00
GRANGE INSURANCE ASSOCIATION	2,537,704	0	0	0.00
GREAT NORTHERN INSURANCE COMPANY	339,749	0	0	0.00
GREAT NORTHWEST INSURANCE COMPANY	286,243	0	0	0.00
GUIDEONE MUTUAL INSURANCE COMPANY	534,343	0	0	0.00
HARTFORD ACCIDENT AND INDEMNITY COMPANY	380,963	1	0	0.00
HARTFORD CASUALTY INSURANCE COMPANY	299,138	3	0	0.00
HARTFORD FIRE INSURANCE COMPANY	54,853	0	0	NA
HARTFORD INSURANCE COMPANY OF THE MIDWEST	2,310,755	3	1	3.23
HARTFORD UNDERWRITERS INSURANCE COMPANY	400,681	0	0	0.00
HOMESITE INSURANCE COMPANY OF THE MIDWEST	8,406,710	12	2	1.77
HORACE MANN INSURANCE COMPANY	911,442	0	0	0.00
IDS PROPERTY CASUALTY INSURANCE COMPANY	6,588,122	0	0	0.00
KEMPER INDEPENDENCE INSURANCE COMPANY	752	0	0	NA
LIBERTY INSURANCE CORPORATION	9,722,275	2	1	0.77
LIBERTY MUTUAL FIRE INSURANCE COMPANY	8,883,527	7	2	1.68

HOMEOWNER (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
LM INSURANCE CORPORATION	1,433,282	0	0	0.00
MARKEL AMERICAN INSURANCE COMPANY	352,841	2	0	0.00
MERASTAR INSURANCE COMPANY	1,987	0	0	NA
METROPOLITAN DIRECT PROPERTY AND CASUALTY INSURANCE COMPANY	1,740,187	0	0	0.00
METROPOLITAN PROPERTY AND CASUALTY INSURANCE COMPANY	9,375,183	2	0	0.00
MUTUAL OF ENUMCLAW INSURANCE COMPANY	8,852,020	4	0	0.00
NATIONAL SURETY CORPORATION	886,456	0	0	0.00
NATIONWIDE AFFINITY INSURANCE COMPANY OF AMERICA	4,887,956	1	0	0.00
NATIONWIDE INSURANCE COMPANY OF AMERICA	3,969,650	2	0	0.00
NATIONWIDE MUTUAL FIRE INSURANCE COMPANY	2,722,567	2	0	0.00
NATIONWIDE MUTUAL INSURANCE COMPANY	30,846	1	0	NA
OHIO CASUALTY INSURANCE COMPANY	11,012	0	0	NA
OREGON MUTUAL INSURANCE COMPANY	10,508,172	11	10	7.09
PACIFIC INDEMNITY COMPANY	2,348,322	0	0	0.00
PEMCO MUTUAL INSURANCE COMPANY	2,058,120	2	1	3.62
PHARMACISTS MUTUAL INSURANCE COMPANY	12,688	0	0	NA
PRAETORIAN INSURANCE COMPANY	215,044	0	0	0.00
PRIVILEGE UNDERWRITERS RECIPROCAL EXCHANGE	84,650	0	0	NA
PROPERTY AND CASUALTY INSURANCE COMPANY OF HARTFORD	6,904,331	11	4	4.32
QBE INSURANCE CORPORATION	400,887	2	2	37.18
ROCKY MOUNTAIN FIRE & CASUALTY COMPANY	32,098	0	0	NA
SAFECO INSURANCE COMPANY OF OREGON	70,969,490	20	3	0.32
SENTINEL INSURANCE COMPANY, LTD.	692,526	0	0	0.00
STANDARD FIRE INSURANCE COMPANY (THE)	1,094,702	0	0	0.00
STANDARD GUARANTY INSURANCE COMPANY	187,653	0	0	0.00

HOMEOWNER (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
STATE FARM FIRE AND CASUALTY COMPANY	172,275,382	66	12	0.52
STILLWATER PROPERTY AND CASUALTY INSURANCE COMPANY	1,343,737	1	0	0.00
SUBLIMITY INSURANCE COMPANY	5,980,423	0	0	0.00
SUTTER INSURANCE COMPANY	179,015	0	0	0.00
TEACHERS INSURANCE COMPANY	745,143	0	0	0.00
TRAVELERS COMMERCIAL INSURANCE COMPANY	1,958,273	3	2	7.61
TRAVELERS HOME AND MARINE INSURANCE COMPANY (THE)	9,698,067	11	5	3.84
TRAVELERS INDEMNITY COMPANY OF AMERICA	1,020,530	0	0	0.00
TRUMBULL INSURANCE COMPANY	2,475,024	3	3	9.03
TWIN CITY FIRE INSURANCE COMPANY	348,933	2	2	42.72
UNIGARD INSURANCE COMPANY	2,990,607	3	0	0.00
UNITED HERITAGE PROPERTY & CASUALTY COMPANY	4,311,768	6	0	0.00
UNITED SERVICES AUTOMOBILE ASSOCIATION	16,382,766	2	1	0.45
UNITRIN AUTO AND HOME INSURANCE COMPANY	142,281	0	0	0.00
UNITRIN DIRECT PROPERTY & CASUALTY COMPANY	42,362	0	0	NA
USAA CASUALTY INSURANCE COMPANY	15,811,499	1	1	0.47
USAA GENERAL INDEMNITY COMPANY	4,044,136	1	1	1.84
VALLEY PROPERTY & CASUALTY INSURANCE COMPANY	5,434,476	5	2	2.74
WEST AMERICAN INSURANCE COMPANY	64,233	0	0	NA
WESTERN NATIONAL ASSURANCE COMPANY	947	0	0	NA
Total for HOMEOWNER	700,523,456	398	94	

