

ANNUITY

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
AAA LIFE INSURANCE COMPANY	-4,907	0	0	NA
ACACIA LIFE INSURANCE COMPANY	1,424	0	0	NA
AETNA LIFE INSURANCE COMPANY	48,401	0	0	NA
AIG LIFE INSURANCE COMPANY	449,902	0	0	0.00
AIG SUNAMERICA LIFE ASSURANCE COMPANY	18,424,195	0	0	0.00
ALLIANZ LIFE INSURANCE COMPANY OF NORTH AMERICA	15,053,054	5	4	10.54
ALLSTATE LIFE INSURANCE COMPANY	8,503,429	3	3	14.00
AMERICAN BANKERS LIFE ASSURANCE CO OF FLORIDA	2,494	0	0	NA
AMERICAN EQUITY INVESTMENT LIFE INSURANCE COMPANY	12,165,564	0	0	0.00
AMERICAN FAMILY LIFE INSURANCE COMPANY	493,291	0	0	0.00
AMERICAN FIDELITY ASSURANCE COMPANY	2,429,461	0	0	0.00
AMERICAN FIDELITY LIFE INSURANCE COMPANY	121	0	0	NA
AMERICAN GENERAL LIFE AND ACCIDENT INSURANCE COMPANY	1,490	0	0	NA
AMERICAN GENERAL LIFE INSURANCE COMPANY	3,923,078	1	1	10.11
AMERICAN HERITAGE LIFE INSURANCE COMPANY	600	0	0	NA
AMERICAN INVESTORS LIFE INSURANCE COMPANY, INC.	9,618,284	0	0	0.00
AMERICAN MATURITY LIFE INSURANCE COMPANY	150,736	0	0	0.00
AMERICAN MEMORIAL LIFE INSURANCE COMPANY	32,455	0	0	NA
AMERICAN NATIONAL INSURANCE COMPANY	12,303,726	0	0	0.00
AMERICAN UNITED LIFE INSURANCE COMPANY	3,342,181	0	0	0.00
AMERICAN-AMICABLE LIFE INSURANCE COMPANY OF TEXAS	2,582	0	0	NA
AMERICO FINANCIAL LIFE AND ANNUITY INSURANCE COMPANY	55,425	0	0	NA
AMERITAS LIFE INSURANCE CORPORATION	5,792,687	0	0	0.00
AMICA LIFE INSURANCE COMPANY	12,724	0	0	NA
ANNUITY INVESTORS LIFE INSURANCE COMPANY	1,160,201	0	0	0.00

ANNUITY (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
ASSURITY LIFE INSURANCE COMPANY	37,710	0	0	NA
AVIVA LIFE AND ANNUITY COMPANY	6,515,325	0	0	0.00
AXA EQUITABLE LIFE INSURANCE COMPANY	96,559,263	0	0	0.00
BANKERS LIFE AND CASUALTY COMPANY	31,859,524	24	23	28.64
BAPTIST LIFE ASSOCIATION	21,304	0	0	NA
BENEFICIAL LIFE INSURANCE COMPANY	15,606,909	1	1	2.54
C. M. LIFE INSURANCE COMPANY	8,269,584	0	0	0.00
CANADA LIFE ASSURANCE COMPANY (THE)	360	0	0	NA
CATHOLIC ORDER OF FORESTERS	130,874	0	0	0.00
CENTRAL SECURITY LIFE INSURANCE COMPANY	227	0	0	NA
CENTURION LIFE INSURANCE COMPANY	15,429	0	0	NA
CHESAPEAKE LIFE INSURANCE COMPANY (THE)	1,707	0	0	NA
COLORADO BANKERS LIFE INSURANCE COMPANY	13,937	0	0	NA
COLUMBUS LIFE INSURANCE COMPANY	255	0	0	NA
COMMONWEALTH ANNUITY AND LIFE INSURANCE COMPANY	645,895	0	0	0.00
CONNECTICUT GENERAL LIFE INSURANCE COMPANY	5,000	0	0	NA
CONSECO INSURANCE COMPANY	51,596	1	1	NA
CONSECO LIFE INSURANCE COMPANY	5,000	0	0	NA
CONTINENTAL GENERAL INSURANCE COMPANY	4,452	0	0	NA
COUNTRY INVESTORS LIFE ASSURANCE COMPANY	4,376,801	0	0	0.00
COUNTRY LIFE INSURANCE COMPANY	475	0	0	NA
CUNA MUTUAL INSURANCE SOCIETY	17,814,938	0	0	0.00
DEGREE OF HONOR PROTECTIVE ASSOCIATION	152,532	0	0	0.00
EMC NATIONAL LIFE COMPANY	680	0	0	NA
EQUITRUST LIFE INSURANCE COMPANY	9,514,446	0	0	0.00

ANNUITY (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
FARM BUREAU LIFE INSURANCE COMPANY	45,786	0	0	NA
FARMERS NEW WORLD LIFE INSURANCE COMPANY	6,210,038	0	0	0.00
FEDERATED LIFE INSURANCE COMPANY	4,200	0	0	NA
FIDELITY INVESTMENTS LIFE INSURANCE COMPANY	29,748,491	0	0	0.00
FIRST ALLMERICA FINANCIAL LIFE INSURANCE COMPANY	186	0	0	NA
FIRST CATHOLIC SLOVAK LADIES ASSOCIATION OF THE UNITED STATES	19,970	0	0	NA
FIRST INVESTORS LIFE INSURANCE COMPANY	227,985	0	0	0.00
FIRST PENN-PACIFIC LIFE INSURANCE COMPANY	227,049	0	0	0.00
FORETHOUGHT LIFE INSURANCE COMPANY	9,834,571	0	0	0.00
FORT DEARBORN LIFE INSURANCE COMPANY	324,982	0	0	0.00
FUNERAL DIRECTORS LIFE INSURANCE COMPANY	1,027,055	0	0	0.00
GENERAL AMERICAN LIFE INSURANCE COMPANY	10,478	0	0	NA
GENWORTH LIFE AND ANNUITY INSURANCE COMPANY	12,551,281	0	0	0.00
GENWORTH LIFE INSURANCE COMPANY	10,875,437	1	1	3.65
GOLDEN RULE INSURANCE COMPANY	851,296	0	0	0.00
GOVERNMENT PERSONNEL MUTUAL LIFE INSURANCE COMPANY	1,792	0	0	NA
GREAT AMERICAN LIFE INSURANCE COMPANY	43,074,955	1	1	0.92
GREAT SOUTHERN LIFE INSURANCE COMPANY	704	0	0	NA
GREAT-WEST LIFE & ANNUITY INSURANCE COMPANY	30,265,962	0	0	0.00
GUARANTEE TRUST LIFE INSURANCE COMPANY	1,249	0	0	NA
GUARANTY INCOME LIFE INSURANCE COMPANY	2,638,793	0	0	0.00
GUARDIAN INSURANCE & ANNUITY COMPANY, INC. (THE)	7,994,898	0	0	0.00
GUARDIAN LIFE INSURANCE COMPANY OF AMERICA (THE)	114,594	0	0	0.00
HARTFORD LIFE AND ANNUITY INSURANCE COMPANY	1,393,514	1	1	28.47
HARTFORD LIFE INSURANCE COMPANY	4,863,376	0	0	0.00

ANNUITY (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
HCC LIFE INSURANCE COMPANY	100,848	0	0	0.00
HOMESTEADERS LIFE COMPANY	11,666	0	0	NA
HORACE MANN LIFE INSURANCE COMPANY	1,901,902	0	0	0.00
HUMANADENTAL INSURANCE COMPANY	517	0	0	NA
ILLINOIS MUTUAL LIFE INSURANCE COMPANY	5,000	0	0	NA
INDEPENDENT ORDER OF FORESTERS	155,270	0	0	0.00
INDIVIDUAL ASSURANCE COMPANY LIFE, HEALTH AND ACCIDENT	200	0	0	NA
INDUSTRIAL ALLIANCE PACIFIC INSURANCE AND FINANCIAL SERVICES, INC.	4,649	0	0	NA
ING LIFE INSURANCE AND ANNUITY COMPANY	110,048,970	0	0	0.00
ING USA ANNUITY & LIFE INSURANCE COMPANY	118,953,359	1	1	0.33
INTEGRITY LIFE INSURANCE COMPANY	14,767,708	0	0	0.00
JACKSON NATIONAL LIFE INSURANCE COMPANY	124,847,181	4	4	1.27
JEFFERSON NATIONAL LIFE INSURANCE COMPANY	3,602,415	0	0	0.00
JOHN ALDEN LIFE INSURANCE COMPANY	14,150	0	0	NA
JOHN HANCOCK LIFE INSURANCE COMPANY	267,671	0	0	0.00
JOHN HANCOCK LIFE INSURANCE COMPANY (U.S.A.)	9,015	0	0	NA
KANSAS CITY LIFE INSURANCE COMPANY	8,059,006	0	0	0.00
KEMPER INVESTORS LIFE INSURANCE COMPANY	756,064	0	0	0.00
LAFAYETTE LIFE INSURANCE COMPANY (THE)	733,188	0	0	0.00
LIBERTY BANKERS LIFE INSURANCE COMPANY	3,805,841	0	0	0.00
LIBERTY LIFE ASSURANCE COMPANY OF BOSTON	2,910	0	0	NA
LIBERTY LIFE INSURANCE COMPANY	4,191,218	1	1	9.47
LIFE INSURANCE COMPANY OF THE SOUTHWEST	275,472	0	0	0.00
LIFESecure INSURANCE COMPANY	779	0	0	NA
LINCOLN BENEFIT LIFE COMPANY	32,218,880	3	2	2.46

ANNUITY (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
LINCOLN HERITAGE LIFE INSURANCE COMPANY	6,252	0	0	NA
LINCOLN LIFE & ANNUITY COMPANY OF NEW YORK	1,193,816	0	0	0.00
LINCOLN NATIONAL LIFE INSURANCE COMPANY (THE)	136,759,231	0	0	0.00
LOYAL AMERICAN LIFE INSURANCE COMPANY	1,986,953	0	0	0.00
MADISON NATIONAL LIFE INSURANCE COMPANY, INC.	44,314	0	0	NA
MASSACHUSETTS MUTUAL LIFE INSURANCE COMPANY	26,691,948	0	0	0.00
MEGA LIFE AND HEALTH INSURANCE COMPANY (THE)	170	0	0	NA
MENNONITE MUTUAL AID ASSOCIATION	391,428	0	0	0.00
MERRILL LYNCH LIFE INSURANCE COMPANY	2,513,824	0	0	0.00
METLIFE INSURANCE COMPANY OF CONNECTICUT	11,283,746	0	0	0.00
METLIFE INVESTORS INSURANCE COMPANY	5,464,735	0	0	0.00
METLIFE INVESTORS USA INSURANCE COMPANY	105,493,254	2	1	0.38
METROPOLITAN LIFE INSURANCE COMPANY	18,785,938	2	2	4.22
METROPOLITAN TOWER LIFE INSURANCE COMPANY	600	0	0	NA
MIDLAND NATIONAL LIFE INSURANCE COMPANY	1,172,047	2	2	67.70
MINNESOTA LIFE INSURANCE COMPANY	2,762,076	0	0	0.00
MML BAY STATE LIFE INSURANCE COMPANY	5,000	0	0	NA
MODERN WOODMEN OF AMERICA	699,905	0	0	0.00
MONUMENTAL LIFE INSURANCE COMPANY	8,205,029	0	0	0.00
MONY LIFE INSURANCE COMPANY OF AMERICA	296,832	0	0	0.00
MTL INSURANCE COMPANY	2,000	0	0	NA
MUTUAL OF AMERICA LIFE INSURANCE COMPANY	85,350	0	0	NA
NATIONAL CATHOLIC SOCIETY OF FORESTERS	211,757	0	0	0.00
NATIONAL FARMERS UNION LIFE INSURANCE COMPANY	667	0	0	NA
NATIONAL LIFE INSURANCE COMPANY	910,262	0	0	0.00

