

Long-Term Care Companies	2022 Premium	Total Complaints	Confirmed Complaints	Complaint Index
ABILITY INSURANCE COMPANY	2,568,631	1	0	0
AETNA LIFE INSURANCE COMPANY	191,486	0	0	0
AF&L INSURANCE COMPANY	34,489	0	0	0
ALLIANZ LIFE INSURANCE COMPANY OF NORTH AMERICA	2,366,144	0	0	0
AMERICAN FAMILY LIFE ASSURANCE COMPANY OF COLUMBUS	120,513	0	0	0
AMERICAN FAMILY MUTUAL INSURANCE COMPANY S.I.	32,573	0	0	0
AMERICAN FIDELITY ASSURANCE COMPANY	338,909	0	0	0
AMERICAN GENERAL LIFE INSURANCE COMPANY	203,419	0	0	0
AMERICAN HEALTH AND LIFE INSURANCE COMPANY	1,358	0	0	0
AMERICAN HERITAGE LIFE INSURANCE COMPANY	6,471	0	0	0
AMERICAN REPUBLIC INSURANCE COMPANY	44,497	0	0	0
ASSURITY LIFE INSURANCE COMPANY	8,836	0	0	0
BANKERS LIFE AND CASUALTY COMPANY	4,255,121	7	3	10.73
BCS INSURANCE COMPANY	(142)	0	0	0
BERKSHIRE LIFE INSURANCE COMPANY OF AMERICA	109,417	0	0	0
BRIGHTHOUSE LIFE INSURANCE COMPANY	673,241	1	0	0
CATHOLIC ORDER OF FORESTERS	2,124	0	0	0
CENTRAL STATES HEALTH & LIFE CO OF OMAHA	2,629	0	0	0
CMFG LIFE INSURANCE COMPANY	318,408	0	0	0
COMBINED INSURANCE COMPANY OF AMERICA	1,434	0	0	0
CONNECTICUT GENERAL LIFE INSURANCE COMPANY	8,616	0	0	0
CONTINENTAL CASUALTY COMPANY	6,220,883	10	2	4.89
CONTINENTAL GENERAL INSURANCE COMPANY	296,887	0	0	0
CONTINENTAL LIFE INSURANCE COMPANY OF BRENTWOOD, TENNESSEE	(605)	0	0	0
COUNTRY LIFE INSURANCE COMPANY	1,725,373	0	0	0
EVERLAKE LIFE INSURANCE COMPANY	3,859	0	0	0
FARMERS NEW WORLD LIFE INSURANCE COMPANY	239,674	2	0	0
FIDELITY LIFE ASSOCIATION, A LEGAL RESERVE LIFE INSURANCE COMPANY	424	0	0	0
GENWORTH LIFE AND ANNUITY INSURANCE COMPANY	13,350	0	0	0
GENWORTH LIFE INSURANCE COMPANY	25,355,041	8	1	0.6
GERBER LIFE INSURANCE COMPANY	13,357	0	0	0
GUARANTEE TRUST LIFE INSURANCE COMPANY	738	0	0	0
JACKSON NATIONAL LIFE INSURANCE COMPANY	201,701	0	0	0
JOHN ALDEN LIFE INSURANCE COMPANY	7,758	0	0	0
JOHN HANCOCK LIFE & HEALTH INSURANCE COMPANY	154,417	0	0	0
JOHN HANCOCK LIFE INSURANCE COMPANY (U.S.A.)	18,877,331	8	0	0
KNIGHTS OF COLUMBUS	626,979	0	0	0
LIFESECURE INSURANCE COMPANY	1,377,245	0	0	0
LINCOLN NATIONAL LIFE INSURANCE COMPANY (THE)	20,080	0	0	0
MASSACHUSETTS MUTUAL LIFE INSURANCE COMPANY	1,463,474	0	0	0
MASSMUTUAL ASCEND LIFE INSURANCE COMPANY	62,232	0	0	0
MEDAMERICA INSURANCE COMPANY	868,181	0	0	0
MEDICO INSURANCE COMPANY	56,897	1	0	0
METROPOLITAN LIFE INSURANCE COMPANY	7,254,064	4	0	0
MUTUAL OF OMAHA INSURANCE COMPANY	5,669,418	1	0	0
NATIONAL GUARDIAN LIFE INSURANCE COMPANY	184,061	0	0	0
NEW YORK LIFE INSURANCE COMPANY	3,930,513	0	0	0
NORTHWESTERN LONG TERM CARE INSURANCE COMPANY	10,146,572	0	0	0
PHYSICIANS MUTUAL INSURANCE COMPANY	657,058	0	0	0
PRINCIPAL LIFE INSURANCE COMPANY	1,149	0	0	0
PROVIDENT LIFE & ACCIDENT INSURANCE COMPANY	885,953	0	0	0
PRUDENTIAL INSURANCE COMPANY OF AMERICA	3,478,234	0	0	0
REGENCE BLUECROSS BLUESHIELD OF OREGON	431,283	0	0	0
RELIASTAR LIFE INSURANCE COMPANY	1,436	0	0	0

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RIVERSOURCE LIFE INSURANCE COMPANY	2,217,477	2	1	6.86
SENTRY INSURANCE COMPANY	21,911	0	0	0
SILAC INSURANCE COMPANY	2,761,021	4	1	5.51
STANDARD LIFE AND ACCIDENT INSURANCE COMPANY	9,637	0	0	0
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	6,389,797	0	0	0
STATE LIFE INSURANCE COMPANY (THE)	71,661	0	0	0
STERLING LIFE INSURANCE COMPANY	2,492	0	0	0
TALCOTT RESOLUTION LIFE INSURANCE COMPANY	10,949	0	0	0
TEACHERS INSURANCE AND ANNUITY ASSOCIATION OF AMERICA	103,764	0	0	0
THRIVENT FINANCIAL FOR LUTHERANS	2,493,415	0	0	0
TIAA-CREF LIFE INSURANCE COMPANY	86,807	0	0	0
TRANSAMERICA FINANCIAL LIFE INSURANCE COMPANY	5,633	0	0	0
TRANSAMERICA LIFE INSURANCE COMPANY	5,071,738	11	0	0
UNION LABOR LIFE INSURANCE COMPANY	2,378	0	0	0
UNION SECURITY INSURANCE COMPANY	635,807	0	0	0
UNITED AMERICAN INSURANCE COMPANY	14,610	0	0	0
UNITED LIFE INSURANCE COMPANY	33	0	0	0
UNITED OF OMAHA LIFE INSURANCE COMPANY	1,372,408	0	0	0
UNITED SECURITY ASSURANCE COMPANY OF PENNSYLVANIA	26,916	0	0	0
UNUM LIFE INSURANCE COMPANY OF AMERICA	14,110,118	4	1	1.08
WASHINGTON NATIONAL INSURANCE COMPANY	12,060	0	0	0
WOODMEN OF THE WORLD LIFE INSURANCE SOCIETY	1,993	0	0	0