LIFE

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
4 EVER LIFE INSURANCE COMPANY	23,402	0	0	NA
5 STAR LIFE INSURANCE COMPANY	1,464,121	0	0	0.00
AAA LIFE INSURANCE COMPANY	3,922,932	0	0	0.00
ABILITY INSURANCE COMPANY	3,008	0	0	NA
ACCORDIA LIFE AND ANNUITY COMPANY	354,893	4	4	72.17
AETNA LIFE INSURANCE COMPANY	1,166,884	5	4	21.95
ALLIANZ LIFE INSURANCE COMPANY OF NORTH AMERICA	2,460,621	0	0	0.00
ALLSTATE LIFE INSURANCE COMPANY	4,559,863	7	7	9.83
AMERICAN BANKERS LIFE ASSURANCE CO OF FLORIDA	321,506	1	1	19.92
AMERICAN EQUITY INVESTMENT LIFE INSURANCE COMPANY	1,173	0	0	NA
AMERICAN FAMILY LIFE ASSURANCE COMPANY OF COLUMBUS	1,629,405	0	0	0.00
AMERICAN FAMILY LIFE INSURANCE COMPANY	6,091,642	8	0	0.00
AMERICAN FIDELITY ASSURANCE COMPANY	2,326,596	0	0	0.00
AMERICAN FIDELITY LIFE INSURANCE COMPANY	36,375	0	0	NA
AMERICAN GENERAL LIFE INSURANCE COMPANY	17,688,004	7	0	0.00
AMERICAN HEALTH AND LIFE INSURANCE COMPANY	359,706	1	1	17.80
AMERICAN HERITAGE LIFE INSURANCE COMPANY	209,808	0	0	0.00
AMERICAN INCOME LIFE INSURANCE COMPANY	8,013,826	2	1	0.80
AMERICAN MEMORIAL LIFE INSURANCE COMPANY	3,193,869	4	0	0.00
AMERICAN MODERN LIFE INSURANCE COMPANY	400,089	4	4	64.01
AMERICAN NATIONAL INSURANCE COMPANY	2,632,408	1	0	0.00
AMERICAN NATIONAL LIFE INSURANCE COMPANY OF TEXAS	3,352	0	0	NA
AMERICAN PIONEER LIFE INSURANCE COMPANY	1,029	0	0	NA
AMERICAN PROGRESSIVE LIFE AND HEALTH INSURANCE COMPANY OF NEW YORK	3,323	0	0	NA

LIFE (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
AMERICAN PUBLIC LIFE INSURANCE COMPANY	12	4	4	NA
AMERICAN REPUBLIC INSURANCE COMPANY	109,590	0	0	0.00
AMERICAN UNDERWRITERS LIFE INSURANCE COMPANY	31,439	0	0	NA
AMERICAN UNITED LIFE INSURANCE COMPANY	2,878,967	0	0	0.00
AMERICAN-AMICABLE LIFE INSURANCE COMPANY OF TEXAS	287,322	0	0	0.00
AMERICO FINANCIAL LIFE AND ANNUITY INSURANCE COMPANY	807,500	0	0	0.00
AMERITAS LIFE INSURANCE CORPORATION	5,523,796	0	0	0.00
AMICA LIFE INSURANCE COMPANY	778,880	0	0	0.00
ANTHEM LIFE INSURANCE COMPANY	21,096	0	0	NA
ASSURED LIFE ASSOCIATION	71,940	0	0	NA
ASSURITY LIFE INSURANCE COMPANY	1,047,705	0	0	0.00
ATHENE ANNUITY & LIFE ASSURANCE COMPANY	1,561,994	3	1	4.10
ATHENE ANNUITY & LIFE ASSURANCE COMPANY OF NEW YORK	80,853	0	0	NA
ATHENE ANNUITY AND LIFE COMPANY	6,226,051	1	0	0.00
AURORA NATIONAL LIFE ASSURANCE COMPANY	228,145	0	0	0.00
AUTO-OWNERS LIFE INSURANCE COMPANY	24,819	0	0	NA
AXA EQUITABLE LIFE AND ANNUITY COMPANY	93,472	4	4	NA
AXA EQUITABLE LIFE INSURANCE COMPANY	9,714,172	6	0	0.00
BALTIMORE LIFE INSURANCE COMPANY (THE)	161,448	0	0	0.00
BANKERS FIDELITY LIFE INSURANCE COMPANY	11,209	0	0	NA
BANKERS LIFE AND CASUALTY COMPANY	4,364,734	17	5	7.33
BANNER LIFE INSURANCE COMPANY	10,482,407	0	0	0.00
BAPTIST LIFE ASSOCIATION	3,198	0	0	NA
BENEFICIAL LIFE INSURANCE COMPANY	1,737,182	0	0	0.00
BERKLEY LIFE AND HEALTH INSURANCE COMPANY	652	2	2	NA