ANNUITY (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
NATIONAL WESTERN LIFE INSURANCE COMPANY	84,063	0	0	NA
NATIONWIDE LIFE AND ANNUITY COMPANY OF AMERICA	18,655	0	0	NA
NATIONWIDE LIFE INSURANCE COMPANY	2,030,268	1	0	0.00
NATIONWIDE LIFE INSURANCE COMPANY OF AMERICA	7,224	0	0	NA
NEW ENGLAND LIFE INSURANCE COMPANY	245,709	0	0	0.00
NEW YORK LIFE INSURANCE AND ANNUITY CORPORATION	116,943,031	0	0	0.00
NEW YORK LIFE INSURANCE COMPANY	1,160,867	2	2	68.36
NORTH AMERICAN COMPANY FOR LIFE AND HEALTH INSURANCE	201,282	0	0	0.00
NORTH COAST LIFE INSURANCE COMPANY	923,195	0	0	0.00
NORTHWESTERN MUTUAL LIFE INSURANCE CO	11,797,522	0	0	0.00
OHIO NATIONAL LIFE INSURANCE COMPANY (THE)	25,228,997	0	0	0.00
OM FINANCIAL LIFE INSURANCE COMPANY	415,564	1	0	0.00
OMAHA WOODMEN LIFE INSURANCE SOCIETY	47,610	0	0	NA
PACIFIC LIFE INSURANCE COMPANY	82,132,930	0	0	0.00
PENN MUTUAL LIFE INSURANCE COMPANY	652,007	0	0	0.00
PHL VARIABLE INSURANCE COMPANY	14,965,019	0	0	0.00
PHOENIX LIFE INSURANCE COMPANY	7,469	0	0	NA
PHYSICIANS LIFE INSURANCE COMPANY	163,237	0	0	0.00
PIONEER MUTUAL LIFE INSURANCE COMPANY	90,018	0	0	NA
POLISH NATIONAL ALLIANCE OF THE UNITED STATES	1,210	0	0	NA
PRESIDENTIAL LIFE INSURANCE COMPANY	286,472	0	0	0.00
PRIMERICA LIFE INSURANCE COMPANY	7,722	0	0	NA
PRINCIPAL LIFE INSURANCE COMPANY	57,112,056	0	0	0.00
PROTECTIVE LIFE INSURANCE COMPANY	18,009,725	0	0	0.00
PRUCO LIFE INSURANCE COMPANY	5,276,545	0	0	0.00

ANNUITY (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
PRUDENTIAL ANNUITIES LIFE ASSURANCE CORPORATION	123,862,940	1	1	0.32
PRUDENTIAL INSURANCE COMPANY OF AMERICA	42,673,529	1	1	0.93
PYRAMID LIFE INSURANCE COMPANY	600	0	0	NA
REASSURE AMERICA LIFE INSURANCE COMPANY	138,578	0	0	0.00
RELIANCE STANDARD LIFE INSURANCE COMPANY	340,595	0	0	0.00
RELIASTAR LIFE INSURANCE COMPANY	2,466,690	1	1	16.08
RELIASTAR LIFE INSURANCE COMPANY OF NEW YORK	1,000	0	0	NA
RIVERSOURCE LIFE INSURANCE COMPANY	99,755,432	0	0	0.00
ROYAL NEIGHBORS OF AMERICA	252,605	0	0	0.00
SAGICOR LIFE INSURANCE COMPANY	2,000	0	0	NA
SECURITY BENEFIT LIFE INSURANCE COMPANY	15,105,668	0	0	0.00
SECURITY LIFE INSURANCE COMPANY OF AMERICA	412	0	0	NA
SECURITY LIFE OF DENVER INSURANCE COMPANY	56	0	0	NA
SECURITY MUTUAL LIFE INSURANCE COMPANY OF NEW YORK	368,014	0	0	0.00
SENTRY LIFE INSURANCE COMPANY	1,780,611	0	0	0.00
SONS OF NORWAY	383,113	0	0	0.00
STANDARD INSURANCE COMPANY	87,658,558	0	0	0.00
STANDARD LIFE AND ACCIDENT INSURANCE COMPANY	479,896	0	0	0.00
STANDARD LIFE INSURANCE COMPANY OF INDIANA	767	0	0	NA
STATE FARM LIFE INSURANCE COMPANY	13,158,377	0	0	0.00
STATE LIFE INSURANCE COMPANY (THE)	533,364	0	0	0.00
STATE MUTUAL INSURANCE COMPANY	360	0	0	NA
SUN LIFE ASSURANCE COMPANY OF CANADA (U.S.)	20,701,288	0	0	0.00
SUNAMERICA LIFE INSURANCE COMPANY	35,321	0	0	NA
SUNSET LIFE INSURANCE COMPANY OF AMERICA	132,249	0	0	0.00

ANNUITY (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
SURETY LIFE INSURANCE COMPANY	670	0	0	NA
SYMETRA LIFE INSURANCE COMPANY	75,348,103	1	0	0.00
TEACHERS INSURANCE AND ANNUITY ASSOCIATION OF AMERICA	92,557,232	0	0	0.00
THRIVENT FINANCIAL FOR LUTHERANS	30,094,605	0	0	0.00
THRIVENT LIFE INSURANCE COMPANY	1,164,088	0	0	0.00
TIAA-CREF LIFE INSURANCE COMPANY	1,057,822	0	0	0.00
TRANS WORLD ASSURANCE COMPANY	120	0	0	NA
TRANSAMERICA FINANCIAL LIFE INSURANCE COMPANY	3,130,856	0	0	0.00
TRANSAMERICA LIFE INSURANCE COMPANY	53,515,615	4	4	2.97
TRUSTMARK INSURANCE COMPANY	1,200	0	0	NA
UNION CENTRAL LIFE INSURANCE COMPANY	7,168,799	0	0	0.00
UNION FIDELITY LIFE INSURANCE COMPANY	154	0	0	NA
UNION SECURITY INSURANCE COMPANY	297,276	0	0	0.00
UNITED AMERICAN INSURANCE COMPANY	17,387,897	0	0	0.00
UNITED FIDELITY LIFE INSURANCE COMPANY	7,169	0	0	NA
UNITED HERITAGE LIFE INSURANCE COMPANY	2,307,570	0	0	0.00
UNITED INVESTORS LIFE INSURANCE COMPANY	8,144	0	0	NA
UNITED OF OMAHA LIFE INSURANCE COMPANY	2,337,569	0	0	0.00
UNITED STATES LETTER CARRIERS MUTUAL BENEFIT ASSOCIATION	52,771	0	0	NA
UNITY MUTUAL LIFE INSURANCE COMPANY	1,900	0	0	NA
UNIVERSAL GUARANTY LIFE INSURANCE COMPANY	7,722	0	0	NA
USAA LIFE INSURANCE COMPANY	6,473,033	0	0	0.00
VARIABLE ANNUITY LIFE INSURANCE COMPANY	94,092,270	1	1	0.42
WASHINGTON NATIONAL INSURANCE COMPANY	121,233	0	0	0.00
WEST COAST LIFE INSURANCE COMPANY	1,318,133	0	0	0.00

ANNUITY (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
WESTERN NATIONAL LIFE INSURANCE COMPANY	81,873,040	4	3	1.45
WESTERN RESERVE LIFE ASSURANCE CO. OF OHIO	10,901,590	0	0	0.00
WESTERN UNITED LIFE ASSURANCE COMPANY	23,017,359	0	0	0.00
WESTERN-SOUTHERN LIFE ASSURANCE COMPANY	10,438,676	0	0	0.00
WILTON REASSURANCE LIFE COMPANY OF NEW YORK	2,000	0	0	NA
WOODMEN OF THE WORLD	20,926	0	0	NA
Total for ANNUITY	2,459,922,438	70	62	

AUTO

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
21ST CENTURY INSURANCE COMPANY	747,230	3	3	10.95
ACCEPTANCE INDEMNITY INSURANCE COMPANY	3,160	0	0	NA
ACE AMERICAN INSURANCE COMPANY	1,755,472	0	0	0.00
ACE FIRE UNDERWRITERS INSURANCE COMPANY	96,553	0	0	NA
ACE PROPERTY AND CASUALTY INSURANCE COMPANY	10,637	0	0	NA
ADRIATIC INSURANCE COMPANY (DE)	468	0	0	NA
AGCS MARINE INSURANCE COMPANY	2,878	0	0	NA
AIG ADVANTAGE INSURANCE COMPANY	65,323	0	0	NA
AIG CASUALTY COMPANY	1,272,740	0	0	0.00
AIG CENTENNIAL INSURANCE COMPANY	57,921	0	0	NA
AIG INDEMNITY INSURANCE COMPANY	360,477	0	0	0.00
AIG NATIONAL INSURANCE COMPANY, INC.	9,364,454	3	1	0.29
AIG PREFERRED INSURANCE COMPANY	1,427,303	1	1	1.91
AIG PREMIER INSURANCE COMPANY	824,184	1	1	3.31
AIU INSURANCE COMPANY	1,135,576	5	3	7.21
ALASKA NATIONAL INSURANCE COMPANY	1,507,543	0	0	0.00
ALLIANCE OF NONPROFITS FOR INSURANCE RISK RETENTION GROUP	525,857	0	0	0.00
ALLIED PROPERTY AND CASUALTY INSURANCE COMPANY	9,957	9	6	NA
ALLSTATE INDEMNITY COMPANY	12,588,059	8	6	1.30
ALLSTATE INSURANCE COMPANY	75,555,933	88	64	2.31
ALLSTATE PROPERTY AND CASUALTY INSURANCE COMPANY	49,025,833	16	11	0.61
ALPHA PROPERTY & CASUALTY INSURANCE COMPANY	4,265,788	2	2	1.28
AMCO INSURANCE COMPANY	7,368,104	0	0	0.00
AMERICAN ALTERNATIVE INSURANCE CORPORATION	290,830	0	0	0.00

AUTO (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
AMERICAN AUTOMOBILE INSURANCE COMPANY	168,587	0	0	0.00
AMERICAN BANKERS INSURANCE COMPANY OF FLORIDA	600,778	0	0	0.00
AMERICAN CASUALTY COMPANY OF READING, PENNSYLVANIA	752,950	0	0	0.00
AMERICAN COMMERCE INSURANCE COMPANY	19,432,774	12	8	1.12
AMERICAN ECONOMY INSURANCE COMPANY	2,702,919	0	0	0.00
AMERICAN FAMILY HOME INSURANCE COMPANY	468,246	0	0	0.00
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	79,497,025	45	31	1.06
AMERICAN FARMERS & RANCHERS INSURANCE COMPANY	523,893	0	0	0.00
AMERICAN FEDERATION INSURANCE COMPANY	244,175	1	0	0.00
AMERICAN FIRE AND CASUALTY COMPANY	923,503	0	0	0.00
AMERICAN FOREST CASUALTY COMPANY RISK RETENTION GROUP	392,672	0	0	0.00
AMERICAN GUARANTEE AND LIABILITY INSURANCE COMPANY	487,038	0	0	0.00
AMERICAN HALLMARK INSURANCE COMPANY OF TEXAS	6,188,273	0	0	0.00
AMERICAN HARDWARE MUTUAL INSURANCE COMPANY	4,821,973	1	1	0.57
AMERICAN HOME ASSURANCE COMPANY	3,786,976	1	1	0.72
AMERICAN INSURANCE COMPANY (THE)	1,113,519	0	0	0.00
AMERICAN INTERNATIONAL PACIFIC INSURANCE COMPANY	2,155,257	1	0	0.00
AMERICAN INTERNATIONAL SOUTH INSURANCE COMPANY	13,169	2	0	NA
AMERICAN MANUFACTURERS MUTUAL INSURANCE COMPANY	154	0	0	NA
AMERICAN MODERN HOME INSURANCE COMPANY	810,384	0	0	0.00
AMERICAN MODERN SELECT INSURANCE COMPANY	166,146	0	0	0.00
AMERICAN MOTORISTS INSURANCE COMPANY	961	0	0	NA
AMERICAN NATIONAL GENERAL INSURANCE COMPANY	65,174	0	0	NA
AMERICAN NATIONAL PROPERTY AND CASUALTY COMPANY	2,655,880	1	1	1.03
AMERICAN RELIABLE INSURANCE COMPANY	223,645	0	0	0.00

AUTO (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
AMERICAN SECURITY INSURANCE COMPANY	580,847	0	0	0.00
AMERICAN SOUTHERN INSURANCE COMPANY	108,623	0	0	0.00
AMERICAN STANDARD INSURANCE COMPANY OF WISCONSIN	16,964,583	10	6	0.96
AMERICAN STATES INSURANCE COMPANY	10,244,210	0	0	0.00
AMERICAN STATES INSURANCE COMPANY OF TEXAS	8,040,888	0	0	0.00
AMERICAN TRUCKING AND TRANSPORTATION INSURANCE COMPANY, A RISK RETENTION GROUP	1,297,481	0	0	0.00
AMERICAN ZURICH INSURANCE COMPANY	538,708	0	0	0.00
AMERIGUARD RISK RETENTION GROUP, INC.	6,188	0	0	NA
AMERISURE MUTUAL INSURANCE COMPANY	1,023	0	0	NA
AMEX ASSURANCE COMPANY	1,505	0	0	NA
AMICA MUTUAL INSURANCE COMPANY	7,429,367	2	0	0.00
ARCH INSURANCE COMPANY	717,410	1	1	3.80
ARGONAUT GREAT CENTRAL INSURANCE COMPANY	177,152	0	0	0.00
ARGONAUT INSURANCE COMPANY	295,555	0	0	0.00
ARGONAUT-MIDWEST INSURANCE COMPANY	261,273	0	0	0.00
ARTISAN AND TRUCKERS CASUALTY COMPANY	12,307,762	0	0	0.00
ASSOCIATED INDEMNITY CORPORATION	17,381	0	0	NA
ASSURANCE COMPANY OF AMERICA	277,922	0	0	0.00
AUSTIN MUTUAL INSURANCE COMPANY	2,863,216	2	1	0.95
AUTOMOBILE INSURANCE COMPANY OF HARTFORD, CONNECTICUT	1,926	1	1	NA
AUTOONE INSURANCE COMPANY	374	0	0	NA
AXIS INSURANCE COMPANY	750	0	0	NA
BALBOA INSURANCE COMPANY	2,359,746	0	0	0.00
BANCINSURE, INC.	51,473	0	0	NA
BITUMINOUS CASUALTY CORPORATION	950,874	0	0	0.00

