

ANNUITY

Company Name	2004 premiums	Total complaints	Confirmed complaints	Complaint index
AIG ANNUITY INSURANCE COMPANY	121,805,452	1	1	0.35
AIG SUNAMERICA LIFE ASSURANCE COMPANY	47,856,467	0	0	0.00
ALLIANZ LIFE INSURANCE COMPANY OF NORTH AMERICA	20,830,641	1	1	2.07
AMERICAN GENERAL LIFE INSURANCE COMPANY	3,719,057	1	1	11.57
AMERICAN SKANDIA LIFE ASSURANCE CORPORATION	46,046,375	1	1	0.93
AXA EQUITABLE LIFE INSURANCE COMPANY	43,640,194	1	1	0.99
BANKERS LIFE AND CASUALTY COMPANY	36,445,897	7	6	7.09
BENEFICIAL LIFE INSURANCE COMPANY	9,608,819	1	1	4.48
C. M. LIFE INSURANCE COMPANY	30,799,111	0	0	0.00
CONSECO INSURANCE COMPANY	124,991	7	5	1,721.79
CUNA MUTUAL LIFE INSURANCE COMPANY	51,417,787	0	0	0.00
GENERAL ELECTRIC CAPITAL ASSURANCE COMPANY	8,020,081	1	1	5.37
GLENBROOK LIFE AND ANNUITY COMPANY	50,690,791	0	0	0.00
GREAT-WEST LIFE & ANNUITY INSURANCE COMPANY	31,604,024	1	0	0.00
IDS LIFE INSURANCE COMPANY	40,243,234	0	0	0.00
INDIANAPOLIS LIFE INSURANCE COMPANY	35,794	1	1	NA
ING LIFE INSURANCE AND ANNUITY COMPANY	134,059,873	1	1	0.32
ING USA ANNUITY & LIFE INSURANCE COMPANY	71,768,373	0	0	0.00
INTEGRITY LIFE INSURANCE COMPANY	5,453,873	2	2	15.78
INVESTORS INSURANCE CORPORATION	302,199	0	0	0.00

ANNUITY (...continued)

Company Name	2004 premiums	Total complaints	Confirmed complaints	Complaint index
JACKSON NATIONAL LIFE INSURANCE COMPANY	79,786,093	2	2	1.08
LIFE INSURANCE COMPANY OF THE SOUTHWEST	483,672	1	1	88.99
LINCOLN BENEFIT LIFE COMPANY	51,170,329	1	1	0.84
LINCOLN NATIONAL LIFE INSURANCE COMPANY (THE)	101,131,873	0	0	0.00
METLIFE INVESTORS INSURANCE COMPANY	29,451,559	0	0	0.00
METLIFE INVESTORS USA INSURANCE COMPANY	71,168,253	0	0	0.00
METROPOLITAN LIFE INSURANCE COMPANY	38,314,416	0	0	0.00
NATIONAL WESTERN LIFE INSURANCE COMPANY	386,649	1	1	111.32
NATIONWIDE LIFE INSURANCE COMPANY	1,546,324	1	1	27.83
NEW YORK LIFE INSURANCE AND ANNUITY CORPORATION	43,913,998	0	0	0.00
NEW YORK LIFE INSURANCE COMPANY	6,525,702	1	1	6.60
PACIFIC LIFE INSURANCE COMPANY	2,205,582	3	1	19.51
PHL VARIABLE INSURANCE COMPANY	22,662,402	0	0	0.00
PRIMERICA LIFE INSURANCE COMPANY	6,149	1	1	NA
PRINCIPAL LIFE INSURANCE COMPANY	20,679,306	0	0	0.00
PRUDENTIAL INSURANCE COMPANY OF AMERICA	50,650,501	2	2	1.70
STANDARD INSURANCE COMPANY	31,669,825	0	0	0.00
STATE FARM LIFE INSURANCE COMPANY	14,198,965	1	1	3.03
SUN LIFE ASSURANCE COMPANY OF CANADA	60	1	1	NA
SYMETRA LIFE INSURANCE COMPANY	8,285,669	2	2	10.39

ANNUITY (...continued)

Company Name	2004 premiums	Total complaints	Confirmed complaints	Complaint index
TEACHERS INSURANCE AND ANNUITY ASSOCIATION OF AMERICA	51,447,984	0	0	0.00
THRIVENT FINANCIAL FOR LUTHERANS	31,622,709	0	0	0.00
TRANSAMERICA LIFE INSURANCE COMPANY	130,125,152	1	1	0.33
TRANSAMERICA OCCIDENTAL LIFE INSURANCE COMPANY	405,451	1	1	106.16
UNITED INVESTORS LIFE INSURANCE COMPANY	21,574	1	1	NA
VARIABLE ANNUITY LIFE INSURANCE COMPANY	71,253,912	0	0	0.00
WESTERN-SOUTHERN LIFE ASSURANCE COMPANY	1,591,059	1	1	27.05
Total for ANNUITY	1,979,911,395	59	46	

