

Long Term Care Companies	2016 Premium	Total Complaints	Confirmed Complaints	Complaint Index
ABILITY INSURANCE COMPANY	4,114,199	3	1	3.98
AETNA LIFE INSURANCE COMPANY	165,398	0	0	0.00
ALLIANZ LIFE INSURANCE COMPANY OF NORTH AMERICA	2,644,733	0	0	0.00
ALLSTATE LIFE INSURANCE COMPANY	4,996	0	0	0.00
AMERICAN FAMILY LIFE ASSURANCE COMPANY OF COLUMBUS	163,951	0	0	0.00
AMERICAN FAMILY MUTUAL INSURANCE COMPANY S.I.	44,431	0	0	0.00
AMERICAN FIDELITY ASSURANCE COMPANY	322,650	0	0	0.00
AMERICAN GENERAL LIFE INSURANCE COMPANY	270,058	1	0	0.00
AMERICAN HERITAGE LIFE INSURANCE COMPANY	10,808	0	0	0.00
AMERICAN PROGRESSIVE LIFE AND HEALTH INSURANCE COMPANY OF NEW YORK	3,220	0	0	0.00
AMERICAN REPUBLIC INSURANCE COMPANY	103,631	0	0	0.00
ASSURITY LIFE INSURANCE COMPANY	28,084	0	0	0.00
BANKERS LIFE AND CASUALTY COMPANY	10,016,773	16	2	3.27
BERKSHIRE LIFE INSURANCE COMPANY OF AMERICA	248,423	0	0	0.00
BRIGHTHOUSE LIFE INSURANCE COMPANY	886,632	0	0	0.00
CATHOLIC ORDER OF FORESTERS	2,124	0	0	0.00
CENTRAL STATES HEALTH & LIFE CO OF OMAHA	19,457	0	0	0.00
CMFG LIFE INSURANCE COMPANY	324,874	0	0	0.00
COMBINED INSURANCE COMPANY OF AMERICA	8,309	0	0	0.00
CONNECTICUT GENERAL LIFE INSURANCE COMPANY	11,387	0	0	0.00
CONSTITUTION LIFE INSURANCE COMPANY	68	1	0	0.00
CONTINENTAL CASUALTY COMPANY	7,931,610	8	0	0.00
CONTINENTAL GENERAL INSURANCE COMPANY	286,264	0	0	0.00
COUNTRY LIFE INSURANCE COMPANY	1,705,041	1	0	0.00
EQUITABLE LIFE AND CASUALTY INSURANCE COMPANY	4,631,740	3	1	3.53
FARMERS NEW WORLD LIFE INSURANCE COMPANY	396,330	0	0	0.00
FIDELITY LIFE ASSOCIATION, A LEGAL RESERVE LIFE INSURANCE COMPANY	960	0	0	0.00
FORETHOUGHT LIFE INSURANCE COMPANY	136,597	0	0	0.00
GENWORTH LIFE AND ANNUITY INSURANCE COMPANY	41,664	0	0	0.00
GENWORTH LIFE INSURANCE COMPANY	27,313,337	7	2	1.20
GERBER LIFE INSURANCE COMPANY	800	0	0	0.00
GREAT AMERICAN LIFE INSURANCE COMPANY	61,576	0	0	0.00
GUARANTY INCOME LIFE INSURANCE COMPANY	28,425	0	0	0.00
HARTFORD LIFE INSURANCE COMPANY	8,603	0	0	0.00
JACKSON NATIONAL LIFE INSURANCE COMPANY	171,304	0	0	0.00
JOHN ALDEN LIFE INSURANCE COMPANY	17,857	0	0	0.00
JOHN HANCOCK LIFE & HEALTH INSURANCE COMPANY	217,018	1	0	0.00
JOHN HANCOCK LIFE INSURANCE COMPANY (U.S.A.)	20,451,063	9	2	1.60
KANAWHA INSURANCE COMPANY	7,935	0	0	0.00
KNIGHTS OF COLUMBUS	556,421	0	0	0.00
LIFESECURE INSURANCE COMPANY	833,679	0	0	0.00
LINCOLN NATIONAL LIFE INSURANCE COMPANY (THE)	39,853	0	0	0.00
MASSACHUSETTS MUTUAL LIFE INSURANCE COMPANY	1,456,315	0	0	0.00
MEDICO INSURANCE COMPANY	80,811	0	0	0.00
METROPOLITAN LIFE INSURANCE COMPANY	8,477,946	1	0	0.00
MUTUAL OF OMAHA INSURANCE COMPANY	3,539,900	0	0	0.00
NATIONWIDE LIFE AND ANNUITY INSURANCE COMPANY	5,094	0	0	0.00
NEW YORK LIFE INSURANCE COMPANY	3,092,468	0	0	0.00
NORTHWESTERN LONG TERM CARE INSURANCE COMPANY	7,514,947	0	0	0.00
PENNSYLVANIA LIFE INSURANCE COMPANY	14,859	0	0	0.00
PHYSICIANS MUTUAL INSURANCE COMPANY	630,686	0	0	0.00
PRINCIPAL LIFE INSURANCE COMPANY	1,149	0	0	0.00
PROVIDENT LIFE & ACCIDENT INSURANCE COMPANY	908,330	0	0	0.00
PRUDENTIAL INSURANCE COMPANY OF AMERICA	3,383,536	4	0	0.00
PYRAMID LIFE INSURANCE COMPANY	76,635	2	1	213.57
REGENCE BLUECROSS BLUESHIELD OF OREGON	612,793	0	0	0.00
RELIASTAR LIFE INSURANCE COMPANY	436	0	0	0.00
RIVERSOURCE LIFE INSURANCE COMPANY	2,955,289	1	0	0.00
SENIOR HEALTH INSURANCE COMPANY OF PENNSYLVANIA	425,517	0	0	0.00
SENTRY INSURANCE A MUTUAL COMPANY	28,367	0	0	0.00
STANDARD LIFE AND ACCIDENT INSURANCE COMPANY	13,718	0	0	0.00
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	7,053,075	1	0	0.00
STATE LIFE INSURANCE COMPANY (THE)	106,873	0	0	0.00
TEACHERS INSURANCE AND ANNUITY ASSOCIATION OF AMERICA	139,432	0	0	0.00

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THRIVENT FINANCIAL FOR LUTHERANS	2,243,375	1	0	0.00
TIAA-CREF LIFE INSURANCE COMPANY	111,078	0	0	0.00
TIME INSURANCE COMPANY	222,320	0	0	0.00
TRANSAMERICA FINANCIAL LIFE INSURANCE COMPANY	3,727	0	0	0.00
TRANSAMERICA LIFE INSURANCE COMPANY	4,505,674	0	0	0.00
TRANSAMERICA PREMIER LIFE INSURANCE COMPANY	317,970	0	0	0.00
UNION LABOR LIFE INSURANCE COMPANY	2,218	0	0	0.00
UNION SECURITY INSURANCE COMPANY	767,552	0	0	0.00
UNITED AMERICAN INSURANCE COMPANY	60,627	0	0	0.00
UNITED OF OMAHA LIFE INSURANCE COMPANY	1,488,978	0	0	0.00
UNITED SECURITY ASSURANCE COMPANY OF PENNSYLVANIA	79,942	0	0	0.00
UNUM LIFE INSURANCE COMPANY OF AMERICA	12,712,966	8	0	0.00
WASHINGTON NATIONAL INSURANCE COMPANY	35,576	0	0	0.00
WOODMEN OF THE WORLD LIFE INSURANCE SOCIETY	3,234	0	0	0.00