AUTO (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
BITUMINOUS FIRE AND MARINE INSURANCE COMPANY	2,882	0	0	NA
BROOKWOOD INSURANCE COMPANY	4,087,851	0	0	0.00
BROTHERHOOD MUTUAL INSURANCE COMPANY	466,697	0	0	0.00
CALIFORNIA CASUALTY GENERAL INSURANCE COMPANY OF OREGON	12,464,731	6	6	1.31
CANAL INSURANCE COMPANY	2,472,004	0	0	0.00
CAROLINA CASUALTY INSURANCE COMPANY	2,369,683	0	0	0.00
CENTURY-NATIONAL INSURANCE COMPANY	14,845	0	0	NA
CHARTER OAK FIRE INSURANCE COMPANY	3,188,473	1	1	0.86
CHRYSLER INSURANCE COMPANY	494,787	0	0	0.00
CHURCH MUTUAL INSURANCE COMPANY	348,516	0	0	0.00
CINCINNATI INSURANCE COMPANY (THE)	101,401	0	0	0.00
CIVIL SERVICE EMPLOYEES INSURANCE COMPANY	50,125	0	0	NA
CLARENDON NATIONAL INSURANCE COMPANY	95,091	0	0	NA
COAST NATIONAL INSURANCE COMPANY	12,761,880	27	17	3.63
COLLEGE LIABILITY INSURANCE COMPANY, A RECIPROCAL RISK RETENTION GROUP	63,945	0	0	NA
COMMERCE AND INDUSTRY INSURANCE COMPANY	772,770	0	0	0.00
COMMERCE WEST INSURANCE COMPANY	3,710,661	11	8	5.88
CONTINENTAL CASUALTY COMPANY	2,575,853	0	0	0.00
CONTINENTAL INSURANCE COMPANY (THE)	2,700,593	0	0	0.00
CONTINENTAL WESTERN INSURANCE COMPANY	5,895,790	0	0	0.00
CONTRACTORS BONDING AND INSURANCE COMPANY	42,094	0	0	NA
COUNTRY CASUALTY INSURANCE COMPANY	3,171,244	1	1	0.86
COUNTRY MUTUAL INSURANCE COMPANY	38,839,301	9	6	0.42
COUNTRY PREFERRED INSURANCE COMPANY	29,920,960	9	7	0.64

AUTO (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
CRUM & FORSTER INDEMNITY COMPANY	7,108	0	0	NA
CUMIS INSURANCE SOCIETY, INC	563,654	0	0	0.00
DAIRYLAND INSURANCE COMPANY	1,939,928	3	3	4.22
DEERBROOK INSURANCE COMPANY	389,152	0	0	0.00
DELOS INSURANCE COMPANY	3,593	0	0	NA
DEPOSITORS INSURANCE COMPANY	1,948,006	2	2	2.80
DISCOVER PROPERTY & CASUALTY INSURANCE COMPANY	1,792,413	0	0	0.00
EAGLE WEST INSURANCE COMPANY	448,541	0	0	0.00
ECONOMY PREMIER ASSURANCE COMPANY	3,527,667	0	0	0.00
ELECTRIC INSURANCE COMPANY	552,949	2	2	9.87
EMPIRE FIRE AND MARINE INSURANCE COMPANY	5,513,320	1	1	0.49
EMPLOYERS FIRE INSURANCE COMPANY	1,455,875	1	1	1.87
EMPLOYERS INSURANCE COMPANY OF WAUSAU	511,173	0	0	0.00
EMPLOYERS MUTUAL CASUALTY COMPANY	374,299	0	0	0.00
ENCOMPASS INDEMNITY COMPANY	3,373,178	2	1	0.81
ENCOMPASS INSURANCE COMPANY OF AMERICA	1,716,588	4	4	6.36
ENUMCLAW PROPERTY AND CASUALTY INSURANCE COMPANY	3,879,027	1	1	0.70
ESSENTIA INSURANCE COMPANY	147,694	0	0	0.00
ESURANCE INSURANCE COMPANY	6,799,464	8	6	2.41
EVEREST NATIONAL INSURANCE COMPANY	3,002,296	0	0	0.00
EVERGREEN USA RISK RETENTION GROUP INC	6,707	0	0	NA
FARMERS INSURANCE COMPANY OF OREGON	274,923,275	175	132	1.31
FARMERS INSURANCE EXCHANGE	8,604,473	0	0	0.00
FARMLAND MUTUAL INSURANCE COMPANY	251,023	0	0	0.00
FEDERAL INSURANCE COMPANY	2,033,917	0	0	0.00

AUTO (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
FEDERATED MUTUAL INSURANCE COMPANY	4,181,966	1	1	0.65
FEDERATED RURAL ELECTRIC INSURANCE EXCHANGE	356,675	0	0	0.00
FEDERATED SERVICE INSURANCE COMPANY	221,367	0	0	0.00
FIDELITY AND DEPOSIT COMPANY OF MARYLAND	24,578	0	0	NA
FIDELITY AND GUARANTY INSURANCE COMPANY	953	0	0	NA
FIDELITY AND GUARANTY INSURANCE UNDERWRITERS, INC	4,458	0	0	NA
FIDELITY NATIONAL PROPERTY AND CASUALTY INSURANCE COMPANY	188,465	0	0	0.00
FINANCIAL INDEMNITY COMPANY	14,268,622	19	15	2.87
FINANCIAL PACIFIC INSURANCE COMPANY	677,253	1	1	4.03
FIREMAN'S FUND INSURANCE COMPANY	127,382	0	0	0.00
FIRST FINANCIAL INSURANCE COMPANY	87,364	0	0	NA
FIRST LIBERTY INSURANCE CORPORATION (THE)	1,012,014	0	0	0.00
FIRST NATIONAL INSURANCE COMPANY OF AMERICA	705,622	0	0	0.00
FLORISTS' MUTUAL INSURANCE COMPANY	118,235	0	0	0.00
FOREMOST INSURANCE COMPANY	3,671,493	1	0	0.00
FOREMOST PROPERTY AND CASUALTY INSURANCE COMPANY	104,455	0	0	0.00
GARRISON PROPERTY AND CASUALTY INSURANCE COMPANY	2,735,629	2	2	1.99
GATEWAY INSURANCE COMPANY	23,764	0	0	NA
GEICO CASUALTY COMPANY	7,997,471	7	3	1.02
GEICO GENERAL INSURANCE COMPANY	51,571,681	32	26	1.38
GEICO INDEMNITY COMPANY	20,570,839	15	15	1.99
GENERAL CASUALTY COMPANY OF WISCONSIN	7,105	0	0	NA
GENERAL INSURANCE COMPANY OF AMERICA	4,630,642	0	0	0.00
GMAC INSURANCE COMPANY ONLINE, INC.	87,290	2	0	NA
GOVERNMENT EMPLOYEES INSURANCE COMPANY	14,559,538	9	6	1.12

AUTO (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
GRANGE INSURANCE ASSOCIATION	3,156,979	2	0	0.00
GRANITE STATE INSURANCE COMPANY	1,112,311	0	0	0.00
GREAT AMERICAN ALLIANCE INSURANCE COMPANY	59,534	0	0	NA
GREAT AMERICAN ASSURANCE COMPANY	2,054,620	0	0	0.00
GREAT AMERICAN INSURANCE COMPANY	215,095	0	0	0.00
GREAT AMERICAN INSURANCE COMPANY OF NEW YORK	7,692	0	0	NA
GREAT DIVIDE INSURANCE COMPANY	39,079	0	0	NA
GREAT NORTHERN INSURANCE COMPANY	1,378,325	0	0	0.00
GREAT NORTHWEST INSURANCE COMPANY	105,218	0	0	0.00
GREAT WEST CASUALTY COMPANY	12,040,697	1	1	0.23
GREENWICH INSURANCE COMPANY	196,314	0	0	0.00
GUIDEONE AMERICA INSURANCE COMPANY	550,152	1	1	4.96
GUIDEONE ELITE INSURANCE COMPANY	490,809	0	0	0.00
GUIDEONE MUTUAL INSURANCE COMPANY	643,422	2	2	8.48
GUIDEONE SPECIALTY MUTUAL INSURANCE COMPANY	18,029	0	0	NA
HALLMARK INSURANCE COMPANY	1,099,860	0	0	0.00
HANOVER INSURANCE COMPANY (THE)	13,776	0	0	NA
HARCO NATIONAL INSURANCE COMPANY	2,086,731	1	1	1.31
HARTFORD ACCIDENT AND INDEMNITY COMPANY	731,991	1	1	3.73
HARTFORD CASUALTY INSURANCE COMPANY	207,447	0	0	0.00
HARTFORD FIRE INSURANCE COMPANY	1,548,843	1	1	1.76
HARTFORD INSURANCE COMPANY OF THE MIDWEST	13,491,942	30	23	4.65
HARTFORD UNDERWRITERS INSURANCE COMPANY	3,481,434	2	2	1.57
HORACE MANN INSURANCE COMPANY	404,641	0	0	0.00
HORACE MANN PROPERTY & CASUALTY INSURANCE COMPANY	1,388,028	1	1	1.97

AUTO (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
HUDSON INSURANCE COMPANY	166,634	0	0	0.00
IDS PROPERTY CASUALTY INSURANCE COMPANY	15,317,393	8	7	1.25
ILLINOIS NATIONAL INSURANCE CO.	552,566	1	1	4.94
INDEMNITY INSURANCE COMPANY OF NORTH AMERICA	15,376	0	0	NA
INDIANA LUMBERMENS MUTUAL INSURANCE COMPANY	39,599	0	0	NA
INFINITY INSURANCE COMPANY	195,149	1	0	0.00
INFINITY SECURITY INSURANCE COMPANY	6,148	0	0	NA
INSURANCE COMPANY OF THE STATE OF PENNSYLVANIA	6,457,779	4	2	0.84
KEMPER INDEPENDENCE INSURANCE COMPANY	4,657,079	0	0	0.00
LANCER INSURANCE COMPANY	1,320,879	0	0	0.00
LIBERTY INSURANCE CORPORATION	707,453	0	0	0.00
LIBERTY MUTUAL FIRE INSURANCE COMPANY	33,199,553	14	10	0.82
LIBERTY MUTUAL INSURANCE COMPANY	211,544	0	0	0.00
LIBERTY NORTHWEST INSURANCE CORPORATION	16,048,810	9	7	1.19
LINCOLN GENERAL INSURANCE COMPANY	718,839	1	1	3.79
LM INSURANCE CORPORATION	160,132	0	0	0.00
LUMBERMENS MUTUAL CASUALTY COMPANY	451	0	0	NA
MANUFACTURERS ALLIANCE INSURANCE COMPANY	1,074	0	0	NA
MARKEL AMERICAN INSURANCE COMPANY	456,339	0	0	0.00
MARKEL INSURANCE COMPANY	1,379,134	0	0	0.00
MARYLAND CASUALTY COMPANY	1,716,307	1	1	1.59
MASSACHUSETTS BAY INSURANCE COMPANY	6,439	0	0	NA
MAXUM CASUALTY INSURANCE COMPANY	521,367	0	0	0.00
MERASTAR INSURANCE COMPANY	54,690	0	0	NA
MERITPLAN INSURANCE COMPANY	2,054,769	11	8	10.62

AUTO (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
METROPOLITAN CASUALTY INSURANCE COMPANY	150,594	1	0	0.00
METROPOLITAN DIRECT PROPERTY AND CASUALTY INSURANCE COMPANY	4,914,529	4	4	2.22
METROPOLITAN GENERAL INSURANCE COMPANY	148,051	0	0	0.00
METROPOLITAN PROPERTY AND CASUALTY INSURANCE COMPANY	14,954,862	16	12	2.19
MIC PROPERTY AND CASUALTY INSURANCE CORPORATION	169	0	0	NA
MID-CENTURY INSURANCE COMPANY	52,752,733	22	20	1.03
MID-CONTINENT CASUALTY COMPANY	69,141	0	0	NA
mitsui sumitomo insurance company of america	508,279	0	0	0.00
MITSUI SUMITOMO INSURANCE USA INC.	28,628	0	0	NA
MONTEREY INSURANCE COMPANY	38,334	0	0	NA
MOTORS INSURANCE CORPORATION	233,453	0	0	0.00
MUTUAL OF ENUMCLAW INSURANCE COMPANY	28,684,745	9	9	0.86
NATIONAL CASUALTY COMPANY	681,498	0	0	0.00
NATIONAL CONTINENTAL INSURANCE COMPANY	33,266	0	0	NA
NATIONAL FARMERS UNION PROPERTY AND CASUALTY COMPANY	34,951	0	0	NA
NATIONAL FIRE INSURANCE COMPANY OF HARTFORD	335,488	0	0	0.00
NATIONAL GENERAL ASSURANCE COMPANY	8,071,557	3	1	0.34
NATIONAL GENERAL INSURANCE COMPANY	883,124	0	0	0.00
NATIONAL INDEPENDENT TRUCKERS INSURANCE COMPANY INC. A RISK RETENTION GROUP	200	0	0	NA
NATIONAL INTERSTATE INSURANCE COMPANY	1,904,222	1	1	1.43
NATIONAL LIABILITY & FIRE INSURANCE COMPANY	2,586,372	0	0	0.00
NATIONAL SPECIALTY INSURANCE COMPANY	15,623	0	0	NA
NATIONAL SURETY CORPORATION	149,914	0	0	0.00
NATIONAL UNION FIRE INSURANCE COMPANY OF PITTSBURG	4,108,204	0	0	0.00