AUTO

Company Name	2004 premiums	Total complaints	Confirmed complaints	Complaint index
21ST CENTURY INSURANCE COMPANY	1,274,775	2	2	2.27
AIG NATIONAL INSURANCE COMPANY, INC.	7,593,490	8	6	1.14
AIG PREFERRED INSURANCE COMPANY	2,389,335	6	4	2.42
AIG PREMIER INSURANCE COMPANY	1,692,439	1	1	0.85
AIU INSURANCE COMPANY	2,496,631	9	9	5.21
ALLIED PROPERTY AND CASUALTY INSURANCE COMPANY	778,701	7	7	12.99
ALLSTATE INDEMNITY COMPANY	18,294,252	16	15	1.18
ALLSTATE INSURANCE COMPANY	115,488,771	41	32	0.40
ALLSTATE PROPERTY AND CASUALTY INSURANCE COMPANY	36,722,979	64	46	1.81
AMCO INSURANCE COMPANY	6,474,362	5	3	0.67
AMERICAN BANKERS INSURANCE COMPANY OF FLORIDA	476,045	1	1	3.03
AMERICAN CASUALTY COMPANY OF READING, PENNSYLVANIA	373	1	1	NA
AMERICAN COMMERCE INSURANCE COMPANY	12,489,224	11	9	1.04
AMERICAN EMPLOYERS INSURANCE COMPANY	2,716	1	1	NA
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	64,391,750	114	88	1.97
AMERICAN HOME ASSURANCE COMPANY	4,390,433	7	5	1.65
AMERICAN INSURANCE COMPANY (THE)	952,407	1	1	1.52
AMERICAN INTERNATIONAL SOUTH INSURANCE COMPANY	822,662	8	5	8.78
AMERICAN MODERN HOME INSURANCE COMPANY	1,437,018	3	2	2.01
AMERICAN NATIONAL PROPERTY AND CASUALTY COMPANY	3,986,256	10	9	3.26

AUTO (...continued)

Company Name	2004 premiums	Total complaints	Confirmed complaints	Complaint index
AMERICAN STANDARD INSURANCE COMPANY OF WISCONSIN	28,251,763	13	11	0.56
AMEX ASSURANCE COMPANY	10,102,100	19	16	2.29
AMICA MUTUAL INSURANCE COMPANY	8,159,013	3	1	0.18
AUSTIN MUTUAL INSURANCE COMPANY	1,070,982	3	3	4.05
CALIFORNIA CASUALTY INDEMNITY EXCHANGE	16,321,082	3	2	0.18
COMMERCE WEST INSURANCE COMPANY	5,089,671	14	10	2.84
COUNTRY CASUALTY INSURANCE COMPANY	3,450,553	1	1	0.42
COUNTRY MUTUAL INSURANCE COMPANY	40,587,316	41	26	0.93
COUNTRY PREFERRED INSURANCE COMPANY	16,038,412	3	3	0.27
CSE SAFEGUARD INSURANCE COMPANY	1,178	1	1	NA
DAIRYLAND INSURANCE COMPANY	5,671,859	10	7	1.78
DEERBROOK INSURANCE COMPANY	1,268,424	4	2	2.28
DEPOSITORS INSURANCE COMPANY	4,152,371	2	1	0.35
ECONOMY PREMIER ASSURANCE COMPANY	4,899,801	3	3	0.88
ENCOMPASS INDEMNITY COMPANY	1,575,422	1	1	0.92
FARMERS INSURANCE COMPANY OF OREGON	250,916,058	266	219	1.26
FINANCIAL INDEMNITY COMPANY	16,599,093	45	28	2.44
FOREMOST INSURANCE COMPANY	3,235,796	3	2	0.89
GEICO CASUALTY COMPANY	6,099,015	8	7	1.66
GEICO GENERAL INSURANCE COMPANY	30,139,536	22	17	0.81

AUTO (...continued)

Company Name	2004 premiums	Total complaints	Confirmed complaints	Complaint index
GEICO INDEMNITY COMPANY	10,546,924	9	7	0.96
GLENS FALLS INSURANCE COMPANY (THE)	1,149,498	5	5	6.28
GOVERNMENT EMPLOYEES INSURANCE COMPANY	11,156,993	24	19	2.46
GRANITE STATE INSURANCE COMPANY	5	1	1	NA
GREAT AMERICAN INSURANCE COMPANY	221,955	1	1	6.51
GUARANTY NATIONAL INSURANCE COMPANY	788,927	12	8	14.65
HARTFORD ACCIDENT AND INDEMNITY COMPANY	1,812,307	8	5	3.99
HARTFORD CASUALTY INSURANCE COMPANY	276,420	2	2	10.45
HARTFORD FIRE INSURANCE COMPANY	498,607	1	1	2.90
HARTFORD INSURANCE COMPANY OF THE MIDWEST	19,178,543	39	27	2.03
HORACE MANN INSURANCE COMPANY	1,060,585	5	5	6.81
HORACE MANN PROPERTY & CASUALTY INSURANCE COMPANY	323,757	1	1	4.46
ILLINOIS NATIONAL INSURANCE CO.	4,123,409	23	18	6.31
INFINITY INSURANCE COMPANY	76,030	6	6	NA
INSURANCE COMPANY OF THE STATE OF PENNSYLVANIA	3,133,401	5	4	1.84
LEADER INSURANCE COMPANY	171,228	3	3	25.31
LIBERTY INSURANCE CORPORATION	1,685,103	2	2	1.71
LIBERTY MUTUAL FIRE INSURANCE COMPANY	25,682,212	20	13	0.73
LINCOLN GENERAL INSURANCE COMPANY	250,140	2	2	11.55
LM PROPERTY AND CASUALTY INSURANCE COMPANY	908,313	3	2	3.18

