

Long Term Care Companies	2019 Premium	Total Complaints	Confirmed Complaints	Complaint Index
ABILITY INSURANCE COMPANY	3,039,089	3	2	18.39
AF&L INSURANCE COMPANY	45,112	0	0	0
ALLIANZ LIFE INSURANCE COMPANY OF NORTH AMERICA	2,597,178	0	0	0
ALLSTATE LIFE INSURANCE COMPANY	3,859	1	0	0
AMERICAN FAMILY LIFE ASSURANCE COMPANY OF COLUMBUS	136,950	0	0	0
AMERICAN FAMILY MUTUAL INSURANCE COMPANY S.I.	40,345	0	0	0
AMERICAN FIDELITY ASSURANCE COMPANY	251,792	0	0	0
AMERICAN GENERAL LIFE INSURANCE COMPANY	216,836	0	0	0
AMERICAN HERITAGE LIFE INSURANCE COMPANY	11,309	0	0	0
AMERICAN REPUBLIC INSURANCE COMPANY	60,890	1	0	0
ASSURITY LIFE INSURANCE COMPANY	8,836	0	0	0
BANKERS LIFE AND CASUALTY COMPANY	6,050,530	7	1	4.62
BERKSHIRE LIFE INSURANCE COMPANY OF AMERICA	222,516	0	0	0
BRIGHTHOUSE LIFE INSURANCE COMPANY	726,271	2	0	0
CATHOLIC ORDER OF FORESTERS	2,124	0	0	0
CENTRAL STATES HEALTH & LIFE CO OF OMAHA	5,296	0	0	0
COMBINED INSURANCE COMPANY OF AMERICA	6,256	0	0	0
CONNECTICUT GENERAL LIFE INSURANCE COMPANY	10,474	0	0	0
CONTINENTAL CASUALTY COMPANY	7,392,847	8	0	0
CONTINENTAL GENERAL INSURANCE COMPANY	317,680	0	0	0
COUNTRY LIFE INSURANCE COMPANY	1,692,503	0	0	0
FARMERS NEW WORLD LIFE INSURANCE COMPANY	313,815	0	0	0
FIDELITY LIFE ASSOCIATION, A LEGAL RESERVE LIFE INSURANCE COMPANY	379	0	0	0
GENWORTH LIFE AND ANNUITY INSURANCE COMPANY	13,392	0	0	0
GENWORTH LIFE INSURANCE COMPANY	27,593,729	4	2	2.03
GERBER LIFE INSURANCE COMPANY	12,565	0	0	0
GREAT AMERICAN LIFE INSURANCE COMPANY	65,158	0	0	0
GUARANTEE TRUST LIFE INSURANCE COMPANY	654	0	0	0
GUARANTY INCOME LIFE INSURANCE COMPANY	32,601	0	0	0
JACKSON NATIONAL LIFE INSURANCE COMPANY	192,044	0	0	0
JOHN ALDEN LIFE INSURANCE COMPANY	12,865	0	0	0
JOHN HANCOCK LIFE & HEALTH INSURANCE COMPANY	105,483	1	0	0
JOHN HANCOCK LIFE INSURANCE COMPANY (U.S.A.)	17,866,044	0	0	0
KNIGHTS OF COLUMBUS	614,147	0	0	0
LIFESECURE INSURANCE COMPANY	1,261,515	0	0	0
LINCOLN NATIONAL LIFE INSURANCE COMPANY (THE)	27,685	0	0	0
MASSACHUSETTS MUTUAL LIFE INSURANCE COMPANY	1,516,244	0	0	0
MEDAMERICA INSURANCE COMPANY	998,049	0	0	0
MEDICO INSURANCE COMPANY	67,321	0	0	0
METROPOLITAN LIFE INSURANCE COMPANY	7,976,969	1	0	0
MUTUAL OF OMAHA INSURANCE COMPANY	4,946,174	1	0	0
NASSAU LIFE INSURANCE COMPANY OF KANSAS	91,884	0	0	0
NASSAU LIFE INSURANCE COMPANY OF TEXAS	4,858	0	0	0
NATIONAL GUARDIAN LIFE INSURANCE COMPANY	64,740	0	0	0
NEW YORK LIFE INSURANCE COMPANY	3,175,807	0	0	0
NORTHWESTERN LONG TERM CARE INSURANCE COMPANY	9,455,005	0	0	0
PHYSICIANS MUTUAL INSURANCE COMPANY	721,970	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	964,608	0	0	0
PRUDENTIAL INSURANCE COMPANY OF AMERICA	3,522,623	3	0	0
REGENCE BLUECROSS BLUESHIELD OF OREGON	519,170	0	0	0
RELIASTAR LIFE INSURANCE COMPANY	1,436	0	0	0
RIVERSOURCE LIFE INSURANCE COMPANY	2,679,980	0	0	0
SENTRY INSURANCE A MUTUAL COMPANY	25,344	0	0	0
STANDARD LIFE AND ACCIDENT INSURANCE COMPANY	12,617	0	0	0
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	6,981,457	1	0	0
STATE LIFE INSURANCE COMPANY (THE)	87,791	0	0	0
STERLING LIFE INSURANCE COMPANY	2,419	0	0	0
TALCOTT RESOLUTION LIFE INSURANCE COMPANY	14,622	0	0	0
TEACHERS INSURANCE AND ANNUITY ASSOCIATION OF AMERICA	121,314	0	0	0
THRIVENT FINANCIAL FOR LUTHERANS	2,472,047	0	0	0
TIAA-CREF LIFE INSURANCE COMPANY	104,472	0	0	0
TRANSAMERICA FINANCIAL LIFE INSURANCE COMPANY	3,727	0	0	0
TRANSAMERICA LIFE INSURANCE COMPANY	4,475,301	3	0	0
TRANSAMERICA PREMIER LIFE INSURANCE COMPANY	295,477	1	0	0
UNION LABOR LIFE INSURANCE COMPANY	2,911	0	0	0
UNION SECURITY INSURANCE COMPANY	789,031	0	0	0
UNITED AMERICAN INSURANCE COMPANY	48,209	0	0	0
UNITED OF OMAHA LIFE INSURANCE COMPANY	1,430,942	1	0	0
UNITED SECURITY ASSURANCE COMPANY OF PENNSYLVANIA	53,764	0	0	0
UNUM LIFE INSURANCE COMPANY OF AMERICA	15,135,515	4	0	0
WASHINGTON NATIONAL INSURANCE COMPANY	20,537	0	0	0
WOODMEN OF THE WORLD LIFE INSURANCE SOCIETY	3,396	0	0	0