AUTO (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
NATIONWIDE AGRIBUSINESS INSURANCE COMPANY	1,172,756	0	0	0.00
NATIONWIDE ASSURANCE COMPANY	189,287	6	6	86.47
NATIONWIDE INSURANCE COMPANY OF AMERICA	37,329,488	10	7	0.51
NATIONWIDE MUTUAL FIRE INSURANCE COMPANY	132,104	0	0	0.00
NATIONWIDE MUTUAL INSURANCE COMPANY	14,744,350	10	7	1.30
NATIONWIDE PROPERTY AND CASUALTY INSURANCE COMPANY	660	1	0	NA
NAVIGATORS INSURANCE COMPANY	56,764	0	0	NA
NEW HAMPSHIRE INSURANCE COMPANY	1,098,687	0	0	0.00
NEWPORT INSURANCE COMPANY	705,388	0	0	0.00
NIPPONKOA INSURANCE COMPANY, LIMITED	6,842	0	0	NA
NORTH AMERICAN ELITE INSURANCE COMPANY	110,452	0	0	0.00
NORTH PACIFIC INSURANCE COMPANY	29,192,304	2	2	0.19
NORTH RIVER INSURANCE COMPANY	59,335	0	0	NA
NORTHBROOK INDEMNITY COMPANY	564,627	2	2	9.66
NORTHERN INSURANCE COMPANY OF NEW YORK	72,629	0	0	NA
NORTHLAND CASUALTY COMPANY	170,451	0	0	0.00
NORTHLAND INSURANCE COMPANY	4,616,714	0	0	0.00
NORTHWESTERN PACIFIC INDEMNITY COMPANY	2,299,733	1	1	1.19
NOVA CASUALTY COMPANY	6,653	0	0	NA
OCCIDENTAL FIRE & CASUALTY COMPANY OF NORTH CAROLINA	686	0	0	NA
OHIO CASUALTY INSURANCE COMPANY	2,396,072	1	0	0.00
OLD REPUBLIC GENERAL INSURANCE CORPORATION	2,429	0	0	NA
OLD REPUBLIC INSURANCE COMPANY	336,157	0	0	0.00
OMNI INSURANCE COMPANY	474	0	0	NA
ONEBEACON AMERICA INSURANCE COMPANY	1,307,876	0	0	0.00

AUTO (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
ONEBEACON INSURANCE COMPANY	16,150	0	0	NA
OUIDA RISK RETENTION GROUP, INC.	157,574	0	0	0.00
OREGON AUTOMOBILE INSURANCE COMPANY	5,825,565	1	1	0.47
OREGON MUTUAL INSURANCE COMPANY	20,564,109	6	4	0.53
PACIFIC INDEMNITY COMPANY	354,270	0	0	0.00
PACIFIC SPECIALTY INSURANCE COMPANY	19,299	0	0	NA
PACIFIC STAR INSURANCE COMPANY	1,582	0	0	NA
PARATRANSIT INSURANCE COMPANY, A MUTUAL RISK RETENTION GROUP	131,574	0	0	0.00
PEAK PROPERTY AND CASUALTY INSURANCE CORPORATION	434,242	1	1	6.28
PENN MILLERS INSURANCE COMPANY	67,688	0	0	NA
PENNSYLVANIA GENERAL INSURANCE COMPANY	897,035	0	0	0.00
PENNSYLVANIA LUMBERMENS MUTUAL INSURANCE COMPANY	28,788	0	0	NA
PENNSYLVANIA MANUFACTURERS' ASSOCIATION INSURANCE COMPANY	8,632	0	0	NA
PHARMACISTS MUTUAL INSURANCE COMPANY	78,848	0	0	NA
PHILADELPHIA INDEMNITY INSURANCE COMPANY	4,114,738	1	1	0.66
PHOENIX INSURANCE COMPANY	1,339,761	1	1	2.04
PRAETORIAN INSURANCE COMPANY	2,466,893	0	0	0.00
PREFERRED PROFESSIONAL INSURANCE COMPANY	48,027	0	0	NA
PROGRESSIVE CASUALTY INSURANCE COMPANY	4,532,756	5	2	1.20
PROGRESSIVE CLASSIC INSURANCE COMPANY	74,917,077	25	21	0.76
PROGRESSIVE DIRECT INSURANCE COMPANY	771,903	20	12	42.41
PROGRESSIVE NORTHERN INSURANCE COMPANY	16,567,247	3	3	0.49
PROGRESSIVE NORTHWESTERN INSURANCE COMPANY	3,975,523	1	1	0.69
PROGRESSIVE PREFERRED INSURANCE COMPANY	2,000,750	0	0	0.00

AUTO (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
PROGRESSIVE SPECIALTY INSURANCE COMPANY	196,411	0	0	0.00
PROGRESSIVE UNIVERSAL INSURANCE COMPANY	74,990,367	38	26	0.95
PROGRESSIVE WEST INSURANCE COMPANY	988,798	0	0	0.00
PROPERTY AND CASUALTY INSURANCE COMPANY OF HARTFORD	23,610,011	10	8	0.92
QBE INSURANCE CORPORATION	20	0	0	NA
REDLAND INSURANCE COMPANY	237,840	0	0	0.00
REPUBLIC WESTERN INSURANCE COMPANY	1,172	0	0	NA
RESPONSE WORLDWIDE INSURANCE COMPANY	221,642	0	0	0.00
RIVERPORT INSURANCE COMPANY	22,259	0	0	NA
RLI INSURANCE COMPANY	203,564	0	0	0.00
ROCKY MOUNTAIN FIRE & CASUALTY COMPANY	1,950,851	0	0	0.00
SAFECO INSURANCE COMPANY OF AMERICA	132,584	0	0	0.00
SAFECO INSURANCE COMPANY OF OREGON	135,752,256	72	52	1.04
SAGAMORE INSURANCE COMPANY	249,915	0	0	0.00
SCOTTSDALE INDEMNITY COMPANY	37,458	0	0	NA
SECURITY NATIONAL INSURANCE COMPANY	1,568,741	0	0	0.00
SENTINEL INSURANCE COMPANY, LTD.	4,247,589	3	3	1.93
SENTRY CASUALTY COMPANY	8,522	0	0	NA
SENTRY INSURANCE A MUTUAL COMPANY	706,432	1	0	0.00
SENTRY SELECT INSURANCE COMPANY	3,711,440	0	0	0.00
SOMPO JAPAN INSURANCE COMPANY OF AMERICA	109,723	0	0	0.00
SOUTHERN INSURANCE COMPANY	525,863	1	1	5.19
SPRINGFIELD INSURANCE COMPANY	281,412	0	0	0.00
ST. PAUL FIRE AND MARINE INSURANCE COMPANY	695,208	0	0	0.00
ST. PAUL GUARDIAN INSURANCE COMPANY	60,864	0	0	NA

AUTO (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
ST. PAUL MERCURY INSURANCE COMPANY	71,369	0	0	NA
ST. PAUL PROTECTIVE INSURANCE COMPANY	21,528	0	0	NA
STANDARD FIRE INSURANCE COMPANY (THE)	4,027	0	0	NA
STANDARD GUARANTY INSURANCE COMPANY	129,409	0	0	0.00
STAR INSURANCE COMPANY	109,019	0	0	0.00
STARNET INSURANCE COMPANY	743	0	0	NA
STATE FARM FIRE AND CASUALTY COMPANY	28,969,301	1	1	0.09
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	353,716,756	103	71	0.55
STATE NATIONAL INSURANCE COMPANY, INC.	1,395,843	0	0	0.00
STONINGTON INSURANCE COMPANY	985,637	2	1	2.77
SUA INSURANCE COMPANY	40,194	0	0	NA
SUBLIMITY INSURANCE COMPANY	5,157,679	1	0	0.00
T.H.E. INSURANCE COMPANY	208,043	0	0	0.00
TEACHERS INSURANCE COMPANY	1,360,628	2	1	2.00
TECHNOLOGY INSURANCE COMPANY, INC.	3,852	0	0	NA
TOKIO MARINE & NICHIDO FIRE INSURANCE CO., LTD.	766,997	0	0	0.00
TOWER INSURANCE COMPANY OF NEW YORK	2,268	0	0	NA
TRANSGUARD INSURANCE COMPANY OF AMERICA, INC.	244,480	0	0	0.00
TRANSPORTATION INSURANCE COMPANY	1,444,969	0	0	0.00
TRAVELERS COMMERCIAL INSURANCE COMPANY	6,340,742	5	5	2.15
TRAVELERS HOME AND MARINE INSURANCE COMPANY (THE)	11,168,138	8	4	0.98
TRAVELERS INDEMNITY COMPANY (THE)	1,508,141	1	1	1.81
TRAVELERS INDEMNITY COMPANY OF AMERICA	1,482,695	1	0	0.00
TRAVELERS INDEMNITY COMPANY OF CONNECTICUT (THE)	1,033,809	0	0	0.00
TRAVELERS PROPERTY CASUALTY COMPANY OF AMERICA	6,842,573	0	0	0.00

AUTO (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
TRINITY UNIVERSAL INSURANCE COMPANY	109,682	0	0	0.00
TRINITY UNIVERSAL INSURANCE COMPANY OF KANSAS, INC	872,623	0	0	0.00
TRIUMPHE CASUALTY COMPANY	1,181	0	0	NA
TRUCK INSURANCE EXCHANGE	10,771,801	0	0	0.00
TRUMBULL INSURANCE COMPANY	31	0	0	NA
TWIN CITY FIRE INSURANCE COMPANY	1,433,912	1	1	1.90
UNIGARD INDEMNITY COMPANY	251,893	1	0	0.00
UNIGARD INSURANCE COMPANY	13,848,629	2	1	0.20
UNITED SERVICES AUTOMOBILE ASSOCIATION	27,601,414	12	7	0.69
UNITED STATES FIDELITY AND GUARANTY COMPANY	1	0	0	NA
UNITED STATES FIRE INSURANCE COMPANY	303,939	0	0	0.00
UNITRIN AUTO AND HOME INSURANCE COMPANY	449,674	1	1	6.07
UNITRIN DIRECT PROPERTY & CASUALTY COMPANY	6,524,339	9	5	2.09
UNIVERSAL CASUALTY COMPANY	1,258,852	7	5	10.83
UNIVERSAL UNDERWRITERS INSURANCE COMPANY	3,549,563	1	1	0.77
USAA CASUALTY INSURANCE COMPANY	29,682,128	5	5	0.46
USAA GENERAL INDEMNITY COMPANY	2,012,285	1	1	1.36
UTICA MUTUAL INSURANCE COMPANY	6,597	0	0	NA
VALLEY FORGE INSURANCE COMPANY	672,003	0	0	0.00
VALLEY PROPERTY & CASUALTY INSURANCE COMPANY	14,792,262	2	2	0.37
VANLINER INSURANCE COMPANY	568,182	0	0	0.00
VICTORIA SELECT INSURANCE COMPANY	5,064,743	10	7	3.77
VIKING INSURANCE COMPANY OF WISCONSIN	5,006,460	5	4	2.18
WAUSAU BUSINESS INSURANCE COMPANY	343,974	0	0	0.00
WAUSAU UNDERWRITERS INSURANCE COMPANY	513,093	0	0	0.00

AUTO (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
WAWANESA GENERAL INSURANCE COMPANY	4,665,482	0	0	0.00
WESCO INSURANCE COMPANY	36,579	0	0	NA
WEST AMERICAN INSURANCE COMPANY	5,209,553	1	1	0.52
WESTCHESTER FIRE INSURANCE COMPANY	52,274	0	0	NA
WESTERN NATIONAL ASSURANCE COMPANY	1,723,437	1	1	1.58
WESTERN PROTECTORS INSURANCE COMPANY	7,416,560	3	2	0.74
WESTERN UNITED INSURANCE COMPANY	8,052,743	2	2	0.68
WESTPORT INSURANCE CORPORATION	187,923	0	0	0.00
WILSHIRE INSURANCE COMPANY	1,962,646	0	0	0.00
WORKMEN'S AUTO INSURANCE COMPANY	3,645,674	4	4	2.99
XL INSURANCE AMERICA, INC.	72,664	0	0	NA
XL SPECIALTY INSURANCE COMPANY	177,277	0	0	0.00
ZURICH AMERICAN INSURANCE COMPANY	4,343,288	1	1	0.63
ZURICH AMERICAN INSURANCE COMPANY OF ILLINOIS	156,145	0	0	0.00
Total for AUTO	2,266,797,592	1,131	831	