LIFE (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
BERKSHIRE LIFE INSURANCE COMPANY OF AMERICA	133,055	0	0	0.00
BEST LIFE AND HEALTH INSURANCE COMPANY	7,586	0	0	NA
BOSTON MUTUAL LIFE INSURANCE COMPANY	174,935	0	0	0.00
C. M. LIFE INSURANCE COMPANY	1,255,287	0	0	0.00
CANADA LIFE ASSURANCE COMPANY (THE)	447,693	0	0	0.00
CATAMARAN INSURANCE OF OHIO, INC.	559	0	0	NA
CATHOLIC ORDER OF FORESTERS	58,408	0	0	NA
CENTRAL SECURITY LIFE INSURANCE COMPANY	15,449	0	0	NA
CENTRAL STATES HEALTH & LIFE CO OF OMAHA	175,112	0	0	0.00
CENTRAL UNITED LIFE INSURANCE COMPANY	13,311	0	0	NA
CENTURION LIFE INSURANCE COMPANY	230	0	0	NA
CHESAPEAKE LIFE INSURANCE COMPANY (THE)	257,715	0	0	0.00
CICA LIFE INSURANCE COMPANY OF AMERICA	6,473	0	0	NA
CIGNA HEALTH AND LIFE INSURANCE COMPANY	83	0	0	NA
CINCINNATI LIFE INSURANCE COMPANY (THE)	669,896	0	0	0.00
CMFG LIFE INSURANCE COMPANY	5,407,688	1	0	0.00
COLONIAL LIFE & ACCIDENT INSURANCE COMPANY	960,237	0	0	0.00
COLONIAL PENN LIFE INSURANCE COMPANY	1,677,236	0	0	0.00
COLORADO BANKERS LIFE INSURANCE COMPANY	276,629	7	7	162.02
COLUMBIAN LIFE INSURANCE COMPANY	334,804	0	0	0.00
COLUMBIAN MUTUAL LIFE INSURANCE COMPANY	19,444	0	0	NA
COLUMBUS LIFE INSURANCE COMPANY	455,125	0	0	0.00
COMBINED INSURANCE COMPANY OF AMERICA	761,670	0	0	0.00
COMMONWEALTH ANNUITY AND LIFE INSURANCE COMPANY	801,904	0	0	0.00
COMPANION LIFE INSURANCE COMPANY	37,472	0	0	NA

LIFE (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
CONNECTICUT GENERAL LIFE INSURANCE COMPANY	1,149,793	0	0	0.00
CONSTITUTION LIFE INSURANCE COMPANY	90,986	0	0	NA
CONTINENTAL AMERICAN INSURANCE COMPANY	4,264	1	0	NA
CONTINENTAL GENERAL INSURANCE COMPANY	80,932	0	0	NA
CONTINENTAL LIFE INSURANCE COMPANY OF BRENTWOOD, TENNESSEE	6,303	0	0	NA
COUNTRY INVESTORS LIFE ASSURANCE COMPANY	1,277,398	0	0	0.00
COUNTRY LIFE INSURANCE COMPANY	18,940,618	10	6	2.03
CROATIAN FRATERNAL UNION OF AMERICA	7,044	0	0	NA
CSI LIFE INSURANCE COMPANY	3,257	0	0	NA
DEARBORN NATIONAL LIFE INSURANCE COMPANY	66,496	0	0	NA
DEGREE OF HONOR PROTECTIVE ASSOCIATION	165,893	0	0	0.00
DELAWARE AMERICAN LIFE INSURANCE COMPANY	57,895	0	0	NA
DELAWARE LIFE INSURANCE COMPANY	96,676	0	0	NA
ELCO MUTUAL LIFE AND ANNUITY	4,969	0	0	NA
EMC NATIONAL LIFE COMPANY	92,048	0	0	NA
EQUITABLE LIFE AND CASUALTY INSURANCE COMPANY	339,108	3	2	37.76
EQUITRUST LIFE INSURANCE COMPANY	1,451,967	0	0	0.00
EVERENCE ASSOCIATION, INC.	51,836	0	0	NA
FAMILY HERITAGE LIFE INSURANCE COMPANY OF AMERICA	2,354	0	0	NA
FAMILY LIFE INSURANCE COMPANY	299,593	3	0	0.00
FAMILY SERVICE LIFE INSURANCE COMPANY	59	0	0	NA
FARM BUREAU LIFE INSURANCE COMPANY	418,477	0	0	0.00
FARMERS NEW WORLD LIFE INSURANCE COMPANY	23,585,622	5	0	0.00
FEDERAL LIFE INSURANCE COMPANY (MUTUAL)	5,768	0	0	NA
FEDERATED LIFE INSURANCE COMPANY	656,500	0	0	0.00

LIFE (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
FIDELITY & GUARANTY LIFE INSURANCE COMPANY	2,316,105	0	0	0.00
FIDELITY INVESTMENTS LIFE INSURANCE COMPANY	148,233	0	0	0.00
FIDELITY LIFE ASSOCIATION, A LEGAL RESERVE LIFE INSURANCE COMPANY	1,242,804	0	0	0.00
FIDELITY SECURITY LIFE INSURANCE COMPANY	47,688	0	0	NA
FIRST ALLMERICA FINANCIAL LIFE INSURANCE COMPANY	72,231	0	0	NA
FIRST CATHOLIC SLOVAK LADIES ASSOCIATION OF THE UNITED STATES OF AMERICA	12,175	0	0	NA
FIRST HEALTH LIFE & HEALTH INSURANCE COMPANY	755	0	0	NA
FIRST INVESTORS LIFE INSURANCE COMPANY	3,628,488	0	0	0.00
FIRST PENN-PACIFIC LIFE INSURANCE COMPANY	1,316,678	0	0	0.00
FORETHOUGHT LIFE INSURANCE COMPANY	3,292,620	0	0	0.00
FREEDOM LIFE INSURANCE COMPANY OF AMERICA	580	0	0	NA
FUNERAL DIRECTORS LIFE INSURANCE COMPANY	484,618	2	2	26.42
GARDEN STATE LIFE INSURANCE COMPANY	223,690	0	0	0.00
GENERAL AMERICAN LIFE INSURANCE COMPANY	2,405,511	0	0	0.00
GENERAL FIDELITY LIFE INSURANCE COMPANY	12,131	0	0	NA
GENWORTH LIFE AND ANNUITY INSURANCE COMPANY	15,615,785	0	0	0.00
GENWORTH LIFE INSURANCE COMPANY	4,123,543	5	0	0.00
GERBER LIFE INSURANCE COMPANY	1,967,113	0	0	0.00
GLOBE LIFE AND ACCIDENT INSURANCE COMPANY	3,508,199	27	3	5.48
GOLDEN RULE INSURANCE COMPANY	149,946	2	0	0.00
GOVERNMENT PERSONNEL MUTUAL LIFE INSURANCE COMPANY	138,771	0	0	0.00
GREAT AMERICAN LIFE INSURANCE COMPANY	246,338	0	0	0.00
GREAT SOUTHERN LIFE INSURANCE COMPANY	528,506	4	0	0.00
GREAT WESTERN INSURANCE COMPANY	5,968,166	0	0	0.00