AUTO (...continued)

Company Name	2004 premiums	Total complaints	Confirmed complaints	Complaint index
MARYLAND CASUALTY COMPANY	40,487	1	1	NA
METROPOLITAN CASUALTY INSURANCE COMPANY	215,947	1	1	6.69
METROPOLITAN DIRECT PROPERTY AND CASUALTY INSURANCE COMPANY	4,359,890	5	4	1.33
METROPOLITAN GENERAL INSURANCE COMPANY	1,051,147	1	1	1.37
METROPOLITAN PROPERTY AND CASUALTY INSURANCE COMPANY	8,352,574	25	15	2.59
MID-CENTURY INSURANCE COMPANY	56,480,099	12	11	0.28
MUTUAL OF ENUMCLAW INSURANCE COMPANY	22,993,163	13	7	0.44
NATIONAL GENERAL ASSURANCE COMPANY	8,962,411	4	3	0.48
NATIONAL GENERAL INSURANCE COMPANY	1,950,349	4	3	2.22
NATIONAL UNION FIRE INSURANCE COMPANY OF PITTSBURG	1,114,528	5	3	3.89
NATIONWIDE ASSURANCE COMPANY	4,615,023	4	3	0.94
NATIONWIDE MUTUAL FIRE INSURANCE COMPANY	1,343,472	5	4	4.30
NATIONWIDE MUTUAL INSURANCE COMPANY	38,574,581	44	32	1.20
NORTH PACIFIC INSURANCE CO.	23,257,124	12	10	0.62
NORTHBROOK INDEMNITY COMPANY	887,278	1	1	1.63
NORTHWESTERN PACIFIC INDEMNITY COMPANY	1,994,682	0	0	0.00
OHIO CASUALTY INSURANCE COMPANY	142,282	7	6	60.92
OMAHA PROPERTY AND CASUALTY INSURANCE COMPANY	127,074	1	1	11.37
OMNI INSURANCE COMPANY	563,865	8	5	12.81

AUTO (...continued)

Company Name	2004 premiums	Total complaints	Confirmed complaints	Complaint index
OREGON AUTOMOBILE INSURANCE COMPANY	356,749	0	0	0.00
OREGON MUTUAL INSURANCE COMPANY	13,697,988	12	9	0.95
PEAK PROPERTY AND CASUALTY INSURANCE CORPORATION	9,940,821	15	13	1.89
PROGRESSIVE CASUALTY INSURANCE COMPANY	2,112,391	10	5	3.42
PROGRESSIVE CLASSIC INSURANCE COMPANY	3,908,584	2	2	0.74
PROGRESSIVE HALCYON INSURANCE COMPANY	59,985,283	78	57	1.37
PROGRESSIVE NORTHERN INSURANCE COMPANY	75,652,591	65	48	0.92
PROGRESSIVE NORTHWESTERN INSURANCE COMPANY	5,177,329	5	4	1.12
PROGRESSIVE PREFERRED INSURANCE COMPANY	7,300,101	10	5	0.99
PROGRESSIVE WEST INSURANCE COMPANY	4,519,598	5	5	1.60
PROPERTY AND CASUALTY INSURANCE COMPANY OF HARTFORD	10,915,317	9	6	0.79
QBE INSURANCE CORPORATION	2,043,035	9	6	4.24
REDLAND INSURANCE COMPANY	737,102	1	1	1.96
ROCKY MOUNTAIN FIRE & CASUALTY COMPANY	2,830,773	4	4	2.04
SAFECO INSURANCE COMPANY OF OREGON	146,478,609	121	98	0.97
SENTINEL INSURANCE COMPANY, LTD.	2,165,820	2	1	0.67
STATE FARM FIRE AND CASUALTY COMPANY	29,972,217	7	7	0.34
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	347,235,144	126	89	0.37
SUBLIMITY INSURANCE COMPANY	3,701,043	1	1	0.39
TEACHERS INSURANCE COMPANY	1,902,144	4	4	3.04

AUTO (...continued)