HEALTH

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
AAA LIFE INSURANCE COMPANY	559,167	1	1	27.88
ACACIA LIFE INSURANCE COMPANY	310	0	0	NA
ACE AMERICAN INSURANCE COMPANY	2,812,919	2	2	11.08
ADVANTAGE DENTAL PLAN, INC.	12,405,142	0	0	0.00
AETNA LIFE INSURANCE COMPANY	84,493,441	22	15	2.77
AF&L INSURANCE COMPANY	24,189	0	0	NA
AIG LIFE INSURANCE COMPANY	1,904,146	2	1	8.19
AIG PREMIER INSURANCE COMPANY	2,624	0	0	NA
ALLIANZ LIFE INSURANCE COMPANY OF NORTH AMERICA	9,891	0	0	NA
ALLSTATE LIFE INSURANCE COMPANY	100,333	0	0	0.00
ALTA HEALTH & LIFE INSURANCE COMPANY	111,337	0	0	0.00
AMERICAN ALTERNATIVE INSURANCE CORPORATION	1,755	0	0	NA
AMERICAN BANKERS INSURANCE COMPANY OF FLORIDA	1,980,548	0	0	0.00
AMERICAN BANKERS LIFE ASSURANCE CO OF FLORIDA	1,498,430	0	0	0.00
AMERICAN CASUALTY COMPANY OF READING, PENNSYLVANIA	42	0	0	NA
AMERICAN COMMUNITY MUTUAL INSURANCE COMPANY	3,318	0	0	NA
AMERICAN FAMILY LIFE ASSURANCE COMPANY OF COLUMBUS	64,306,486	3	2	0.48
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	1,718,463	1	1	9.07
AMERICAN FIDELITY ASSURANCE COMPANY	4,969,744	2	2	6.27
AMERICAN GENERAL ASSURANCE COMPANY	570,419	2	2	54.66
AMERICAN GENERAL LIFE AND ACCIDENT INSURANCE COMPANY	4,615	0	0	NA
AMERICAN GENERAL LIFE INSURANCE COMPANY	501,383	1	1	31.09
AMERICAN HEALTH AND LIFE INSURANCE COMPANY	982,704	0	0	0.00
AMERICAN HERITAGE LIFE INSURANCE COMPANY	1,389,764	3	2	22.43
AMERICAN HOME ASSURANCE COMPANY	1,573	0	0	NA

HEALTH (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
AMERICAN INCOME LIFE INSURANCE COMPANY	1,268,130	0	0	0.00
AMERICAN MEDICAL AND LIFE INSURANCE COMPANY	203,108	0	0	0.00
AMERICAN MEMORIAL LIFE INSURANCE COMPANY	1,337	0	0	NA
AMERICAN MODERN LIFE INSURANCE COMPANY	1,049,584	0	0	0.00
AMERICAN NATIONAL INSURANCE COMPANY	227,994	0	0	0.00
AMERICAN NATIONAL LIFE INSURANCE COMPANY OF TEXAS	2,724	0	0	NA
AMERICAN NETWORK INSURANCE COMPANY	13,805	0	0	NA
AMERICAN PIONEER LIFE INSURANCE COMPANY	435,992	0	0	0.00
AMERICAN PROGRESSIVE LIFE AND HEALTH INSURANCE COMPANY OF NEW YORK	25,352	0	0	NA
AMERICAN PUBLIC LIFE INSURANCE COMPANY	30,376	0	0	NA
AMERICAN RELIABLE INSURANCE COMPANY	580,104	0	0	0.00
AMERICAN REPUBLIC CORP INSURANCE COMPANY	588	0	0	NA
AMERICAN REPUBLIC INSURANCE COMPANY	7,993,882	3	1	1.95
AMERICAN SECURITY INSURANCE COMPANY	1,118,314	0	0	0.00
AMERICAN SENTINEL INSURANCE COMPANY	10,768	0	0	NA
AMERICAN SPECIALTY HEALTH INSURANCE COMPANY	12,133	0	0	NA
AMERICAN UNDERWRITERS LIFE INSURANCE COMPANY	42,776	0	0	NA
AMERICAN UNITED LIFE INSURANCE COMPANY	124,874	0	0	0.00
AMERITAS LIFE INSURANCE CORPORATION	3,514,679	2	1	4.44
AMEX ASSURANCE COMPANY	1,048,982	0	0	0.00
ANTHEM LIFE INSURANCE COMPANY	1,315	0	0	NA
ASSURITY LIFE INSURANCE COMPANY	520,091	0	0	0.00
ASURIS NORTHWEST HEALTH	4,877,405	0	0	0.00
ATRIO HEALTH PLANS, INC.	52,304,327	1	0	0.00
AVIVA LIFE AND ANNUITY COMPANY	5,716	0	0	NA

HEALTH (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
AXA EQUITABLE LIFE INSURANCE COMPANY	277,028	1	1	56.27
BALBOA LIFE INSURANCE COMPANY	236,829	0	0	0.00
BALTIMORE LIFE INSURANCE COMPANY (THE)	1,105	0	0	NA
BANKERS FIDELITY LIFE INSURANCE COMPANY	103,836	0	0	0.00
BANKERS LIFE AND CASUALTY COMPANY	11,788,832	16	15	19.84
BCS INSURANCE COMPANY	1,474,121	2	1	10.57
BCS LIFE INSURANCE COMPANY	83,316	0	0	NA
BENEFICIAL LIFE INSURANCE COMPANY	630	0	0	NA
BERKSHIRE LIFE INSURANCE COMPANY OF AMERICA	4,357,183	1	1	3.58
BEST LIFE AND HEALTH INSURANCE COMPANY	2,474,377	0	0	0.00
BOSTON MUTUAL LIFE INSURANCE COMPANY	68,021	0	0	NA
BROKERS NATIONAL LIFE ASSURANCE COMPANY	2,793,663	0	0	0.00
CANADA LIFE ASSURANCE COMPANY (THE)	973,263	0	0	0.00
CAPITOL INDEMNITY CORPORATION	77,194	0	0	NA
CATHOLIC ORDER OF FORESTERS	0	0	0	NA
CELTIC INSURANCE COMPANY	62,108	0	0	NA
CENTRAL RESERVE LIFE INSURANCE COMPANY	89,643	0	0	NA
CENTRAL SECURITY LIFE INSURANCE COMPANY	1,195	0	0	NA
CENTRAL STATES HEALTH & LIFE CO OF OMAHA	235,034	0	0	0.00
CENTRAL STATES INDEMNITY CO. OF OMAHA	391,820	0	0	0.00
CENTRAL UNITED LIFE INSURANCE COMPANY	22,027	0	0	NA
CENTRE LIFE INSURANCE COMPANY	622,956	0	0	0.00
CENTURION LIFE INSURANCE COMPANY	6,708	0	0	NA
CHESAPEAKE LIFE INSURANCE COMPANY (THE)	3,000,655	0	0	0.00
CHRISTIAN FIDELITY LIFE INSURANCE COMPANY	12,113	0	0	NA

HEALTH (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
CICA LIFE INSURANCE COMPANY OF AMERICA	420	0	0	NA
CINCINNATI LIFE INSURANCE COMPANY (THE)	4,508	0	0	NA
CLEAR ONE HEALTH PLANS, INC.	153,011,695	9	7	0.71
COLONIAL LIFE & ACCIDENT INSURANCE COMPANY	5,133,550	1	1	3.04
COLONIAL PENN LIFE INSURANCE COMPANY	65,323	0	0	NA
COLORADO BANKERS LIFE INSURANCE COMPANY	2,479	0	0	NA
COLUMBIAN LIFE INSURANCE COMPANY	85,917	0	0	NA
COLUMBIAN MUTUAL LIFE INSURANCE COMPANY	10	0	0	NA
COLUMBUS LIFE INSURANCE COMPANY	2,013	0	0	NA
COMBINED INSURANCE COMPANY OF AMERICA	14,923,120	9	8	8.36
COMMERCIAL TRAVELERS MUTUAL INSURANCE COMPANY	20,343	0	0	NA
COMMONWEALTH ANNUITY AND LIFE INSURANCE COMPANY	101,112	0	0	0.00
COMPANION LIFE INSURANCE COMPANY	1,423,068	0	0	0.00
CONNECTICUT GENERAL LIFE INSURANCE COMPANY	40,887,862	7	5	1.91
CONSECO HEALTH INSURANCE COMPANY	1,113,057	2	1	14.01
CONSECO INSURANCE COMPANY	1,304,007	0	0	0.00
CONSECO LIFE INSURANCE COMPANY	16,818	0	0	NA
CONSTITUTION LIFE INSURANCE COMPANY	19,969	0	0	NA
CONTINENTAL AMERICAN INSURANCE COMPANY	48,773	0	0	NA
CONTINENTAL CASUALTY COMPANY	-9,065,715	0	0	NA
CONTINENTAL GENERAL INSURANCE COMPANY	262,301	0	0	0.00
COUNTRY LIFE INSURANCE COMPANY	1,068,743	0	0	0.00
CROATIAN FRATERNAL UNION OF AMERICA	209	0	0	NA
CROWN LIFE INSURANCE COMPANY	23,460	0	0	NA
CUNA MUTUAL INSURANCE SOCIETY	7,419,798	3	2	4.20

HEALTH (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
DELOS INSURANCE COMPANY	209,403	0	0	0.00
DENTEGRA INSURANCE COMPANY	1,703,036	0	0	0.00
EMC NATIONAL LIFE COMPANY	72,336	0	0	NA
ENTERPRISE LIFE INSURANCE COMPANY	-21,699	0	0	NA
ENVISION INSURANCE COMPANY	158,202	0	0	0.00
EQUITABLE LIFE AND CASUALTY INSURANCE COMPANY	5,496,566	0	0	0.00
EXECUTIVE RISK INDEMNITY INC.	216,425	0	0	0.00
FAMILY HERITAGE LIFE INSURANCE COMPANY OF AMERICA	306,134	0	0	0.00
FAMILYCARE HEALTH PLANS, INC.	20,705,760	0	0	0.00
FARM BUREAU LIFE INSURANCE COMPANY	14,289	0	0	NA
FARMERS NEW WORLD LIFE INSURANCE COMPANY	717,797	1	1	21.72
FEDERAL INSURANCE COMPANY	535,482	0	0	0.00
FEDERAL LIFE INSURANCE COMPANY (MUTUAL)	587	0	0	NA
FEDERATED LIFE INSURANCE COMPANY	51,792	0	0	NA
FIDELITY SECURITY LIFE INSURANCE COMPANY	855,499	0	0	0.00
FIRST ALLMERICA FINANCIAL LIFE INSURANCE COMPANY	2,913	0	0	NA
FIRST HEALTH LIFE & HEALTH INSURANCE COMPANY	30,447,562	0	0	0.00
FORT DEARBORN LIFE INSURANCE COMPANY	465,388	0	0	0.00
FREEDOM LIFE INSURANCE COMPANY OF AMERICA	4,815	0	0	NA
GENERAL AMERICAN LIFE INSURANCE COMPANY	110,219	0	0	0.00
GENERAL FIDELITY LIFE INSURANCE COMPANY	-8,007	0	0	NA
GENWORTH LIFE AND ANNUITY INSURANCE COMPANY	1,594,765	0	0	0.00
GENWORTH LIFE INSURANCE COMPANY	1,762	0	0	NA
GERBER LIFE INSURANCE COMPANY	2,047,275	0	0	0.00
GLOBE LIFE AND ACCIDENT INSURANCE COMPANY	0	0	0	NA