LIFE (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
GREAT-WEST LIFE & ANNUITY INSURANCE COMPANY	7,129,365	0	0	0.00
GREAT-WEST LIFE ASSURANCE COMPANY (THE)	498,292	0	0	0.00
GUARANTEE TRUST LIFE INSURANCE COMPANY	67,182	0	0	NA
GUARANTY INCOME LIFE INSURANCE COMPANY	1,270	0	0	NA
GUARDIAN INSURANCE & ANNUITY COMPANY, INC. (THE)	144,594	0	0	0.00
GUARDIAN LIFE INSURANCE COMPANY OF AMERICA (THE)	28,663,860	0	0	0.00
HARTFORD LIFE AND ACCIDENT INSURANCE COMPANY	10,361,640	0	0	0.00
HARTFORD LIFE AND ANNUITY INSURANCE COMPANY	8,043,374	0	0	0.00
HARTFORD LIFE INSURANCE COMPANY	1,279,432	6	0	0.00
HCC LIFE INSURANCE COMPANY	321,906	0	0	0.00
HEALTH NET LIFE INSURANCE COMPANY	4,831	0	0	NA
HERITAGE UNION LIFE INSURANCE COMPANY	13,148	0	0	NA
HOMESTEADERS LIFE COMPANY	152,252	0	0	0.00
HORACE MANN LIFE INSURANCE COMPANY	981,087	0	0	0.00
IA AMERICAN LIFE INSURANCE COMPANY	12,920	3	0	NA
IDEALIFE INSURANCE COMPANY	9,210	0	0	NA
ILLINOIS MUTUAL LIFE INSURANCE COMPANY	74,533	0	0	NA
INDEPENDENT ORDER OF FORESTERS	3,896,767	13	10	16.43
INDIVIDUAL ASSURANCE COMPANY, LIFE, HEALTH & ACCIDENT	-53,697	0	0	NA
INDUSTRIAL ALLIANCE INSURANCE AND FINANCIAL SERVICES, INC.	45,836	0	0	NA
INTEGRITY LIFE INSURANCE COMPANY	7,614	0	0	NA
INTRAMERICA LIFE INSURANCE COMPANY	153	0	0	NA
INVESTORS LIFE INSURANCE COMPANY OF NORTH AMERICA	64,294	1	1	NA
JACKSON NATIONAL LIFE INSURANCE COMPANY	9,131,323	7	4	2.80
JEFFERSON NATIONAL LIFE INSURANCE COMPANY	69,607	4	4	NA

LIFE (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
JOHN ALDEN LIFE INSURANCE COMPANY	107,159	0	0	0.00
JOHN HANCOCK LIFE & HEALTH INSURANCE COMPANY	4,424	0	0	NA
JOHN HANCOCK LIFE INSURANCE COMPANY (U.S.A.)	43,156,881	2	2	0.30
KANAWHA INSURANCE COMPANY	61,406	0	0	NA
KANSAS CITY LIFE INSURANCE COMPANY	2,959,683	2	0	0.00
KNIGHTS OF COLUMBUS	4,510,987	0	0	0.00
LAFAYETTE LIFE INSURANCE COMPANY (THE)	2,108,121	0	0	0.00
LANDCAR LIFE INSURANCE COMPANY	-1,598	0	0	NA
LANDMARK LIFE INSURANCE COMPANY	1,284	0	0	NA
LIBERTY BANKERS LIFE INSURANCE COMPANY	13,415	0	0	NA
LIBERTY LIFE ASSURANCE COMPANY OF BOSTON	6,813,521	0	0	0.00
LIBERTY NATIONAL LIFE INSURANCE COMPANY	571,537	0	0	0.00
LIFE INSURANCE COMPANY OF NORTH AMERICA	9,892,323	1	0	0.00
LIFE INSURANCE COMPANY OF THE SOUTHWEST	1,985,366	0	0	0.00
LIFE OF THE SOUTH INSURANCE COMPANY	308,592	0	0	0.00
LIFEMAP ASSURANCE COMPANY	10,149,430	3	0	0.00
LIFESECURE INSURANCE COMPANY	17,766	0	0	NA
LIFEWISE ASSURANCE COMPANY	526	1	0	NA
LINCOLN BENEFIT LIFE COMPANY	15,913,982	2	0	0.00
LINCOLN HERITAGE LIFE INSURANCE COMPANY	2,961,329	0	0	0.00
LINCOLN LIFE & ANNUITY COMPANY OF NEW YORK	128,780	1	1	49.72
LINCOLN NATIONAL LIFE INSURANCE COMPANY (THE)	51,670,123	6	0	0.00
LONGEVITY INSURANCE COMPANY	2,844	0	0	NA
LOYAL AMERICAN LIFE INSURANCE COMPANY	16,474	0	0	NA
MADISON NATIONAL LIFE INSURANCE COMPANY, INC.	120,982	4	4	211.70