Company Name	2004 premiums	Total complaints	Confirmed complaints	Complaint index
TRAVELERS INDEMNITY COMPANY (THE)	387,167	3	3	11.19
TRAVELERS INDEMNITY COMPANY OF AMERICA	5,887,834	10	9	2.21
TRUMBULL INSURANCE COMPANY	1,252,474	3	2	2.31
UNIGARD INSURANCE COMPANY	7,350,769	2	1	0.20
UNITED SERVICES AUTOMOBILE ASSOCIATION	27,228,634	10	7	0.37
UNITRIN AUTO AND HOME INSURANCE COMPANY	115,419	1	1	12.52
UNITRIN DIRECT PROPERTY & CASUALTY COMPANY	1,185,358	3	2	2.44
USAA CASUALTY INSURANCE COMPANY	28,593,503	4	4	0.20
VALLEY PROPERTY & CASUALTY INSURANCE COMPANY	16,316,721	14	10	0.89
VIKING INSURANCE COMPANY OF WISCONSIN	269,265	2	2	10.73
WARNER INSURANCE COMPANY	126,707	3	3	34.20
WAWANESA GENERAL INSURANCE COMPANY	2,819,144	2	1	0.51
WESTERN PROTECTORS INSURANCE COMPANY	10,044,845	3	2	0.29
WESTERN UNITED INSURANCE COMPANY	1,984,182	1	1	0.73
WINDSOR INSURANCE COMPANY	288,858	2	2	10.00
WORKMEN'S AUTO INSURANCE COMPANY	3,092,574	15	14	6.54
Total for AUTO	1,875,104,142	1,703	1,298	

HEALTH

Company Name	2004 premiums	Total complaints	Confirmed complaints	Complaint index
ADVANTAGE DENTAL PLAN, INC.	10,093,948	0	0	0.00
AETNA LIFE INSURANCE COMPANY	32,568,823	9	5	1.28
AF&L INSURANCE COMPANY	261,127	1	1	31.92
AIG LIFE INSURANCE COMPANY	2,666,009	2	2	6.25
ALLSTATE LIFE INSURANCE COMPANY	105,223	1	1	79.21
AMERICAN BANKERS LIFE ASSURANCE CO OF FLORIDA	1,714,320	2	2	9.72
AMERICAN FAMILY LIFE ASSURANCE COMPANY OF COLUMBUS	42,887,540	16	10	1.94
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	1,129,557	5	5	36.90
AMERICAN GENERAL ASSURANCE COMPANY	2,346,506	4	4	14.21
AMERICAN GENERAL LIFE INSURANCE COMPANY	84,814	3	2	NA
AMERICAN HERITAGE LIFE INSURANCE COMPANY	1,970,419	5	4	16.92
AMERICAN HOME ASSURANCE COMPANY	4,570	1	1	NA
AMERICAN INCOME LIFE INSURANCE COMPANY	1,045,872	2	1	7.97
AMERICAN REPUBLIC INSURANCE COMPANY	8,391,436	4	4	3.97
BANKERS LIFE AND CASUALTY COMPANY	24,698,609	24	16	5.40
CENTRAL OREGON INDEPENDENT HEALTH SERVICES, INC. (SEE MSG)	74,874,918	2	0	0.00
CENTRAL STATES INDEMNITY CO. OF OMAHA	547,181	1	1	15.23
CENTRAL UNITED LIFE INSURANCE COMPANY	52,893	3	3	NA
COMBINED INSURANCE COMPANY OF AMERICA	10,530,608	4	4	3.17
COMPANION LIFE INSURANCE COMPANY	2,067,680	1	1	4.03

HEALTH (...continued)

Company Name	2004 premiums	Total complaints	Confirmed complaints	Complaint index
CONNECTICUT GENERAL LIFE INSURANCE COMPANY	17,514,535	6	4	1.90
CONSECO HEALTH INSURANCE COMPANY	1,569,014	1	1	5.31
CONSECO SENIOR HEALTH INSURANCE COMPANY	1,577,049	6	4	21.14
CONTINENTAL ASSURANCE COMPANY	2,183,747	12	8	30.53
CONTINENTAL CASUALTY COMPANY	7,839,973	6	5	5.32
CUNA MUTUAL INSURANCE SOCIETY	6,590,777	2	1	1.26
CUNA MUTUAL LIFE INSURANCE COMPANY	331,547	1	1	25.14
EQUITABLE LIFE AND CASUALTY INSURANCE COMPANY	15,541,842	10	6	3.22
FEDERAL HOME LIFE INSURANCE COMPANY	1,044,181	1	1	7.98
FORTIS INSURANCE COMPANY	36,385,141	64	46	10.54
GE LIFE AND ANNUITY ASSURANCE COMPANY	35,813	1	1	NA
GENERAL ELECTRIC CAPITAL ASSURANCE COMPANY	14,510,118	2	2	1.15
GREAT-WEST HEALTHCARE OF OREGON, INC.	11,914,418	2	1	0.70
GUARANTEE TRUST LIFE INSURANCE COMPANY	2,566,305	2	2	6.50
GUARDIAN LIFE INSURANCE COMPANY OF AMERICA (THE)	13,999,713	5	3	1.79
HARTFORD LIFE AND ACCIDENT INSURANCE COMPANY	9,926,386	3	1	0.84
HARTFORD LIFE AND ANNUITY INSURANCE COMPANY	9,448	1	1	NA
HEALTH NET HEALTH PLAN OF OREGON, INC.	311,298,639	63	41	1.10
HEALTH NET LIFE INSURANCE COMPANY	32,473,599	2	1	0.26
HUMANA INSURANCE COMPANY	53,628	1	1	NA

HEALTH (...continued)