HEALTH (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
GOLDEN RULE INSURANCE COMPANY	228,492	0	0	0.00
GOVERNMENT PERSONNEL MUTUAL LIFE INSURANCE COMPANY	16,293	0	0	NA
GREAT AMERICAN INSURANCE COMPANY	322,985	0	0	0.00
GREAT AMERICAN LIFE INSURANCE COMPANY	3,251	0	0	NA
GREAT SOUTHERN LIFE INSURANCE COMPANY	4,611	0	0	NA
GREAT-WEST LIFE & ANNUITY INSURANCE COMPANY	19,875,844	2	1	0.78
GREAT-WEST LIFE ASSURANCE COMPANY (THE)	319,882	3	0	0.00
GUARANTEE TRUST LIFE INSURANCE COMPANY	219,329	0	0	0.00
GUARANTY INCOME LIFE INSURANCE COMPANY	0	0	0	NA
GUARDIAN LIFE INSURANCE COMPANY OF AMERICA (THE)	16,459,203	4	3	2.84
HARTFORD FIRE INSURANCE COMPANY	312	0	0	NA
HARTFORD LIFE AND ACCIDENT INSURANCE COMPANY	19,421,404	0	0	0.00
HARTFORD LIFE AND ANNUITY INSURANCE COMPANY	7,277	0	0	NA
HARTFORD LIFE INSURANCE COMPANY	1,705,031	0	0	0.00
HCC LIFE INSURANCE COMPANY	3,645,279	0	0	0.00
HEALTH CARE SERVICE CORPORATION, A MUTUAL LEGAL RESERVE COMPANY	281,664	0	0	0.00
HEALTH NET HEALTH PLAN OF OREGON, INC.	399,465,866	50	37	1.44
HEALTH NET LIFE INSURANCE COMPANY	193,661,521	1	1	0.08
HEALTH PLAN OF CAREOREGON, INC.	68,482,879	0	0	0.00
HM LIFE INSURANCE COMPANY	2,553,686	0	0	0.00
HORACE MANN LIFE INSURANCE COMPANY	5,139	0	0	NA
HOUSEHOLD LIFE INSURANCE COMPANY	840,680	0	0	0.00
HUMANA INSURANCE COMPANY	49,838,499	3	3	0.94
HUMANADENTAL INSURANCE COMPANY	861	0	0	NA
ILLINOIS MUTUAL LIFE INSURANCE COMPANY	595,328	0	0	0.00

HEALTH (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
INDEPENDENCE AMERICAN INSURANCE COMPANY	63,244	0	0	NA
INDEPENDENT ORDER OF FORESTERS	991	0	0	NA
INDIVIDUAL ASSURANCE COMPANY LIFE, HEALTH AND ACCIDENT	68,540	0	0	NA
ING USA ANNUITY & LIFE INSURANCE COMPANY	4,087	0	0	NA
INVESTORS LIFE INSURANCE COMPANY OF NORTH AMERICA	1,520	0	0	NA
JACKSON NATIONAL LIFE INSURANCE COMPANY	3,900	0	0	NA
JEFFERSON NATIONAL LIFE INSURANCE COMPANY	4,485	0	0	NA
JMIC LIFE INSURANCE COMPANY	-33,937	0	0	NA
JOHN ALDEN LIFE INSURANCE COMPANY	1,816,057	1	0	0.00
JOHN HANCOCK LIFE INSURANCE COMPANY	290,577	0	0	0.00
JOHN HANCOCK LIFE INSURANCE COMPANY (U.S.A.)	474	0	0	NA
KAISER FOUNDATION HEALTH PLAN OF THE NORTHWEST	1,838,362,229	58	41	0.35
KANAWHA INSURANCE COMPANY	114,023	0	0	0.00
KANSAS CITY LIFE INSURANCE COMPANY	2,006,579	0	0	0.00
KNIGHTS OF COLUMBUS	1,550	0	0	NA
LAFAYETTE LIFE INSURANCE COMPANY (THE)	69,062	0	0	NA
LANDCAR LIFE INSURANCE COMPANY	11,411	0	0	NA
LEWER LIFE INSURANCE COMPANY	2,626	0	0	NA
LIBERTY LIFE ASSURANCE COMPANY OF BOSTON	1,177,338	1	1	13.24
LIBERTY LIFE INSURANCE COMPANY	811,762	0	0	0.00
LIBERTY NATIONAL LIFE INSURANCE COMPANY	10,340	0	0	NA
LIFE INSURANCE COMPANY OF NORTH AMERICA	7,128,390	5	3	6.56
LIFESecure INSURANCE COMPANY	1,789	0	0	NA
LIFEWISE ASSURANCE COMPANY	996,438	0	0	0.00
LIFEWISE HEALTH PLAN OF OREGON INC.	264,985,072	63	37	2.18

HEALTH (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
LINCOLN BENEFIT LIFE COMPANY	0	0	0	NA
LINCOLN HERITAGE LIFE INSURANCE COMPANY	351,889	0	0	0.00
LINCOLN LIFE & ANNUITY COMPANY OF NEW YORK	69	0	0	NA
LINCOLN NATIONAL LIFE INSURANCE COMPANY (THE)	16,536,229	3	2	1.89
LOYAL AMERICAN LIFE INSURANCE COMPANY	58,396	0	0	NA
MADISON NATIONAL LIFE INSURANCE COMPANY, INC.	2,973,154	3	3	15.73
MARION POLK COMMUNITY HEALTH PLAN ADVANTAGE, INC.	44,022,219	0	0	0.00
MARKEL INSURANCE COMPANY	202,013	0	0	0.00
MARQUETTE NATIONAL LIFE INSURANCE COMPANY	905,089	0	0	0.00
MASSACHUSETTS MUTUAL LIFE INSURANCE COMPANY	3,078,613	0	0	0.00
MEDAMERICA INSURANCE COMPANY	471,890	0	0	0.00
MEDCO CONTAINMENT LIFE INSURANCE COMPANY	2,619,518	0	0	0.00
MEDICO INSURANCE COMPANY	125,906	0	0	0.00
MEDICO LIFE INSURANCE COMPANY	133,506	1	1	116.76
MEGA LIFE AND HEALTH INSURANCE COMPANY (THE)	19,381,627	17	10	8.04
MENNONITE MUTUAL AID ASSOCIATION	128,730	0	0	0.00
MERIT LIFE INSURANCE COMPANY	463,496	0	0	0.00
METLIFE INSURANCE COMPANY OF CONNECTICUT	107,314	1	1	145.26
METROPOLITAN LIFE INSURANCE COMPANY	41,203,821	4	4	1.51
METROPOLITAN PROPERTY AND CASUALTY INSURANCE COMPANY	209,445	0	0	0.00
MID-VALLEY IPA EMPLOYEE BENEFIT TRUST	7,157,220	1	0	0.00
MID-WEST NATIONAL LIFE INSURANCE COMPANY OF TENNESSEE	457,001	1	1	34.11
MIDLAND NATIONAL LIFE INSURANCE COMPANY	2,100	0	0	NA
MINNESOTA LIFE INSURANCE COMPANY	3,017,233	0	0	0.00
MODERN WOODMEN OF AMERICA	1,549	0	0	NA

HEALTH (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
MONARCH LIFE INSURANCE COMPANY	217,482	0	0	0.00
MONUMENTAL LIFE INSURANCE COMPANY	2,006,903	0	0	0.00
MONY LIFE INSURANCE COMPANY	1,176,432	0	0	0.00
MUTUAL OF AMERICA LIFE INSURANCE COMPANY	10,713	0	0	NA
MUTUAL OF OMAHA INSURANCE COMPANY	17,544,896	5	2	1.78
NATIONAL BENEFIT LIFE INSURANCE COMPANY	2,905	0	0	NA
NATIONAL CASUALTY COMPANY	15,658	1	0	NA
NATIONAL FOUNDATION LIFE INSURANCE COMPANY	283,992	2	1	54.89
NATIONAL GUARDIAN LIFE INSURANCE COMPANY	350,999	0	0	0.00
NATIONAL HEALTH INSURANCE COMPANY	3,882,169	4	3	12.05
NATIONAL LIFE INSURANCE COMPANY	161,513	0	0	0.00
NATIONAL STATES INSURANCE COMPANY	147,044	0	0	0.00
NATIONAL TEACHERS ASSOCIATES LIFE INSURANCE COMPANY	14,058	0	0	NA
NATIONAL UNION FIRE INSURANCE COMPANY OF PITTSBURG	693,871	9	8	179.73
NATIONWIDE LIFE INSURANCE COMPANY	252,515	0	0	0.00
NATIONWIDE LIFE INSURANCE COMPANY OF AMERICA	2,667	0	0	NA
NATIONWIDE MUTUAL INSURANCE COMPANY	10	0	0	NA
NEW ENGLAND LIFE INSURANCE COMPANY	226,311	0	0	0.00
NEW YORK LIFE INSURANCE COMPANY	3,857,064	0	0	0.00
NORTH AMERICAN COMPANY FOR LIFE AND HEALTH INSURANCE	55	0	0	NA
NORTH AMERICAN INSURANCE COMPANY	60	0	0	NA
NORTH COAST LIFE INSURANCE COMPANY	389	0	0	NA
NORTHWESTERN LONG TERM CARE INSURANCE COMPANY	0	0	0	NA
NORTHWESTERN MUTUAL LIFE INSURANCE CO	10,654,435	0	0	0.00
ODS HEALTH PLAN, INC.	176,498,373	41	24	2.12

HEALTH (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
OHIO CASUALTY INSURANCE COMPANY	2,246	0	0	NA
OHIO NATIONAL LIFE ASSURANCE CORPORATION	366,138	0	0	0.00
OHIO NATIONAL LIFE INSURANCE COMPANY (THE)	278,417	0	0	0.00
OLD AMERICAN INSURANCE COMPANY	3,310	0	0	NA
OLD REPUBLIC INSURANCE COMPANY	916,440	0	0	0.00
OLD REPUBLIC LIFE INSURANCE COMPANY	275	0	0	NA
OMAHA WOODMEN LIFE INSURANCE SOCIETY	3,504	0	0	NA
OREGON DENTAL SERVICE	102,875,443	13	9	1.36
OXFORD LIFE INSURANCE COMPANY	8,037	0	0	NA
PACIFIC GUARDIAN LIFE INSURANCE COMPANY, LIMITED	440	0	0	NA
PACIFICARE LIFE AND HEALTH INSURANCE COMPANY	621,453	1	1	25.08
PACIFICARE LIFE ASSURANCE COMPANY	17,148,446	12	9	8.18
PACIFICARE OF OREGON, INC.	272,470,995	11	9	0.51
PACIFICSOURCE HEALTH PLANS	477,249,690	37	24	0.78
PAN-AMERICAN LIFE INSURANCE COMPANY	385,666	0	0	0.00
PAUL REVERE LIFE INSURANCE COMPANY	2,603,975	1	1	5.99
PENN MUTUAL LIFE INSURANCE COMPANY	101,323	0	0	0.00
PENN TREATY NETWORK AMERICA INSURANCE COMPANY	0	0	0	NA
PENNSYLVANIA LIFE INSURANCE COMPANY	17,374,255	1	1	0.90
PERICO LIFE INSURANCE COMPANY	104,349	0	0	0.00
PHILADELPHIA AMERICAN LIFE INSURANCE COMPANY	51,910	0	0	NA
PHOENIX LIFE INSURANCE COMPANY	19,160	0	0	NA
PHYSICIANS LIFE INSURANCE COMPANY	155,233	0	0	0.00
PHYSICIANS MUTUAL INSURANCE COMPANY	773,984	1	1	20.14
PIONEER EDUCATORS HEALTH TRUST	15,560,848	0	0	0.00

HEALTH (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
PIONEER MUTUAL LIFE INSURANCE COMPANY	454	0	0	NA
PREFERRED HEALTH PLAN, INC.	16,010,261	2	1	0.97
PRIMERICA LIFE INSURANCE COMPANY	1,627	0	0	NA
PRINCIPAL LIFE INSURANCE COMPANY	10,973,253	1	1	1.42
PROFESSIONAL INSURANCE COMPANY	97,273	0	0	NA
PROTECTIVE LIFE INSURANCE COMPANY	202,598	0	0	0.00
PROVIDENCE HEALTH PLAN	868,047,311	66	47	0.84
PROVIDENT AMERICAN LIFE & HEALTH INSURANCE COMPANY	2,776,891	2	1	5.61
PROVIDENT LIFE & ACCIDENT INSURANCE COMPANY	7,598,204	1	1	2.05
PRUDENTIAL INSURANCE COMPANY OF AMERICA	5,019,429	4	3	9.32
PYRAMID LIFE INSURANCE COMPANY	56,542,229	1	1	0.28
QBE INSURANCE CORPORATION	1,352,232	0	0	0.00
REASSURE AMERICA LIFE INSURANCE COMPANY	836,951	0	0	0.00
REGENCE BLUECROSS BLUESHIELD OF OREGON	2,437,999,598	207	132	0.84
REGENCE LIFE AND HEALTH INSURANCE COMPANY	76,461,587	9	4	0.82
RELIABLE LIFE INSURANCE COMPANY (THE)	137	0	0	NA
RELIANCE STANDARD LIFE INSURANCE COMPANY	5,793,730	2	2	5.38
RELIASTAR LIFE INSURANCE COMPANY	2,704,525	0	0	0.00
RELIASTAR LIFE INSURANCE COMPANY OF NEW YORK	126,932	0	0	0.00
RENAISSANCE LIFE & HEALTH INSURANCE COMPANY OF AMERICA	21,835	0	0	NA
REPUBLIC WESTERN INSURANCE COMPANY	65,465	0	0	NA
RESERVE NATIONAL INSURANCE COMPANY	42,624	0	0	NA
RESOURCE LIFE INSURANCE COMPANY	-39,485	1	1	NA
RIVERSOURCE LIFE INSURANCE COMPANY	1,818,518	0	0	0.00
SAFEHEALTH LIFE INSURANCE COMPANY	58,836	0	0	NA