LIFE (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
MANHATTAN LIFE INSURANCE COMPANY (THE)	83,580	1	0	NA
MANHATTAN NATIONAL LIFE INSURANCE COMPANY	120,011	0	0	0.00
MASSACHUSETTS MUTUAL LIFE INSURANCE COMPANY	25,258,107	4	0	0.00
MEDICO INSURANCE COMPANY	21,015	0	0	NA
MEDICO LIFE AND HEALTH INSURANCE COMPANY	6,773	0	0	NA
MEMBERS LIFE INSURANCE COMPANY	6,834	0	0	NA
MERIT LIFE INSURANCE COMPANY	477,113	0	0	0.00
METLIFE INSURANCE COMPANY USA	10,852,465	0	0	0.00
METROPOLITAN LIFE INSURANCE COMPANY	42,447,976	15	0	0.00
METROPOLITAN TOWER LIFE INSURANCE COMPANY	423,147	0	0	0.00
MID-WEST NATIONAL LIFE INSURANCE COMPANY OF TENNESSEE	128,520	0	0	0.00
MIDLAND NATIONAL LIFE INSURANCE COMPANY	15,569,224	0	0	0.00
MIDWESTERN UNITED LIFE INSURANCE COMPANY	11,167	0	0	NA
MINNESOTA LIFE INSURANCE COMPANY	28,267,290	1	0	0.00
MML BAY STATE LIFE INSURANCE COMPANY	487,891	0	0	0.00
MODERN WOODMEN OF AMERICA	602,443	0	0	0.00
MONARCH LIFE INSURANCE COMPANY	9,254	0	0	NA
MONY LIFE INSURANCE COMPANY	3,488,092	2	0	0.00
MONY LIFE INSURANCE COMPANY OF AMERICA	2,943,280	0	0	0.00
MTL INSURANCE COMPANY	1,999,021	4	4	12.81
MUTUAL OF AMERICA LIFE INSURANCE COMPANY	28,329	0	0	NA
NATIONAL BENEFIT LIFE INSURANCE COMPANY	95,454	0	0	NA
NATIONAL CATHOLIC SOCIETY OF FORESTERS	90,715	2	2	NA
NATIONAL FARMERS UNION LIFE INSURANCE COMPANY	55,982	1	0	NA
NATIONAL GUARDIAN LIFE INSURANCE COMPANY	3,198,566	0	0	0.00

LIFE (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
NATIONAL LIFE INSURANCE COMPANY	3,127,911	0	0	0.00
NATIONAL TEACHERS ASSOCIATES LIFE INSURANCE COMPANY	250	0	0	NA
NATIONAL WESTERN LIFE INSURANCE COMPANY	361,617	0	0	0.00
NATIONWIDE LIFE AND ANNUITY INSURANCE COMPANY	6,849,512	0	0	0.00
NATIONWIDE LIFE INSURANCE COMPANY	1,981,100	3	0	0.00
NEW ENGLAND LIFE INSURANCE COMPANY	1,134,049	0	0	0.00
NEW YORK LIFE INSURANCE AND ANNUITY CORPORATION	26,667,207	0	0	0.00
NEW YORK LIFE INSURANCE COMPANY	44,827,527	4	0	0.00
NORTH AMERICAN COMPANY FOR LIFE AND HEALTH INSURANCE	11,343,101	1	1	0.56
NORTH COAST LIFE INSURANCE COMPANY	289,054	0	0	0.00
NORTHWESTERN MUTUAL LIFE INSURANCE CO	92,979,130	0	0	0.00
NYLIFE INSURANCE COMPANY OF ARIZONA	618,323	0	0	0.00
OCCIDENTAL LIFE INSURANCE COMPANY OF NORTH CAROLINA	81,415	0	0	NA
OHIO NATIONAL LIFE ASSURANCE CORPORATION	6,405,249	0	0	0.00
OHIO NATIONAL LIFE INSURANCE COMPANY (THE)	2,660,918	2	0	0.00
OHIO STATE LIFE INSURANCE COMPANY	201,639	3	0	0.00
OLD AMERICAN INSURANCE COMPANY	1,987,337	4	4	12.89
OLD RELIANCE INSURANCE CO [NON-ADMITTED]	2,323	0	0	NA
OLD REPUBLIC LIFE INSURANCE COMPANY	222,089	0	0	0.00
OXFORD LIFE INSURANCE COMPANY	129,814	0	0	0.00
PACIFIC GUARDIAN LIFE INSURANCE COMPANY, LIMITED	260,090	0	0	0.00
PACIFIC LIFE INSURANCE COMPANY	36,040,239	0	0	0.00
PAN-AMERICAN ASSURANCE COMPANY	79,175	0	0	NA
PAN-AMERICAN LIFE INSURANCE COMPANY	13,541	0	0	NA
PARK AVENUE LIFE INSURANCE COMPANY	1,516	0	0	NA

LIFE (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
PAUL REVERE LIFE INSURANCE COMPANY	12,231	0	0	NA
PAVONIA LIFE INSURANCE COMPANY OF MICHIGAN	310,237	0	0	0.00
PENN INSURANCE AND ANNUITY COMPANY (THE)	1,510,624	0	0	0.00
PENN MUTUAL LIFE INSURANCE COMPANY	5,412,913	0	0	0.00
PHARMACISTS LIFE INSURANCE COMPANY (THE)	22,019	0	0	NA
PHILADELPHIA FINANCIAL LIFE ASSURANCE COMPANY	1,527	0	0	NA
PHL VARIABLE INSURANCE COMPANY	1,037,115	0	0	0.00
PHOENIX LIFE AND ANNUITY COMPANY	114,849	0	0	0.00
PHOENIX LIFE INSURANCE COMPANY	2,313,136	0	0	0.00
PHYSICIANS LIFE INSURANCE COMPANY	1,461,119	1	1	4.38
PIONEER AMERICAN INSURANCE COMPANY	17,856	0	0	NA
PIONEER MUTUAL LIFE INSURANCE COMPANY	838,521	0	0	0.00
PIONEER SECURITY LIFE INSURANCE COMPANY	49,018	0	0	NA
PLATEAU INSURANCE COMPANY	38,683	0	0	NA
POLICE & FIREMENS INSURANCE ASSOCIATION	605	0	0	NA
POLISH NATIONAL ALLIANCE OF THE UNITED STATES	1,680	2	2	NA
PRIMERICA LIFE INSURANCE COMPANY	13,983,494	2	2	0.92
PRINCIPAL LIFE INSURANCE COMPANY	7,085,840	0	0	0.00
PRINCIPAL NATIONAL LIFE INSURANCE COMPANY	3,466,444	0	0	0.00
PROFESSIONAL INSURANCE COMPANY	416	0	0	NA
PROTECTIVE LIFE AND ANNUITY INSURANCE COMPANY	21,072	0	0	NA
PROTECTIVE LIFE INSURANCE COMPANY	12,089,694	5	0	0.00
PROVIDENT AMERICAN LIFE & HEALTH INSURANCE COMPANY	28,919	4	4	NA
PROVIDENT LIFE & ACCIDENT INSURANCE COMPANY	1,540,089	0	0	0.00
PRUCO LIFE INSURANCE COMPANY	16,327,909	0	0	0.00