Company Name	2004 premiums	Total complaints	Confirmed complaints	Complaint index
IDS LIFE INSURANCE COMPANY	5,030,499	1	1	1.66
JEFFERSON PILOT FINANCIAL INSURANCE COMPANY	12,810,632	3	2	1.30
JOHN ALDEN LIFE INSURANCE COMPANY	3,508,078	6	5	11.88
JOHN HANCOCK LIFE INSURANCE COMPANY	9,474,641	1	1	0.88
KAISER FOUNDATION HEALTH PLAN OF THE NORTHWEST (SEE MSG)	1,293,455,691	63	42	0.27
KANSAS CITY LIFE INSURANCE COMPANY	1,052,716	1	1	7.92
LIBERTY LIFE ASSURANCE COMPANY OF BOSTON	638,636	1	1	13.05
LIFE INVESTORS INSURANCE COMPANY OF AMERICA	3,704,423	2	1	2.25
LIFEWISE ASSURANCE COMPANY	449,388	1	1	18.55
LIFEWISE HEALTH PLAN OF OREGON INC. (SEE MSG)	387,294,978	104	67	1.44
MEGA LIFE AND HEALTH INSURANCE COMPANY (THE)	27,563,670	34	25	7.56
METROPOLITAN LIFE INSURANCE COMPANY	29,010,724	13	11	3.16
MINNESOTA LIFE INSURANCE COMPANY	2,986,649	1	1	2.79
MUTUAL OF OMAHA INSURANCE COMPANY	24,537,196	7	6	2.04
NATIONAL HEALTH INSURANCE COMPANY	7,801,466	10	2	2.14
NATIONAL STATES INSURANCE COMPANY	373,783	1	1	22.30
NEW YORK LIFE INSURANCE COMPANY	4,474,849	1	1	1.86
NORTHWESTERN MUTUAL LIFE INSURANCE CO	8,754,930	3	1	0.95
ODS HEALTH PLAN, INC.	100,559,882	25	17	1.41
OREGON DENTAL SERVICE	127,649,998	10	8	0.52

HEALTH (...continued)

Company Name	2004 premiums	Total complaints	Confirmed complaints	Complaint index
PACIFIC HOSPITAL ASSOCIATION (SEE MSG)	377,292,095	18	7	0.15
PACIFIC LIFE & ANNUITY COMPANY	291,497	2	1	28.59
PACIFICARE OF OREGON, INC.	327,892,364	59	49	1.25
PENN TREATY NETWORK AMERICA INSURANCE COMPANY	1,427,094	5	3	17.52
PHP HEALTH PLAN, INC.	18,036,957	6	4	1.85
PROVIDENCE HEALTH PLAN	575,584,040	57	28	0.41
PROVIDENT LIFE & ACCIDENT INSURANCE COMPANY	6,274,302	1	1	1.33
PRUDENTIAL INSURANCE COMPANY OF AMERICA	4,753,468	2	2	3.51
PYRAMID LIFE INSURANCE COMPANY	2,779,819	4	3	9.00
REASSURE AMERICA LIFE INSURANCE COMPANY	1,232,230	1	1	6.76
REGENCE BLUECROSS BLUESHIELD OF OREGON	1,550,952,791	294	174	0.94
REGENCE HMO OREGON	84,980,398	34	15	1.47
REGENCE LIFE AND HEALTH INSURANCE COMPANY	146,504,192	8	3	0.17
RELIANCE STANDARD LIFE INSURANCE COMPANY	4,004,875	1	1	2.08
RELIASTAR LIFE INSURANCE COMPANY	3,366,269	1	1	2.48
SECURITY LIFE INSURANCE COMPANY OF AMERICA	1,893,757	4	4	17.61
STANDARD INSURANCE COMPANY	54,524,605	30	25	3.82
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	15,649,230	2	1	0.53
TRAVELERS INSURANCE COMPANY	987,646	1	1	8.44
TRUSTMARK INSURANCE COMPANY	651,140	1	1	12.80

HEALTH (...continued)

Company Name	2004 premiums	Total complaints	Confirmed complaints	Complaint index
U.S. SPECIALTY INSURANCE COMPANY	161,248	1	1	51.69
UNICARE LIFE & HEALTH INSURANCE COMPANY	5,525,482	1	1	1.51
UNION FIDELITY LIFE INSURANCE COMPANY	1,068,665	2	1	7.80
UNION LABOR LIFE INSURANCE COMPANY	1,121,173	2	2	14.87
UNION SECURITY LIFE INSURANCE COMPANY	970,824	1	1	8.59
UNITED AMERICAN INSURANCE COMPANY	4,746,810	3	3	5.27
UNITED CONCORDIA INSURANCE COMPANY	1,191,313	1	1	7.00
UNITED HEALTHCARE INSURANCE COMPANY	56,022,002	3	2	0.30
UNIVERSAL UNDERWRITERS LIFE INSURANCE COMPANY	184,776	1	1	45.11
UNUM LIFE INSURANCE COMPANY OF AMERICA	34,967,354	5	4	0.95
WASHINGTON NATIONAL INSURANCE COMPANY	3,037,762	4	2	5.49
WILLAMETTE DENTAL INSURANCE, INC.	13,474,574	3	2	1.24
WORLD INSURANCE COMPANY	194,909	1	1	42.76
Total for HEALTH	6,284,638,724	1,172	754	

