

Long-term Care Companies	2025 Premium	Total Complaints	Confirmed Complaints	Complaint Index
ABILITY INSURANCE COMPANY	2,527,028	2	0	0
AETNA LIFE INSURANCE COMPANY	188,021	0	0	0
ALLIANZ LIFE INSURANCE COMPANY OF NORTH AMERICA	2,059,538	6	1	7.07
AMERICAN FAMILY LIFE ASSURANCE COMPANY OF COLUMBUS	113,927	0	0	0
AMERICAN FAMILY MUTUAL INSURANCE COMPANY S.I.	40,661	0	0	0
AMERICAN FIDELITY ASSURANCE COMPANY	331,705	0	0	0
AMERICAN GENERAL LIFE INSURANCE COMPANY	152,123	0	0	0
AMERICAN HEALTH AND LIFE INSURANCE COMPANY	(498)	0	0	0
AMERICAN REPUBLIC INSURANCE COMPANY	30,874	0	0	0
ASSURITY LIFE INSURANCE COMPANY	8,836	0	0	0
BANKERS LIFE AND CASUALTY COMPANY	3,787,607	0	0	0
BERKSHIRE LIFE INSURANCE COMPANY OF AMERICA	113,365	0	0	0
BRIGHTHOUSE LIFE INSURANCE COMPANY	643,673	0	0	0
CATHOLIC ORDER OF FORESTERS	2,124	0	0	0
CMFG LIFE INSURANCE COMPANY	391,047	0	0	0
COMBINED INSURANCE COMPANY OF AMERICA	(915)	0	0	0
CONNECTICUT GENERAL LIFE INSURANCE COMPANY	6,075	0	0	0
CONTINENTAL CASUALTY COMPANY	5,037,841	6	0	0
CONTINENTAL GENERAL INSURANCE COMPANY	364,571	0	0	0
COUNTRY LIFE INSURANCE COMPANY	1,340,017	0	0	0
EVERLAKE LIFE INSURANCE COMPANY	2,927	0	0	0
FARMERS NEW WORLD LIFE INSURANCE COMPANY	206,253	1	0	0
FORETHOUGHT LIFE INSURANCE COMPANY	564,892	0	0	0
GENWORTH LIFE AND ANNUITY INSURANCE COMPANY	5,103	0	0	0
GENWORTH LIFE INSURANCE COMPANY	22,211,234	2	1	0.66
GUARANTEE TRUST LIFE INSURANCE COMPANY	852	0	0	0
JACKSON NATIONAL LIFE INSURANCE COMPANY	215,275	0	0	0
JOHN ALDEN LIFE INSURANCE COMPANY	28,014	0	0	0
JOHN HANCOCK LIFE & HEALTH INSURANCE COMPANY	139,304	0	0	0
JOHN HANCOCK LIFE INSURANCE COMPANY (U.S.A.)	16,864,204	8	3	2.59
KNIGHTS OF COLUMBUS	631,264	0	0	0
LIFESECURE INSURANCE COMPANY	1,294,709	0	0	0
LINCOLN BENEFIT LIFE COMPANY	1,418,245	0	0	0
LINCOLN NATIONAL LIFE INSURANCE COMPANY (THE)	(108,635)	0	0	0
MASSACHUSETTS MUTUAL LIFE INSURANCE COMPANY	1,430,961	0	0	0
MASSMUTUAL ASCEND LIFE INSURANCE COMPANY	83,588	0	0	0
MEDAMERICA INSURANCE COMPANY	926,604	0	0	0
MEDICO INSURANCE COMPANY	61,936	0	0	0
METROPOLITAN LIFE INSURANCE COMPANY	6,999,240	6	0	0
MUTUAL OF OMAHA INSURANCE COMPANY	6,642,010	2	0	0
NASSAU LIFE AND ANNUITY COMPANY	3,768	0	0	0
NASSAU LIFE INSURANCE COMPANY OF KANSAS	52,916	0	0	0
NATIONAL GUARDIAN LIFE INSURANCE COMPANY	415,479	0	0	0
NEW YORK LIFE INSURANCE COMPANY	4,036,173	0	0	0
NORTHWESTERN LONG TERM CARE INSURANCE COMPANY	11,002,796	0	0	0
PHYSICIANS MUTUAL INSURANCE COMPANY, INC.	532,981	1	0	0
PRINCIPAL LIFE INSURANCE COMPANY	1,149	0	0	0
PROVIDENT LIFE & ACCIDENT INSURANCE COMPANY	814,941	0	0	0
PRUDENTIAL INSURANCE COMPANY OF AMERICA	4,115,393	3	1	3.54
REGENCE BLUECROSS BLUESHIELD OF OREGON	327,135	0	0	0
RELIASTAR LIFE INSURANCE COMPANY	1,281	0	0	0
RIVERSOURCE LIFE INSURANCE COMPANY	1,866,284	2	1	7.8
SENTRY INSURANCE COMPANY	8,796	0	0	0
SILAC INSURANCE COMPANY	1,745,626	1	0	0
STANDARD LIFE AND ACCIDENT INSURANCE COMPANY	1,330	0	0	0
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	6,445,988	2	1	2.26

Long-term Care Companies	2025 Premium	Total Complaints	Confirmed Complaints	Complaint Index
STATE LIFE INSURANCE COMPANY (THE)	54,605	0	0	0
STERLING LIFE INSURANCE COMPANY	2,511	0	0	0
TALCOTT RESOLUTION LIFE INSURANCE COMPANY	18,568	0	0	0
TEACHERS INSURANCE AND ANNUITY ASSOCIATION OF AMERICA	165,465	0	0	0
THRIVENT FINANCIAL FOR LUTHERANS	2,500,613	0	0	0
TRANSAMERICA FINANCIAL LIFE INSURANCE COMPANY	2,099	0	0	0
TRANSAMERICA LIFE INSURANCE COMPANY	4,226,202	1	1	3.45
UNION LABOR LIFE INSURANCE COMPANY	2,218	0	0	0
UNION SECURITY INSURANCE COMPANY	654,415	0	0	0
UNITED AMERICAN INSURANCE COMPANY	16,789	0	0	0
UNITED OF OMAHA LIFE INSURANCE COMPANY	1,537,617	1	0	0
UNITED SECURITY ASSURANCE COMPANY OF PENNSYLVANIA	22,858	0	0	0
UNUM LIFE INSURANCE COMPANY OF AMERICA	13,731,886	2	0	0
WASHINGTON NATIONAL INSURANCE COMPANY	9,077	0	0	0