LIFE (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
PRUDENTIAL ANNUITIES LIFE ASSURANCE CORPORATION	26,440	0	0	NA
PRUDENTIAL INSURANCE COMPANY OF AMERICA	23,658,046	4	0	0.00
PYRAMID LIFE INSURANCE COMPANY	111,379	1	0	0.00
RELIABLE LIFE INSURANCE COMPANY (THE)	2,383	0	0	NA
RELIANCE STANDARD LIFE INSURANCE COMPANY	3,582,221	1	0	0.00
RELIASTAR LIFE INSURANCE COMPANY	12,679,352	5	1	0.50
RELIASTAR LIFE INSURANCE COMPANY OF NEW YORK	91,058	0	0	NA
RESERVE NATIONAL INSURANCE COMPANY	64,627	0	0	NA
RIVERSOURCE LIFE INSURANCE COMPANY	13,976,249	0	0	0.00
ROYAL NEIGHBORS OF AMERICA	297,878	0	0	0.00
S.USA LIFE INSURANCE COMPANY, INC.	17,770	0	0	NA
SAGICOR LIFE INSURANCE COMPANY	66,674	0	0	NA
SAVINGS BANK LIFE INSURANCE COMPANY OF MASSACHUSETTS (THE)	814,690	0	0	0.00
SEARS LIFE INSURANCE COMPANY	71,842	0	0	NA
SECURIAN LIFE INSURANCE COMPANY	194,421	0	0	0.00
SECURITY BENEFIT LIFE INSURANCE COMPANY	105,898	1	0	0.00
SECURITY LIFE INSURANCE COMPANY OF AMERICA	5,283	0	0	NA
SECURITY LIFE OF DENVER INSURANCE COMPANY	6,216,490	1	0	0.00
SECURITY MUTUAL LIFE INSURANCE COMPANY OF NEW YORK	139,882	0	0	0.00
SECURITY NATIONAL LIFE INSURANCE COMPANY	15,452	0	0	NA
SENIOR LIFE INSURANCE COMPANY	26,516	0	0	NA
SENTINEL SECURITY LIFE INSURANCE COMPANY	197,066	0	0	0.00
SENTRY LIFE INSURANCE COMPANY	276,815	0	0	0.00
SETTLERS LIFE INSURANCE COMPANY	3,117	0	0	NA
SONS OF NORWAY	80,371	0	0	NA

LIFE (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
STANDARD INSURANCE COMPANY	51,108,571	14	2	0.25
STANDARD LIFE AND ACCIDENT INSURANCE COMPANY	77,945	3	0	NA
STANDARD SECURITY LIFE INSURANCE COMPANY OF NEW YORK	2,502	0	0	NA
STARMOUNT LIFE INSURANCE COMPANY	39,942	0	0	NA
STATE FARM LIFE INSURANCE COMPANY	54,309,748	5	0	0.00
STATE LIFE INSURANCE COMPANY (THE)	2,950,938	2	0	0.00
STATE MUTUAL INSURANCE COMPANY	19,241	0	0	NA
STERLING INVESTORS LIFE INSURANCE COMPANY	11,209	0	0	NA
STONEBRIDGE LIFE INSURANCE COMPANY	749,463	2	1	8.54
SUN LIFE AND HEALTH INSURANCE COMPANY (U.S.)	252,736	0	0	0.00
SUN LIFE ASSURANCE COMPANY OF CANADA	7,730,608	1	0	0.00
SUNSET LIFE INSURANCE COMPANY OF AMERICA	528,326	0	0	0.00
SURETY LIFE INSURANCE COMPANY	702,372	2	0	0.00
SYMETRA LIFE INSURANCE COMPANY	8,125,574	0	0	0.00
SYMETRA NATIONAL LIFE INSURANCE COMPANY	9,164	0	0	NA
TEACHERS INSURANCE AND ANNUITY ASSOCIATION OF AMERICA	2,549,384	0	0	0.00
TEXAS LIFE INSURANCE COMPANY	919,596	0	0	0.00
THRIVENT FINANCIAL FOR LUTHERANS	14,132,311	3	1	0.45
THRIVENT LIFE INSURANCE COMPANY	49,519	4	4	NA
TIAA-CREF LIFE INSURANCE COMPANY	6,507,922	0	0	0.00
TIME INSURANCE COMPANY	161,185	0	0	0.00
TOLEDO NATIONAL INSURANCE COMPANY	1,160	0	0	NA
TRANS WORLD ASSURANCE COMPANY	81,796	0	0	NA
TRANSAMERICA ADVISORS LIFE INSURANCE COMPANY	61,411	0	0	NA
TRANSAMERICA FINANCIAL LIFE INSURANCE COMPANY	13,975	0	0	NA