HOMEOWNER

Company Name	2004 premiums	Total complaints	Confirmed complaints	Complaint index
AIU INSURANCE COMPANY	847,346	1	1	2.38
ALLIED PROPERTY AND CASUALTY INSURANCE COMPANY	2,150,262	4	1	0.94
ALLSTATE INDEMNITY COMPANY	15,833,349	7	4	0.51
ALLSTATE INSURANCE COMPANY	33,032,058	29	18	1.10
AMCO INSURANCE COMPANY	2,650,020	1	1	0.76
AMERICAN BANKERS INSURANCE COMPANY OF FLORIDA	652,744	3	2	6.19
AMERICAN COMMERCE INSURANCE COMPANY	2,599,968	1	1	0.78
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	18,116,152	22	16	1.78
AMERICAN MODERN HOME INSURANCE COMPANY	19,355	2	1	NA
AMERICAN RELIABLE INSURANCE COMPANY	17,146	3	3	NA
AMEX ASSURANCE COMPANY	1,477,049	1	1	1.37
AUSTIN MUTUAL INSURANCE COMPANY	847,515	2	1	2.38
BALBOA INSURANCE COMPANY	507,049	2	1	3.98
CALIFORNIA CASUALTY INSURANCE COMPANY	1,065,206	3	2	3.79
COUNTRY MUTUAL INSURANCE COMPANY	14,941,305	10	4	0.54
FARMERS INSURANCE COMPANY OF OREGON	65,021,988	49	31	0.96
FIDELITY NATIONAL PROPERTY AND CASUALTY INSURANCE COMPANY	436,535	1	1	4.62
FOREMOST INSURANCE COMPANY	5,431,462	8	5	1.86
FOREMOST SIGNATURE INSURANCE COMPANY	15,600,726	4	3	0.39
GLENS FALLS INSURANCE COMPANY (THE)	366,178	3	3	16.54

HOMEOWNER (...continued)

Company Name	2004 premiums	Total complaints	Confirmed complaints	Complaint index
HARTFORD INSURANCE COMPANY OF THE MIDWEST	3,968,366	12	9	4.58
HOMESITE INSURANCE COMPANY OF THE MIDWEST	440,517	1	1	4.58
HORACE MANN INSURANCE COMPANY	691,699	5	3	8.76
LIBERTY MUTUAL FIRE INSURANCE COMPANY	6,738,261	9	7	2.10
LM PROPERTY AND CASUALTY INSURANCE COMPANY	677,424	3	2	5.96
MARKEL AMERICAN INSURANCE COMPANY	207,997	1	1	9.71
METROPOLITAN PROPERTY AND CASUALTY INSURANCE COMPANY	3,307,242	4	3	1.83
MUTUAL OF ENUMCLAW INSURANCE COMPANY	13,055,018	17	9	1.39
NATIONWIDE MUTUAL FIRE INSURANCE COMPANY	6,136,472	5	5	1.65
NORTH PACIFIC INSURANCE CO.	7,791,866	9	6	1.55
NORTHWESTERN PACIFIC INDEMNITY COMPANY	6,472,667	1	1	0.31
OHIO CASUALTY INSURANCE COMPANY	193,924	2	1	10.41
OREGON AUTOMOBILE INSURANCE COMPANY	1,009,899	1	1	2.00
OREGON MUTUAL INSURANCE COMPANY	8,035,854	4	1	0.25
PROPERTY AND CASUALTY INSURANCE COMPANY OF HARTFORD	2,734,073	2	1	0.74
ROCKY MOUNTAIN FIRE & CASUALTY COMPANY	1,025,962	1	1	1.97
SAFECO INSURANCE COMPANY OF AMERICA	8,961	1	1	NA
SAFECO INSURANCE COMPANY OF OREGON	36,508,213	31	22	1.22
STANDARD FIRE INSURANCE COMPANY (THE)	2,686,386	1	1	0.75

HOMEOWNER (...continued)

Company Name	2004 premiums	Total complaints	Confirmed complaints	Complaint index
STATE FARM FIRE AND CASUALTY COMPANY	132,968,762	55	34	0.52
SUBLIMITY INSURANCE COMPANY	2,742,756	2	1	0.74
TRAVELERS INDEMNITY COMPANY OF AMERICA	1,807,845	3	2	2.23
TWIN CITY FIRE INSURANCE COMPANY	721,629	1	1	2.80
UNIGARD INDEMNITY COMPANY	2,746,172	1	1	0.74
UNIGARD INSURANCE COMPANY	1,392,838	1	1	1.45
UNITED HERITAGE PROPERTY & CASUALTY COMPANY	809,341	2	2	4.99
UNITED SERVICES AUTOMOBILE ASSOCIATION	9,977,208	1	0	0.00
USAA CASUALTY INSURANCE COMPANY	7,526,656	0	0	0.00
VALLEY PROPERTY & CASUALTY INSURANCE COMPANY	7,903,275	21	9	2.30
VOYAGER PROPERTY AND CASUALTY INSURANCE COMPANY	303,329	1	1	6.66
WEST AMERICAN INSURANCE COMPANY	1,133,177	1	1	1.78
WESTERN PROTECTORS INSURANCE COMPANY	1,800,914	0	0	0.00
Total for HOMEOWNER	482,530,177	372	239	