HEALTH (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
SEARS LIFE INSURANCE COMPANY	714,796	0	0	0.00
SECURIAN LIFE INSURANCE COMPANY	2,176,352	0	0	0.00
SECURITY LIFE INSURANCE COMPANY OF AMERICA	1,742,424	0	0	0.00
SECURITY LIFE OF DENVER INSURANCE COMPANY	2,731	0	0	NA
SECURITY MUTUAL LIFE INSURANCE COMPANY OF NEW YORK	24,818	0	0	NA
SECURITY NATIONAL LIFE INSURANCE COMPANY	2,007	1	1	NA
SENIOR HEALTH INSURANCE COMPANY OF PENNSYLVANIA	18,151	1	1	NA
SENTRY INSURANCE A MUTUAL COMPANY	-565	0	0	NA
SENTRY LIFE INSURANCE COMPANY	113,116	0	0	0.00
SIERRA HEALTH AND LIFE INSURANCE COMPANY, INC.	817,761	0	0	0.00
SONS OF NORWAY	229	0	0	NA
STANDARD GUARANTY INSURANCE COMPANY	387,310	0	0	0.00
STANDARD INSURANCE COMPANY	68,920,881	29	21	4.75
STANDARD LIFE AND ACCIDENT INSURANCE COMPANY	640,454	0	0	0.00
STANDARD SECURITY LIFE INSURANCE COMPANY OF NEW YORK	217,106	0	0	0.00
STARMOUNT LIFE INSURANCE COMPANY	826	0	0	NA
STARNET INSURANCE COMPANY	314,196	0	0	0.00
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	7,200,256	1	1	2.17
STATE LIFE INSURANCE COMPANY (THE)	4,815	0	0	NA
STATE MUTUAL INSURANCE COMPANY	314,824	0	0	0.00
STERLING INVESTORS LIFE INSURANCE COMPANY	3,592	0	0	NA
STERLING LIFE INSURANCE COMPANY	19,332,216	0	0	0.00
STONEBRIDGE CASUALTY INSURANCE COMPANY	85	0	0	NA
STONEBRIDGE LIFE INSURANCE COMPANY	2,879,975	0	0	0.00
SUN LIFE AND HEALTH INSURANCE COMPANY (U.S.)	3,688,468	1	1	4.23

HEALTH (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
SUN LIFE ASSURANCE COMPANY OF CANADA	4,709,802	0	0	0.00
SUNAMERICA LIFE INSURANCE COMPANY	216	0	0	NA
SUNSET LIFE INSURANCE COMPANY OF AMERICA	1,211	0	0	NA
SURETY LIFE INSURANCE COMPANY	4,662	0	0	NA
SYMETRA LIFE INSURANCE COMPANY	11,903,869	0	0	0.00
TEACHERS INSURANCE AND ANNUITY ASSOCIATION OF AMERICA	418,747	0	0	0.00
THRIVENT FINANCIAL FOR LUTHERANS	1,029,246	0	0	0.00
THRIVENT LIFE INSURANCE COMPANY	108	0	0	NA
TIAA-CREF LIFE INSURANCE COMPANY	179,711	0	0	0.00
TIMBER PRODUCTS MANUFACTURERS TRUST	8,441,535	0	0	0.00
TIME INSURANCE COMPANY	33,239,809	17	14	6.57
TRANSAMERICA FINANCIAL LIFE INSURANCE COMPANY	10,027	0	0	NA
TRANSAMERICA LIFE INSURANCE COMPANY	1,360,694	1	1	11.46
TRAVELERS INDEMNITY COMPANY (THE)	24,901	0	0	NA
TRILLIUM COMMUNITY HEALTH PLAN, INC.	29,879,722	0	0	0.00
TRUSTMARK INSURANCE COMPANY	850,605	1	0	0.00
TRUSTMARK LIFE INSURANCE COMPANY	95,069	0	0	NA
U.S. SPECIALTY INSURANCE COMPANY	83,437	0	0	NA
UNICARE LIFE & HEALTH INSURANCE COMPANY	6,114,100	1	1	2.55
UNIFIED LIFE INSURANCE COMPANY	440,659	0	0	0.00
UNIMERICA INSURANCE COMPANY	4,086,909	0	0	0.00
UNION BANKERS INSURANCE COMPANY	85,022	0	0	NA
UNION CENTRAL LIFE INSURANCE COMPANY	934,841	0	0	0.00
UNION FIDELITY LIFE INSURANCE COMPANY	722,559	0	0	0.00
UNION LABOR LIFE INSURANCE COMPANY	188,314	0	0	0.00

HEALTH (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
UNION SECURITY INSURANCE COMPANY	7,037,779	0	0	0.00
UNITED AMERICAN INSURANCE COMPANY	4,711,106	0	0	0.00
UNITED COMMERCIAL TRAVELERS OF AMERICA(THE ORDER OF)	4,220,801	1	1	3.69
UNITED CONCORDIA INSURANCE COMPANY	2,199,892	1	0	0.00
UNITED HERITAGE LIFE INSURANCE COMPANY	77,012	0	0	NA
UNITED INSURANCE COMPANY OF AMERICA	225	0	0	NA
UNITED OF OMAHA LIFE INSURANCE COMPANY	3,698,734	0	0	0.00
UNITED STATES FIRE INSURANCE COMPANY	670,517	0	0	0.00
UNITED STATES LETTER CARRIERS MUTUAL BENEFIT ASSOCIATION	20,244	0	0	NA
UNITED STATES LIFE INSURANCE COMPANY IN THE CITY OF NEW YORK (THE)	1,299,302	0	0	0.00
UNITED TEACHER ASSOCIATES INSURANCE COMPANY	589,461	1	1	26.45
UNITED WORLD LIFE INSURANCE COMPANY	9,313,192	1	0	0.00
UNITEDHEALTHCARE INSURANCE COMPANY	244,599,472	20	13	0.83
UNIVERSAL UNDERWRITERS LIFE INSURANCE COMPANY	-12,924	0	0	NA
UNUM LIFE INSURANCE COMPANY OF AMERICA	31,525,597	9	5	2.47
USAA LIFE INSURANCE COMPANY	1,292,118	0	0	0.00
USABLE LIFE DBA USABLE LIFE INSURANCE COMPANY	23,405	0	0	NA
VISION SERVICE PLAN INSURANCE COMPANY	19,179,875	2	2	1.63
WASHINGTON NATIONAL INSURANCE COMPANY	1,500,737	0	0	0.00
WELLCARE HEALTH INSURANCE OF ARIZONA, INC.	23,993,520	0	0	0.00
WELLCARE PRESCRIPTION INSURANCE, INC.	7,493,886	1	0	0.00
WEST COAST LIFE INSURANCE COMPANY	896	0	0	NA
WESTERN AND SOUTHERN LIFE INSURANCE COMPANY (THE)	9,366	0	0	NA
WESTERN GROCERS EMPLOYEE BENEFITS TRUST	6,329,122	0	0	0.00
WESTPORT INSURANCE CORPORATION	1,981,588	0	0	0.00

HEALTH (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
WESTWARD LIFE INSURANCE COMPANY	5,044	0	0	NA
WILLAMETTE DENTAL INSURANCE, INC.	22,631,815	3	2	1.38
WILTON REASSURANCE LIFE COMPANY OF NEW YORK	77	0	0	NA
WOODMEN OF THE WORLD	529	0	0	NA
WORLD INSURANCE COMPANY	102,336	0	0	0.00
ZALE LIFE INSURANCE COMPANY	2,486	0	0	NA
ZURICH AMERICAN INSURANCE COMPANY	282,963	0	0	0.00
Total for HEALTH	8,963,570,779	846	575	

HOMEOWNER

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
ACA INSURANCE COMPANY	1,288,254	0	0	0.00
AEGIS SECURITY INSURANCE COMPANY	1,550	0	0	NA
AFFILIATED FM INSURANCE COMPANY	3,017	0	0	NA
AIU INSURANCE COMPANY	1,068,540	0	0	0.00
ALLIED PROPERTY AND CASUALTY INSURANCE COMPANY	3,285,817	1	0	0.00
ALLSTATE INDEMNITY COMPANY	18,225,727	2	1	0.25
ALLSTATE INSURANCE COMPANY	25,690,768	12	10	1.79
ALLSTATE PROPERTY AND CASUALTY INSURANCE COMPANY	13,324,972	11	5	1.72
AMCO INSURANCE COMPANY	3,399,507	2	2	2.70
AMERICAN AUTOMOBILE INSURANCE COMPANY	315,839	0	0	0.00
AMERICAN BANKERS INSURANCE COMPANY OF FLORIDA	1,135,628	4	3	12.14
AMERICAN COMMERCE INSURANCE COMPANY	5,081,675	5	2	1.81
AMERICAN FAMILY HOME INSURANCE COMPANY	610,616	0	0	0.00
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	23,035,001	8	5	1.00
AMERICAN FEDERATION INSURANCE COMPANY	473,816	0	0	0.00
AMERICAN FIRE AND CASUALTY COMPANY	134,583	0	0	0.00
AMERICAN INSURANCE COMPANY (THE)	1,815,934	0	0	0.00
AMERICAN MODERN HOME INSURANCE COMPANY	321,666	1	0	0.00
AMERICAN MODERN SELECT INSURANCE COMPANY	190,301	2	2	48.29
AMERICAN NATIONAL GENERAL INSURANCE COMPANY	12,417	0	0	NA
AMERICAN NATIONAL PROPERTY AND CASUALTY COMPANY	814,019	1	1	5.64
AMERICAN RELIABLE INSURANCE COMPANY	69,151	1	1	NA
AMERICAN SECURITY INSURANCE COMPANY	131,462	1	1	34.95
AMICA MUTUAL INSURANCE COMPANY	2,958,905	2	1	1.55
ARMED FORCES INSURANCE EXCHANGE	253,952	1	0	0.00

HOMEOWNER (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
ASSOCIATED INDEMNITY CORPORATION	15,618	0	0	NA
AUSTIN MUTUAL INSURANCE COMPANY	1,061,475	1	1	4.33
AUTOMOBILE INSURANCE COMPANY OF HARTFORD, CONNECTICUT	4,106,508	0	0	0.00
BALBOA INSURANCE COMPANY	508,997	1	1	9.03
CALIFORNIA CASUALTY GENERAL INSURANCE COMPANY OF OREGON	2,854,493	0	0	0.00
CENTURY-NATIONAL INSURANCE COMPANY	135,968	2	1	33.79
CHURCH MUTUAL INSURANCE COMPANY	5,716	0	0	NA
CINCINNATI INSURANCE COMPANY (THE)	233	0	0	NA
CIVIL SERVICE EMPLOYEES INSURANCE COMPANY	6,665	0	0	NA
COUNTRY CASUALTY INSURANCE COMPANY	8,208	0	0	NA
COUNTRY MUTUAL INSURANCE COMPANY	23,212,488	6	4	0.79
COUNTRY PREFERRED INSURANCE COMPANY	133,488	0	0	0.00
CSE SAFEGUARD INSURANCE COMPANY	8,079	0	0	NA
DELOS INSURANCE COMPANY	390	0	0	NA
DEPOSITORS INSURANCE COMPANY	365,242	2	2	25.16
EAGLE WEST INSURANCE COMPANY	52,982	0	0	NA
ECONOMY PREMIER ASSURANCE COMPANY	2,429,376	1	1	1.89
ELECTRIC INSURANCE COMPANY	95,864	0	0	NA
EMPIRE FIRE AND MARINE INSURANCE COMPANY	159,064	1	0	0.00
ENCOMPASS INDEMNITY COMPANY	1,208,239	0	0	0.00
ENCOMPASS INSURANCE COMPANY OF AMERICA	1,043,893	1	1	4.40
ENUMCLAW PROPERTY AND CASUALTY INSURANCE COMPANY	3,349,475	1	0	0.00
FARMERS INSURANCE COMPANY OF OREGON	69,710,158	34	28	1.85
FARMERS INSURANCE EXCHANGE	13,912,797	0	0	0.00
FEDERAL INSURANCE COMPANY	385,369	0	0	0.00