LIFE (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
TRANSAMERICA LIFE INSURANCE COMPANY	18,368,291	8	4	1.39
TRANSAMERICA PREMIER LIFE INSURANCE COMPANY	8,117,181	5	2	1.58
TRUSTMARK INSURANCE COMPANY	293,480	0	0	0.00
U.S. FINANCIAL LIFE INSURANCE COMPANY	1,595,577	0	0	0.00
ULLICO LIFE INSURANCE COMPANY	12,936	0	0	NA
UNIFIED LIFE INSURANCE COMPANY	3,851	0	0	NA
UNIMERICA INSURANCE COMPANY	45,375	0	0	NA
UNION FIDELITY LIFE INSURANCE COMPANY	100,236	0	0	0.00
UNION LABOR LIFE INSURANCE COMPANY	793,267	0	0	0.00
UNION SECURITY INSURANCE COMPANY	1,885,134	3	0	0.00
UNITED AMERICAN INSURANCE COMPANY	177,663	0	0	0.00
UNITED COMMERCIAL TRAVELERS OF AMERICA(THE ORDER OF)	14,444	0	0	NA
UNITED FIDELITY LIFE INSURANCE COMPANY	59,913	0	0	NA
UNITED HERITAGE LIFE INSURANCE COMPANY	1,184,533	0	0	0.00
UNITED HOME LIFE INSURANCE COMPANY	169,994	0	0	0.00
UNITED INSURANCE COMPANY OF AMERICA	7,181	0	0	NA
UNITED OF OMAHA LIFE INSURANCE COMPANY	15,601,117	2	0	0.00
UNITED SECURITY ASSURANCE COMPANY OF PENNSYLVANIA	7,166	0	0	NA
UNITED STATES LETTER CARRIERS MUTUAL BENEFIT ASSOCIATION	8,265	0	0	NA
UNITED STATES LIFE INSURANCE COMPANY IN THE CITY OF NEW YORK (THE)	524,707	0	0	0.00
UNITED TEACHER ASSOCIATES INSURANCE COMPANY	51,855	0	0	NA
UNITED WORLD LIFE INSURANCE COMPANY	10,136	0	0	NA
UNITEDHEALTHCARE INSURANCE COMPANY	313,275	0	0	0.00
UNITY FINANCIAL LIFE INSURANCE COMPANY	236,769	0	0	0.00
UNIVERSAL GUARANTY LIFE INSURANCE COMPANY	23,455	0	0	NA

LIFE (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
UNIVERSAL UNDERWRITERS LIFE INSURANCE COMPANY	155,251	0	0	0.00
UNUM INSURANCE COMPANY	1,054	0	0	NA
UNUM LIFE INSURANCE COMPANY OF AMERICA	17,525,757	9	1	0.37
USAA LIFE INSURANCE COMPANY	10,558,121	2	2	1.21
USABLE LIFE DBA USABLE LIFE INSURANCE COMPANY	484,690	0	0	0.00
VANTIS LIFE INSURANCE COMPANY	58,435	0	0	NA
VOYA INSURANCE AND ANNUITY COMPANY	827,098	2	0	0.00
VOYA RETIREMENT INSURANCE AND ANNUITY COMPANY	647,711	0	0	0.00
WASHINGTON NATIONAL INSURANCE COMPANY	292,241	1	0	0.00
WEST COAST LIFE INSURANCE COMPANY	8,345,385	0	0	0.00
WESTERN AND SOUTHERN LIFE INSURANCE COMPANY (THE)	99,977	0	0	NA
WESTERN FRATERNAL LIFE ASSOCIATION	16,926	0	0	NA
WESTERN UNITED LIFE ASSURANCE COMPANY	363	0	0	NA
WESTERN-SOUTHERN LIFE ASSURANCE COMPANY	177,272	0	0	0.00
WILCAC LIFE INSURANCE COMPANY	54,515	0	0	NA
WILCO LIFE INSURANCE COMPANY	1,018,242	0	0	0.00
WILLIAM PENN LIFE INSURANCE COMPANY OF NEW YORK	58,954	0	0	NA
WILTON REASSURANCE LIFE COMPANY OF NEW YORK	48,388	0	0	NA
WOMAN'S LIFE INSURANCE SOCIETY	2,319	0	0	NA
WOODMEN OF THE WORLD LIFE INSURANCE SOCIETY	193,046	0	0	0.00
ZALE LIFE INSURANCE COMPANY	3,020	0	0	NA
ZURICH AMERICAN LIFE INSURANCE COMPANY	144,751	0	0	0.00
Total for LIFE	1,184,527,299	423	185	

LONG-TERM CARE

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
ABILITY INSURANCE COMPANY	3,983,822	0	0	0.00
AETNA LIFE INSURANCE COMPANY	166,944	0	0	0.00
AF&L INSURANCE COMPANY	84,907	0	0	NA
ALLIANZ LIFE INSURANCE COMPANY OF NORTH AMERICA	2,546,292	0	0	0.00
ALLSTATE LIFE INSURANCE COMPANY	6,188	0	0	NA
AMERICAN FAMILY LIFE ASSURANCE COMPANY OF COLUMBUS	162,230	0	0	0.00
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	46,391	0	0	NA
AMERICAN GENERAL LIFE INSURANCE COMPANY	284,649	0	0	0.00
AMERICAN HERITAGE LIFE INSURANCE COMPANY	34,004	0	0	NA
AMERICAN PIONEER LIFE INSURANCE COMPANY	6,735	0	0	NA
AMERICAN PROGRESSIVE LIFE AND HEALTH INSURANCE COMPANY OF NEW YORK	2,804	0	0	NA
AMERICAN REPUBLIC INSURANCE COMPANY	124,250	0	0	0.00
ASSURITY LIFE INSURANCE COMPANY	22,868	0	0	NA
BANKERS LIFE AND CASUALTY COMPANY	11,250,773	32	20	4.01
BERKSHIRE LIFE INSURANCE COMPANY OF AMERICA	277,149	0	0	0.00
CATHOLIC ORDER OF FORESTERS	2,124	0	0	NA
CENTRAL STATES HEALTH & LIFE CO OF OMAHA	29,257	0	0	NA
CMFG LIFE INSURANCE COMPANY	362,707	0	0	0.00
COMBINED INSURANCE COMPANY OF AMERICA	8,886	0	0	NA
CONNECTICUT GENERAL LIFE INSURANCE COMPANY	10,176	0	0	NA
CONTINENTAL CASUALTY COMPANY	8,249,379	31	24	6.56
CONTINENTAL GENERAL INSURANCE COMPANY	25,076	0	0	NA
COUNTRY LIFE INSURANCE COMPANY	1,421,832	0	0	0.00
EQUITABLE LIFE AND CASUALTY INSURANCE COMPANY	5,395,873	9	2	0.84

