

Long Term Care Companies	2018 Premium	Total Complaints	Confirmed Complaints	Complaint Index
ABILITY INSURANCE COMPANY	3,419,234	0	0	0
AETNA LIFE INSURANCE COMPANY	22,607	0	0	0
AF&L INSURANCE COMPANY	51,336	0	0	0
ALLIANZ LIFE INSURANCE COMPANY OF NORTH AMERICA	2,598,234	1	0	0
ALLSTATE LIFE INSURANCE COMPANY	3,007	0	0	0
AMERICAN FAMILY LIFE ASSURANCE COMPANY OF COLUMBUS	123,830	1	0	0
AMERICAN FAMILY MUTUAL INSURANCE COMPANY S.I.	44,257	0	0	0
AMERICAN FIDELITY ASSURANCE COMPANY	334,772	0	0	0
AMERICAN GENERAL LIFE INSURANCE COMPANY	242,107	1	0	0
AMERICAN HERITAGE LIFE INSURANCE COMPANY	11,309	0	0	0
AMERICAN REPUBLIC INSURANCE COMPANY	76,712	0	0	0
ASSURITY LIFE INSURANCE COMPANY	8,836	0	0	0
BANKERS LIFE AND CASUALTY COMPANY	8,470,713	10	4	6.9
BERKSHIRE LIFE INSURANCE COMPANY OF AMERICA	211,804	0	0	0
BRIGHTHOUSE LIFE INSURANCE COMPANY	779,485	1	0	0
CATHOLIC ORDER OF FORESTERS	2,124	0	0	0
CENTRAL STATES HEALTH & LIFE CO OF OMAHA	8,244	0	0	0
COMBINED INSURANCE COMPANY OF AMERICA	6,563	0	0	0
CONNECTICUT GENERAL LIFE INSURANCE COMPANY	9,719	0	0	0
CONTINENTAL CASUALTY COMPANY	7,469,845	3	1	1.96
CONTINENTAL GENERAL INSURANCE COMPANY	315,907	1	0	0
COUNTRY LIFE INSURANCE COMPANY	1,657,257	0	0	0
EQUITABLE LIFE AND CASUALTY INSURANCE COMPANY	4,280,415	8	2	6.82
FARMERS NEW WORLD LIFE INSURANCE COMPANY	328,499	1	0	0
FIDELITY LIFE ASSOCIATION, A LEGAL RESERVE LIFE INSURANCE COMPANY	481	0	0	0
GENWORTH LIFE AND ANNUITY INSURANCE COMPANY	25,327	0	0	0
GENWORTH LIFE INSURANCE COMPANY	28,087,782	1	0	0
GERBER LIFE INSURANCE COMPANY	13,090	0	0	0
GREAT AMERICAN LIFE INSURANCE COMPANY	67,457	0	0	0
GUARANTEE TRUST LIFE INSURANCE COMPANY	730	0	0	0
GUARANTY INCOME LIFE INSURANCE COMPANY	31,842	0	0	0
JACKSON NATIONAL LIFE INSURANCE COMPANY	190,254	0	0	0
JOHN ALDEN LIFE INSURANCE COMPANY	14,591	0	0	0
JOHN HANCOCK LIFE & HEALTH INSURANCE COMPANY	199,251	0	0	0
JOHN HANCOCK LIFE INSURANCE COMPANY (U.S.A.)	18,728,616	5	1	0.78
KNIGHTS OF COLUMBUS	618,241	0	0	0
LIFESECURE INSURANCE COMPANY	1,316,431	0	0	0
LINCOLN BENEFIT LIFE COMPANY	1,959,245	0	0	0
LINCOLN NATIONAL LIFE INSURANCE COMPANY (THE)	31,540	0	0	0
MASSACHUSETTS MUTUAL LIFE INSURANCE COMPANY	1,535,891	0	0	0
MEDAMERICA INSURANCE COMPANY	1,042,445	0	0	0
MEDICO INSURANCE COMPANY	72,331	0	0	0
METROPOLITAN LIFE INSURANCE COMPANY	8,111,526	6	2	3.6
MUTUAL OF OMAHA INSURANCE COMPANY	4,516,753	0	0	0
NATIONAL GUARDIAN LIFE INSURANCE COMPANY	31,171	0	0	0
NEW YORK LIFE INSURANCE COMPANY	3,202,827	0	0	0
NORTHWESTERN LONG TERM CARE INSURANCE COMPANY	9,152,308	0	0	0
PENNSYLVANIA LIFE INSURANCE COMPANY	3,795	0	0	0
PHYSICIANS MUTUAL INSURANCE COMPANY	754,411	0	0	0
PRIMERICA LIFE INSURANCE COMPANY	1,010	0	0	0
PRINCIPAL LIFE INSURANCE COMPANY	1,149	0	0	0
PROVIDENT LIFE & ACCIDENT INSURANCE COMPANY	947,879	0	0	0
PRUDENTIAL INSURANCE COMPANY OF AMERICA	3,588,609	0	0	0
PYRAMID LIFE INSURANCE COMPANY	99,403	0	0	0
REGENCE BLUECROSS BLUESHIELD OF OREGON	563,740	0	0	0
RELIASTAR LIFE INSURANCE COMPANY	1,077	0	0	0
RIVERSOURCE LIFE INSURANCE COMPANY	2,864,341	1	0	0
SENIOR HEALTH INSURANCE COMPANY OF PENNSYLVANIA	347,023	0	0	0
SENTRY INSURANCE A MUTUAL COMPANY	24,891	0	0	0
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	7,164,701	0	0	0
STATE LIFE INSURANCE COMPANY (THE)	87,882	0	0	0
STERLING LIFE INSURANCE COMPANY	2,077	0	0	0
TALCOTT RESOLUTION LIFE INSURANCE COMPANY	8,087	0	0	0
TEACHERS INSURANCE AND ANNUITY ASSOCIATION OF AMERICA	129,027	0	0	0
THRIVENT FINANCIAL FOR LUTHERANS	2,282,115	0	0	0
TIAA-CREF LIFE INSURANCE COMPANY	107,128	0	0	0
TIME INSURANCE COMPANY II	241,647	0	0	0
TRANSAMERICA PREMIER LIFE INSURANCE COMPANY	317,304	0	0	0
UNION LABOR LIFE INSURANCE COMPANY	2,218	0	0	0
UNION SECURITY INSURANCE COMPANY	755,789	0	0	0
UNITED AMERICAN INSURANCE COMPANY	51,170	0	0	0

Long Term Care Companies	2018 Premium	Total Complaints	Confirmed Complaints	Complaint Index
UNITED OF OMAHA LIFE INSURANCE COMPANY	1,452,567	0	0	0
UNUM LIFE INSURANCE COMPANY OF AMERICA	14,796,223	3	0	0
WASHINGTON NATIONAL INSURANCE COMPANY	24,693	0	0	0
WOODMEN OF THE WORLD LIFE INSURANCE SOCIETY	(3,234)	0	0	0