LIFE

Company Name	2004 premiums	Total complaints	Confirmed complaints	Complaint index
AETNA LIFE INSURANCE COMPANY	6,016,241	1	1	1.12
AIG SUNAMERICA LIFE ASSURANCE COMPANY	348,980	1	1	19.33
ALLIANZ LIFE INSURANCE COMPANY OF NORTH AMERICA	880,266	3	2	15.32
ALLMERICA FINANCIAL LIFE INSURANCE AND ANNUITY COMPANY	2,865,099	2	2	4.71
ALLSTATE LIFE INSURANCE COMPANY	8,906,637	4	2	1.51
AMERICAN BANKERS LIFE ASSURANCE CO OF FLORIDA	874,497	2	2	15.42
AMERICAN GENERAL LIFE AND ACCIDENT INSURANCE COMPANY	121,174	2	2	111.32
AMERICAN GENERAL LIFE INSURANCE COMPANY	19,023,369	6	5	1.77
AMERICAN HERITAGE LIFE INSURANCE COMPANY	1,135,110	2	2	11.88
AMERICAN INCOME LIFE INSURANCE COMPANY	4,078,665	5	4	6.61
AMERICAN MEMORIAL LIFE INSURANCE COMPANY	557,085	6	5	60.53
AMERICAN SKANDIA LIFE ASSURANCE CORPORATION	-64,500	2	2	NA
AMERICAN STATES LIFE INSURANCE COMPANY	2,101,640	1	1	3.21
AMERUS LIFE INSURANCE COMPANY	5,739,949	1	1	1.17
AURORA NATIONAL LIFE ASSURANCE COMPANY	890,378	1	1	7.57
AXA EQUITABLE LIFE INSURANCE COMPANY	9,277,812	4	2	1.45
BANKERS LIFE AND CASUALTY COMPANY	1,796,751	2	2	7.51
BANNER LIFE INSURANCE COMPANY	3,802,345	2	2	3.55
BUSINESS MEN'S ASSURANCE COMPANY OF AMERICA	2,169,207	2	2	6.22

LIFE (...continued)

Company Name	2004 premiums	Total complaints	Confirmed complaints	Complaint index
CENTRAL STATES HEALTH & LIFE CO OF OMAHA	6,469	1	1	NA
COMBINED INSURANCE COMPANY OF AMERICA	1,309,848	2	2	10.30
CONSECO HEALTH INSURANCE COMPANY	7,809	1	1	NA
CONSECO LIFE INSURANCE COMPANY	1,835,915	5	5	18.37
CUNA MUTUAL INSURANCE SOCIETY	5,536,891	1	1	1.22
EMPIRE GENERAL LIFE ASSURANCE CORPORATION	1,420,331	1	1	4.75
FARMERS NEW WORLD LIFE INSURANCE COMPANY	19,800,793	3	2	0.68
FIDELITY AND GUARANTY LIFE INSURANCE COMPANY	865,081	1	1	7.80
FIDELITY SECURITY LIFE INSURANCE COMPANY	163,767	1	1	41.18
FIRST COLONY LIFE INSURANCE COMPANY	12,519,350	2	2	1.08
FIRST PENN-PACIFIC LIFE INSURANCE COMPANY	2,116,368	1	1	3.19
FORTIS BENEFITS INSURANCE COMPANY	4,018,965	4	3	5.03
FORTIS INSURANCE COMPANY	308,347	1	1	21.87
GE LIFE AND ANNUITY ASSURANCE COMPANY	608,926	1	1	11.08
GENERAL AMERICAN LIFE INSURANCE COMPANY	7,980,683	3	1	0.85
GLOBE LIFE AND ACCIDENT INSURANCE COMPANY	2,631,735	1	1	2.56
GREAT AMERICAN LIFE INSURANCE COMPANY	4,011,206	1	1	1.68
GREAT SOUTHERN LIFE INSURANCE COMPANY	637,396	2	2	21.16
GREAT WESTERN INSURANCE COMPANY	5,532,110	1	1	1.22
GREAT-WEST LIFE ASSURANCE COMPANY (THE)	857,507	1	1	7.86

LIFE (...continued)

