

Long Term Care Companies	2017 Premium	Total Complaints	Confirmed Complaints	Complaint Index
ABILITY INSURANCE COMPANY	3,768,964	6	0	0.00
AETNA LIFE INSURANCE COMPANY	145,996	0	0	0.00
ALLIANZ LIFE INSURANCE COMPANY OF NORTH AMERICA	2,545,512	1	0	0.00
ALLSTATE LIFE INSURANCE COMPANY	2,878	0	0	0.00
AMERICAN FAMILY LIFE ASSURANCE COMPANY OF COLUMBUS	148,378	0	0	0.00
AMERICAN FAMILY MUTUAL INSURANCE COMPANY S.I.	42,849	0	0	0.00
AMERICAN FIDELITY ASSURANCE COMPANY	328,720	0	0	0.00
AMERICAN GENERAL LIFE INSURANCE COMPANY	255,956	0	0	0.00
AMERICAN HERITAGE LIFE INSURANCE COMPANY	11,309	0	0	0.00
AMERICAN PROGRESSIVE LIFE AND HEALTH INSURANCE COMPANY OF NEW YORK	1,677	0	0	0.00
AMERICAN REPUBLIC INSURANCE COMPANY	14,761	0	0	0.00
ASSURITY LIFE INSURANCE COMPANY	8,836	0	0	0.00
BANKERS LIFE AND CASUALTY COMPANY	9,180,105	9	1	3.93
BERKSHIRE LIFE INSURANCE COMPANY OF AMERICA	247,536	0	0	0.00
BRIGHTHOUSE LIFE INSURANCE COMPANY	882,457	0	0	0.00
CATHOLIC ORDER OF FORESTERS	2,124	0	0	0.00
CENTRAL STATES HEALTH & LIFE CO OF OMAHA	13,028	0	0	0.00
COMBINED INSURANCE COMPANY OF AMERICA	8,309	0	0	0.00
CONNECTICUT GENERAL LIFE INSURANCE COMPANY	9,698	0	0	0.00
CONTINENTAL CASUALTY COMPANY	7,802,755	6	0	0.00
CONTINENTAL GENERAL INSURANCE COMPANY	275,250	0	0	0.00
COUNTRY LIFE INSURANCE COMPANY	1,688,859	0	0	0.00
FARMERS NEW WORLD LIFE INSURANCE COMPANY	362,064	0	0	0.00
FIDELITY LIFE ASSOCIATION, A LEGAL RESERVE LIFE INSURANCE COMPANY	467	0	0	0.00
GENWORTH LIFE AND ANNUITY INSURANCE COMPANY	25,683	0	0	0.00
GENWORTH LIFE INSURANCE COMPANY	27,870,595	3	0	0.00
GERBER LIFE INSURANCE COMPANY	10,596	0	0	0.00
GREAT AMERICAN LIFE INSURANCE COMPANY	60,651	0	0	0.00
GUARANTEE TRUST LIFE INSURANCE COMPANY	1,120	0	0	0.00
GUARANTY INCOME LIFE INSURANCE COMPANY	30,881	0	0	0.00
HARTFORD LIFE INSURANCE COMPANY	8,659	0	0	0.00
JACKSON NATIONAL LIFE INSURANCE COMPANY	200,654	0	0	0.00
JOHN ALDEN LIFE INSURANCE COMPANY	13,600	0	0	0.00
JOHN HANCOCK LIFE & HEALTH INSURANCE COMPANY	149,526	0	0	0.00
JOHN HANCOCK LIFE INSURANCE COMPANY (U.S.A.)	19,209,782	2	1	1.88
KANAWHA INSURANCE COMPANY	4,200	0	0	0.00
KNIGHTS OF COLUMBUS	584,589	0	0	0.00
LIFESECURE INSURANCE COMPANY	1,278,632	0	0	0.00
LINCOLN NATIONAL LIFE INSURANCE COMPANY (THE)	32,717	1	0	0.00
MASSACHUSETTS MUTUAL LIFE INSURANCE COMPANY	1,411,635	0	0	0.00
MEDAMERICA INSURANCE COMPANY	1,039,160	0	0	0.00
MEDICO INSURANCE COMPANY	76,092	0	0	0.00
METROPOLITAN LIFE INSURANCE COMPANY	8,442,506	2	0	0.00
MUTUAL OF OMAHA INSURANCE COMPANY	4,094,493	1	0	0.00
NATIONAL GUARDIAN LIFE INSURANCE COMPANY	233,790	0	0	0.00
NEW YORK LIFE INSURANCE COMPANY	3,128,851	1	1	11.52
NORTHWESTERN LONG TERM CARE INSURANCE COMPANY	8,099,898	0	0	0.00
PENNSYLVANIA LIFE INSURANCE COMPANY	8,237	0	0	0.00
PHYSICIANS MUTUAL INSURANCE COMPANY	720,238	0	0	0.00
PRINCIPAL LIFE INSURANCE COMPANY	1,149	0	0	0.00
PROVIDENT LIFE & ACCIDENT INSURANCE COMPANY	864,067	0	0	0.00
PRUDENTIAL INSURANCE COMPANY OF AMERICA	3,606,606	0	0	0.00
PYRAMID LIFE INSURANCE COMPANY	112,557	1	0	0.00
REGENCE BLUECROSS BLUESHIELD OF OREGON	592,347	0	0	0.00
RELIASTAR LIFE INSURANCE COMPANY	3,493	0	0	0.00
RIVERSOURCE LIFE INSURANCE COMPANY	2,983,536	1	0	0.00
SENIOR HEALTH INSURANCE COMPANY OF PENNSYLVANIA	377,182	0	0	0.00

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SENTRY INSURANCE A MUTUAL COMPANY	25,301	0	0	0.00
STANDARD LIFE AND ACCIDENT INSURANCE COMPANY	13,718	0	0	0.00
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	7,290,435	1	0	0.00
STATE LIFE INSURANCE COMPANY (THE)	97,870	0	0	0.00
STERLING LIFE INSURANCE COMPANY	1,930	0	0	0.00
TEACHERS INSURANCE AND ANNUITY ASSOCIATION OF AMERICA	136,270	0	0	0.00
THRIVENT FINANCIAL FOR LUTHERANS	2,257,625	1	0	0.00
TIAA-CREF LIFE INSURANCE COMPANY	106,542	0	0	0.00
TIME INSURANCE COMPANY	228,102	0	0	0.00
TRANSAMERICA FINANCIAL LIFE INSURANCE COMPANY	3,727	0	0	0.00
TRANSAMERICA LIFE INSURANCE COMPANY	4,410,608	1	1	8.17
TRANSAMERICA PREMIER LIFE INSURANCE COMPANY	305,600	0	0	0.00
UNION LABOR LIFE INSURANCE COMPANY	1,880	0	0	0.00
UNION SECURITY INSURANCE COMPANY	721,672	0	0	0.00
UNITED AMERICAN INSURANCE COMPANY	57,850	0	0	0.00
UNITED OF OMAHA LIFE INSURANCE COMPANY	1,475,542	0	0	0.00
UNITED SECURITY ASSURANCE COMPANY OF PENNSYLVANIA	78,910	0	0	0.00
UNUM LIFE INSURANCE COMPANY OF AMERICA	13,925,214	3	0	0.00
WASHINGTON NATIONAL INSURANCE COMPANY	26,230	0	0	0.00
WOODMEN OF THE WORLD LIFE INSURANCE SOCIETY	3,234	0	0	0.00