LONG-TERM CARE (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
FARMERS NEW WORLD LIFE INSURANCE COMPANY	229,458	0	0	0.00
FIDELITY LIFE ASSOCIATION, A LEGAL RESERVE LIFE INSURANCE COMPANY	1,023	0	0	NA
FORETHOUGHT LIFE INSURANCE COMPANY	57,142	0	0	NA
GENWORTH LIFE AND ANNUITY INSURANCE COMPANY	38,266	3	0	NA
GENWORTH LIFE INSURANCE COMPANY	26,087,573	4	0	0.00
GREAT AMERICAN LIFE INSURANCE COMPANY	70,740	0	0	NA
GUARANTEE TRUST LIFE INSURANCE COMPANY	3,612	0	0	NA
HARTFORD LIFE INSURANCE COMPANY	8,833	0	0	NA
JACKSON NATIONAL LIFE INSURANCE COMPANY	217,639	0	0	0.00
JOHN ALDEN LIFE INSURANCE COMPANY	23,753	0	0	NA
JOHN HANCOCK LIFE & HEALTH INSURANCE COMPANY	62,979	0	0	NA
JOHN HANCOCK LIFE INSURANCE COMPANY (U.S.A.)	19,552,216	3	2	0.23
KANAWHA INSURANCE COMPANY	50,607	0	0	NA
KNIGHTS OF COLUMBUS	500,301	0	0	0.00
LIFESECURE INSURANCE COMPANY	444,872	0	0	0.00
LINCOLN BENEFIT LIFE COMPANY	2,024,054	1	0	0.00
LINCOLN NATIONAL LIFE INSURANCE COMPANY (THE)	49,317	2	2	NA
MASSACHUSETTS MUTUAL LIFE INSURANCE COMPANY	1,418,771	0	0	0.00
MEDICO INSURANCE COMPANY	88,071	0	0	NA
METLIFE INSURANCE COMPANY USA	813,542	0	0	0.00
METROPOLITAN LIFE INSURANCE COMPANY	8,551,121	5	0	0.00
MUTUAL OF OMAHA INSURANCE COMPANY	2,881,320	0	0	0.00
NATIONWIDE LIFE AND ANNUITY INSURANCE COMPANY	48	0	0	NA
NEW YORK LIFE INSURANCE COMPANY	2,564,164	0	0	0.00
NORTHWESTERN LONG TERM CARE INSURANCE COMPANY	6,465,571	0	0	0.00

LONG-TERM CARE (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
PENNSYLVANIA LIFE INSURANCE COMPANY	5,298	0	0	NA
PHYSICIANS MUTUAL INSURANCE COMPANY	681,922	0	0	0.00
PRINCIPAL LIFE INSURANCE COMPANY	1,750	0	0	NA
PROVIDENT LIFE & ACCIDENT INSURANCE COMPANY	716,176	0	0	0.00
PRUDENTIAL INSURANCE COMPANY OF AMERICA	3,387,070	0	0	0.00
PYRAMID LIFE INSURANCE COMPANY	127,486	0	0	0.00
REGENCE BLUECROSS BLUESHIELD OF OREGON	815,760	0	0	0.00
RELIASTAR LIFE INSURANCE COMPANY	2,598	0	0	NA
RIVERSOURCE LIFE INSURANCE COMPANY	3,122,170	2	2	1.44
SENIOR HEALTH INSURANCE COMPANY OF PENNSYLVANIA	571,059	3	1	3.95
SENTRY INSURANCE A MUTUAL COMPANY	26,234	0	0	NA
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	6,387,505	0	0	0.00
STATE LIFE INSURANCE COMPANY (THE)	115,071	0	0	0.00
STERLING LIFE INSURANCE COMPANY	2,318	0	0	NA
STONEBRIDGE LIFE INSURANCE COMPANY	28,496	0	0	NA
TEACHERS INSURANCE AND ANNUITY ASSOCIATION OF AMERICA	150,137	0	0	0.00
THRIVENT FINANCIAL FOR LUTHERANS	2,099,757	1	0	0.00
TIAA-CREF LIFE INSURANCE COMPANY	109,231	0	0	0.00
TIME INSURANCE COMPANY	251,415	0	0	0.00
TRANSAMERICA FINANCIAL LIFE INSURANCE COMPANY	3,727	0	0	NA
TRANSAMERICA LIFE INSURANCE COMPANY	4,227,421	4	3	1.60
TRANSAMERICA PREMIER LIFE INSURANCE COMPANY	324,579	0	0	0.00
UNION SECURITY INSURANCE COMPANY	828,830	0	0	0.00
UNITED AMERICAN INSURANCE COMPANY	69,588	0	0	NA
UNITED OF OMAHA LIFE INSURANCE COMPANY	1,534,890	2	2	2.94

LONG-TERM CARE (...continued)

Company Name	2014 premiums	Total complaints	Confirmed complaints	Complaint index
UNITED SECURITY ASSURANCE COMPANY OF PENNSYLVANIA	114,313	0	0	0.00
UNITED TEACHER ASSOCIATES INSURANCE COMPANY	281,658	0	0	0.00
UNUM LIFE INSURANCE COMPANY OF AMERICA	11,579,079	13	6	1.17
WASHINGTON NATIONAL INSURANCE COMPANY	34,166	0	0	NA
WILCO LIFE INSURANCE COMPANY	524	0	0	NA
WOODMEN OF THE WORLD LIFE INSURANCE SOCIETY	3,234	0	0	NA
Total for LONG-TERM CARE	144,313,771	124	64	