Company Name	2004 premiums	Total complaints	Confirmed complaints	Complaint index
GUARDIAN LIFE INSURANCE COMPANY OF AMERICA (THE)	13,043,564	0	0	0.00
HARTFORD LIFE AND ACCIDENT INSURANCE COMPANY	4,188,691	3	1	1.61
HARTFORD LIFE AND ANNUITY INSURANCE COMPANY	7,847,651	2	1	0.86
HARTFORD LIFE INSURANCE COMPANY	8,842,728	1	1	0.76
HCC LIFE INSURANCE COMPANY	639,796	1	1	10.54
IDS LIFE INSURANCE COMPANY	14,278,960	0	0	0.00
INDEPENDENT ORDER OF FORESTERS	1,555,112	3	2	8.67
JEFFERSON NATIONAL LIFE INSURANCE COMPANY	81,472	1	1	NA
JEFFERSON PILOT FINANCIAL INSURANCE COMPANY	8,386,402	2	2	1.61
JEFFERSON-PILOT LIFE INSURANCE COMPANY	8,202,159	2	2	1.64
JOHN HANCOCK LIFE INSURANCE COMPANY	14,717,192	2	2	0.92
JOHN HANCOCK LIFE INSURANCE COMPANY (U.S.A.)	29,834,187	1	1	0.23
JOHN HANCOCK VARIABLE LIFE INSURANCE COMPANY	27,027,571	0	0	0.00
KANSAS CITY LIFE INSURANCE COMPANY	2,703,518	1	1	2.49
LAFAYETTE LIFE INSURANCE COMPANY (THE)	1,249,725	1	1	5.40
LINCOLN BENEFIT LIFE COMPANY	12,778,078	2	2	1.06
LINCOLN NATIONAL LIFE INSURANCE COMPANY (THE)	14,907,211	0	0	0.00
MADISON NATIONAL LIFE INSURANCE COMPANY, INC.	676,251	1	1	9.97
MASSACHUSETTS MUTUAL LIFE INSURANCE COMPANY	18,384,593	0	0	0.00
MAYFLOWER NATIONAL LIFE INSURANCE COMPANY	1,685,963	3	2	8.00

LIFE (...continued)

Company Name	2004 premiums	Total complaints	Confirmed complaints	Complaint index
METROPOLITAN LIFE INSURANCE COMPANY	29,148,972	5	4	0.93
MIDLAND NATIONAL LIFE INSURANCE COMPANY	10,436,405	1	1	0.65
MINNESOTA LIFE INSURANCE COMPANY	9,554,747	2	1	0.71
NATIONAL FARMERS UNION LIFE INSURANCE COMPANY	126,654	2	1	53.25
NEW ENGLAND LIFE INSURANCE COMPANY	3,833,944	1	1	1.76
NEW YORK LIFE INSURANCE AND ANNUITY CORPORATION	26,501,082	0	0	0.00
NEW YORK LIFE INSURANCE COMPANY	30,820,459	5	3	0.66
NORTH AMERICAN COMPANY FOR LIFE AND HEALTH INSURANCE	6,196,472	2	2	2.18
NORTH COAST LIFE INSURANCE COMPANY	454,879	1	1	14.83
NORTHWESTERN MUTUAL LIFE INSURANCE CO	79,258,434	0	0	0.00
OLD AMERICAN INSURANCE COMPANY	1,517,073	3	3	13.34
PACIFIC LIFE INSURANCE COMPANY	61,748,571	1	1	0.11
PHOENIX LIFE INSURANCE COMPANY	6,304,665	1	1	1.07
PRIMERICA LIFE INSURANCE COMPANY	11,635,483	3	3	1.74
PRINCIPAL LIFE INSURANCE COMPANY	11,148,732	0	0	0.00
PROTECTIVE LIFE INSURANCE COMPANY	5,208,083	2	1	1.29
PRUDENTIAL INSURANCE COMPANY OF AMERICA	19,962,132	3	3	1.01
REASSURE AMERICA LIFE INSURANCE COMPANY	3,310,701	6	5	10.19
REGENCE LIFE AND HEALTH INSURANCE COMPANY	13,005,895	2	1	0.52
RELIABLE LIFE INSURANCE COMPANY (THE)	3,305	1	1	NA

LIFE (...continued)

Company Name	2004 premiums	Total complaints	Confirmed complaints	Complaint index
RELIASTAR LIFE INSURANCE COMPANY	10,838,734	6	4	2.49
SECURITY LIFE OF DENVER INSURANCE COMPANY	15,035,402	0	0	0.00
SECURITY NATIONAL LIFE INSURANCE COMPANY	12,201	2	2	NA
STANDARD INSURANCE COMPANY	59,816,342	8	3	0.34
STATE FARM LIFE INSURANCE COMPANY	36,654,741	5	4	0.74
STONEBRIDGE LIFE INSURANCE COMPANY	1,396,255	1	1	4.83
SURETY LIFE INSURANCE COMPANY	1,306,356	1	1	5.16
THRIVENT FINANCIAL FOR LUTHERANS	12,448,665	0	0	0.00
TRANSAMERICA LIFE INSURANCE COMPANY	5,207,713	1	1	1.30
TRANSAMERICA OCCIDENTAL LIFE INSURANCE COMPANY	15,966,729	0	0	0.00
UNION FIDELITY LIFE INSURANCE COMPANY	351,035	1	1	19.21
UNION LABOR LIFE INSURANCE COMPANY	797,762	1	1	8.45
UNITED AMERICAN INSURANCE COMPANY	561,072	2	2	24.04
UNITED INSURANCE COMPANY OF AMERICA	9,719	1	1	NA
UNITED OF OMAHA LIFE INSURANCE COMPANY	9,670,773	2	2	1.39
UNUM LIFE INSURANCE COMPANY OF AMERICA	12,929,292	2	2	1.04
WASHINGTON NATIONAL INSURANCE COMPANY	726,854	1	1	9.28
WESTERN RESERVE LIFE ASSURANCE CO. OF OHIO	26,308,826	3	3	0.77
Total for LIFE	1,099,314,730	220	163	