HOMEOWNER (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
FIDELITY AND DEPOSIT COMPANY OF MARYLAND	20,271	0	0	NA
FIDELITY NATIONAL PROPERTY AND CASUALTY INSURANCE COMPANY	673,762	1	1	6.82
FIREMAN'S FUND INSURANCE COMPANY	559,610	0	0	0.00
FIRST AMERICAN PROPERTY & CASUALTY INSURANCE COMPANY	53,532	0	0	NA
FIRST LIBERTY INSURANCE CORPORATION (THE)	98,710	0	0	NA
FOREMOST INSURANCE COMPANY	4,851,611	2	1	0.95
FOREMOST PROPERTY AND CASUALTY INSURANCE COMPANY	2,848,149	3	1	1.61
FOREMOST SIGNATURE INSURANCE COMPANY	18,855,386	8	3	0.73
GARRISON PROPERTY AND CASUALTY INSURANCE COMPANY	762,627	0	0	0.00
GRANGE INSURANCE ASSOCIATION	1,982,863	0	0	0.00
GREAT NORTHERN INSURANCE COMPANY	184,197	0	0	0.00
GREAT NORTHWEST INSURANCE COMPANY	169,716	0	0	0.00
GUIDEONE AMERICA INSURANCE COMPANY	30,361	0	0	NA
GUIDEONE MUTUAL INSURANCE COMPANY	506,190	0	0	0.00
GUIDEONE SPECIALTY MUTUAL INSURANCE COMPANY	1,877	0	0	NA
HARTFORD CASUALTY INSURANCE COMPANY	566,439	0	0	0.00
HARTFORD FIRE INSURANCE COMPANY	135,121	0	0	0.00
HARTFORD INSURANCE COMPANY OF THE MIDWEST	3,590,716	4	2	2.56
HARTFORD UNDERWRITERS INSURANCE COMPANY	330,478	0	0	0.00
HOMESITE INSURANCE COMPANY OF THE MIDWEST	1,915,624	5	5	11.99
HORACE MANN INSURANCE COMPANY	719,252	1	1	6.39
IDS PROPERTY CASUALTY INSURANCE COMPANY	3,082,151	1	0	0.00
KEMPER INDEPENDENCE INSURANCE COMPANY	2,180,907	0	0	0.00
LIBERTY MUTUAL FIRE INSURANCE COMPANY	9,712,089	1	1	0.47
LIBERTY NORTHWEST INSURANCE CORPORATION	2,970,511	0	0	0.00

HOMEOWNER (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
MARKEL AMERICAN INSURANCE COMPANY	266,021	0	0	0.00
MERASTAR INSURANCE COMPANY	4,551	0	0	NA
METROPOLITAN DIRECT PROPERTY AND CASUALTY INSURANCE COMPANY	1,233,724	0	0	0.00
METROPOLITAN PROPERTY AND CASUALTY INSURANCE COMPANY	6,156,859	3	3	2.24
MUTUAL OF ENUMCLAW INSURANCE COMPANY	9,356,581	3	2	0.98
NATIONAL SURETY CORPORATION	3,402	0	0	NA
NATIONWIDE AFFINITY INSURANCE COMPANY OF AMERICA	329,176	0	0	0.00
NATIONWIDE INSURANCE COMPANY OF AMERICA	2,394,331	2	1	1.92
NATIONWIDE MUTUAL FIRE INSURANCE COMPANY	4,929,922	2	1	0.93
NORTH PACIFIC INSURANCE COMPANY	7,408,078	1	0	0.00
NORTHWESTERN PACIFIC INDEMNITY COMPANY	8,589,856	0	0	0.00
OHIO CASUALTY INSURANCE COMPANY	137,523	1	1	33.41
OREGON AUTOMOBILE INSURANCE COMPANY	856,144	0	0	0.00
OREGON MUTUAL INSURANCE COMPANY	8,994,132	2	0	0.00
PACIFIC INDEMNITY COMPANY	73,116	0	0	NA
PACIFIC SPECIALTY INSURANCE COMPANY	1,282	0	0	NA
PHARMACISTS MUTUAL INSURANCE COMPANY	13,882	0	0	NA
PROPERTY AND CASUALTY INSURANCE COMPANY OF HARTFORD	6,200,503	2	2	1.48
ROCKY MOUNTAIN FIRE & CASUALTY COMPANY	874,085	0	0	0.00
SAFECO INSURANCE COMPANY OF OREGON	35,711,988	10	6	0.77
SENTINEL INSURANCE COMPANY, LTD.	1,014,210	1	0	0.00
SENTRY INSURANCE A MUTUAL COMPANY	21,534	0	0	NA
STANDARD FIRE INSURANCE COMPANY (THE)	1,946,301	0	0	0.00
STANDARD GUARANTY INSURANCE COMPANY	208,397	0	0	0.00
STATE FARM FIRE AND CASUALTY COMPANY	146,430,111	15	12	0.38

HOMEOWNER (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
SUBLIMITY INSURANCE COMPANY	3,928,551	0	0	0.00
SUTTER INSURANCE COMPANY	169,070	0	0	0.00
TEACHERS INSURANCE COMPANY	335,071	0	0	0.00
TOKIO MARINE & NICHIDO FIRE INSURANCE CO., LTD.	11,232	0	0	NA
TRAVELERS COMMERCIAL INSURANCE COMPANY	456,207	0	0	0.00
TRAVELERS HOME AND MARINE INSURANCE COMPANY (THE)	2,133,276	0	0	0.00
TRAVELERS INDEMNITY COMPANY OF AMERICA	2,038,295	3	3	6.76
TWIN CITY FIRE INSURANCE COMPANY	437,973	0	0	0.00
UNIGARD INDEMNITY COMPANY	2,524,714	0	0	0.00
UNIGARD INSURANCE COMPANY	1,628,010	0	0	0.00
UNITED HERITAGE PROPERTY & CASUALTY COMPANY	2,451,930	0	0	0.00
UNITED SERVICES AUTOMOBILE ASSOCIATION	10,416,693	1	1	0.44
UNITRIN AUTO AND HOME INSURANCE COMPANY	162,410	0	0	0.00
UNITRIN DIRECT PROPERTY & CASUALTY COMPANY	3,049	1	1	NA
USAA CASUALTY INSURANCE COMPANY	10,165,366	2	2	0.90
USAA GENERAL INDEMNITY COMPANY	161,606	0	0	0.00
VALLEY PROPERTY & CASUALTY INSURANCE COMPANY	6,182,993	3	2	1.49
WEST AMERICAN INSURANCE COMPANY	993,096	0	0	0.00
WESTERN NATIONAL ASSURANCE COMPANY	8,202	0	0	NA
WESTERN PROTECTORS INSURANCE COMPANY	1,768,591	0	0	0.00
Total for HOMEOWNER	574,348,096	182	125	

LIFE

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
5 STAR LIFE INSURANCE COMPANY	937,830	0	0	0.00
AAA LIFE INSURANCE COMPANY	1,641,304	0	0	0.00
ACACIA LIFE INSURANCE COMPANY	315,308	0	0	0.00
AETNA LIFE INSURANCE COMPANY	2,831,849	2	1	2.56
AGL LIFE ASSURANCE COMPANY	1,583	0	0	NA
AIG LIFE INSURANCE COMPANY	583,502	1	1	12.43
AIG SUNAMERICA LIFE ASSURANCE COMPANY	211,143	1	0	0.00
ALLIANZ LIFE INSURANCE COMPANY OF NORTH AMERICA	1,167,236	0	0	0.00
ALLSTATE LIFE INSURANCE COMPANY	7,318,749	3	2	1.98
ALTA HEALTH & LIFE INSURANCE COMPANY	1,753	0	0	NA
AMERICAN BANKERS LIFE ASSURANCE CO OF FLORIDA	1,527,066	0	0	0.00
AMERICAN CAPITOL INSURANCE COMPANY	2,527	0	0	NA
AMERICAN EQUITY INVESTMENT LIFE INSURANCE COMPANY	1,236	0	0	NA
AMERICAN FAMILY LIFE ASSURANCE COMPANY OF COLUMBUS	1,325,566	0	0	0.00
AMERICAN FAMILY LIFE INSURANCE COMPANY	5,896,497	0	0	0.00
AMERICAN FIDELITY ASSURANCE COMPANY	1,140,180	0	0	0.00
AMERICAN FIDELITY LIFE INSURANCE COMPANY	91,923	0	0	NA
AMERICAN GENERAL ASSURANCE COMPANY	142,325	0	0	0.00
AMERICAN GENERAL LIFE AND ACCIDENT INSURANCE COMPANY	189,228	0	0	0.00
AMERICAN GENERAL LIFE INSURANCE COMPANY	22,794,785	5	3	0.95
AMERICAN HEALTH AND LIFE INSURANCE COMPANY	962,944	3	3	22.60
AMERICAN HERITAGE LIFE INSURANCE COMPANY	616,052	0	0	0.00
AMERICAN INCOME LIFE INSURANCE COMPANY	6,137,048	1	1	1.18
AMERICAN INTERNATIONAL LIFE ASSURANCE COMPANY OF NEW YORK	166,231	0	0	0.00

LIFE (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
AMERICAN INVESTORS LIFE INSURANCE COMPANY, INC.	980	0	0	NA
AMERICAN MEMORIAL LIFE INSURANCE COMPANY	1,709,707	2	0	0.00
AMERICAN MODERN LIFE INSURANCE COMPANY	1,474,142	0	0	0.00
AMERICAN NATIONAL INSURANCE COMPANY	1,843,489	0	0	0.00
AMERICAN NATIONAL LIFE INSURANCE COMPANY OF TEXAS	5,567	0	0	NA
AMERICAN PIONEER LIFE INSURANCE COMPANY	4,195	0	0	NA
AMERICAN PROGRESSIVE LIFE AND HEALTH INSURANCE COMPANY OF NEW YORK	3,729	0	0	NA
AMERICAN PUBLIC LIFE INSURANCE COMPANY	215	0	0	NA
AMERICAN REPUBLIC INSURANCE COMPANY	173,113	0	0	0.00
AMERICAN UNDERWRITERS LIFE INSURANCE COMPANY	40,957	0	0	NA
AMERICAN UNITED LIFE INSURANCE COMPANY	359,732	0	0	0.00
AMERICAN-AMICABLE LIFE INSURANCE COMPANY OF TEXAS	186,595	0	0	0.00
AMERICO FINANCIAL LIFE AND ANNUITY INSURANCE COMPANY	540,644	2	1	13.42
AMERITAS LIFE INSURANCE CORPORATION	722,661	0	0	0.00
AMICA LIFE INSURANCE COMPANY	668,797	0	0	0.00
ANTHEM LIFE INSURANCE COMPANY	17,039	0	0	NA
ASSURITY LIFE INSURANCE COMPANY	695,185	1	0	0.00
AURORA NATIONAL LIFE ASSURANCE COMPANY	481,152	2	1	15.08
AVIVA LIFE AND ANNUITY COMPANY	7,848,129	0	0	0.00
AXA EQUITABLE LIFE AND ANNUITY COMPANY	128,428	0	0	0.00
AXA EQUITABLE LIFE INSURANCE COMPANY	9,612,732	3	2	1.51
BALBOA LIFE INSURANCE COMPANY	38,396	0	0	NA
BALTIMORE LIFE INSURANCE COMPANY (THE)	115,553	0	0	0.00
BANKERS FIDELITY LIFE INSURANCE COMPANY	14,688	0	0	NA
BANKERS LIFE AND CASUALTY COMPANY	2,771,959	9	9	23.55

LIFE (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
BANNER LIFE INSURANCE COMPANY	5,869,816	2	2	2.47
BAPTIST LIFE ASSOCIATION	2,733	0	0	NA
BCS LIFE INSURANCE COMPANY	17,328	0	0	NA
BENEFICIAL LIFE INSURANCE COMPANY	4,597,906	1	0	0.00
BERKLEY LIFE AND HEALTH INSURANCE COMPANY	2,495	0	0	NA
BERKSHIRE LIFE INSURANCE COMPANY OF AMERICA	359,068	0	0	0.00
BEST LIFE AND HEALTH INSURANCE COMPANY	13,049	0	0	NA
BOSTON MUTUAL LIFE INSURANCE COMPANY	247,734	0	0	0.00
BROKERS NATIONAL LIFE ASSURANCE COMPANY	677	0	0	NA
C. M. LIFE INSURANCE COMPANY	1,831,345	0	0	0.00
CANADA LIFE ASSURANCE COMPANY (THE)	502,809	2	0	0.00
CANADA LIFE INSURANCE COMPANY OF AMERICA	600	0	0	NA
CATHOLIC ORDER OF FORESTERS	53,670	0	0	NA
CENTRAL RESERVE LIFE INSURANCE COMPANY	4,694	0	0	NA
CENTRAL SECURITY LIFE INSURANCE COMPANY	15,516	0	0	NA
CENTRAL STATES HEALTH & LIFE CO OF OMAHA	375,884	0	0	0.00
CENTRAL UNITED LIFE INSURANCE COMPANY	17,033	0	0	NA
CENTURION LIFE INSURANCE COMPANY	43,105	0	0	NA
CHESAPEAKE LIFE INSURANCE COMPANY (THE)	415,573	0	0	0.00
CHRISTIAN FIDELITY LIFE INSURANCE COMPANY	484	0	0	NA
CICA LIFE INSURANCE COMPANY OF AMERICA	7,265	0	0	NA
CINCINNATI LIFE INSURANCE COMPANY (THE)	193,596	0	0	0.00
COLONIAL LIFE & ACCIDENT INSURANCE COMPANY	588,194	0	0	0.00
COLONIAL PENN LIFE INSURANCE COMPANY	1,367,418	1	1	5.30
COLORADO BANKERS LIFE INSURANCE COMPANY	27,740	0	0	NA

LIFE (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
COLUMBIAN LIFE INSURANCE COMPANY	124,006	0	0	0.00
COLUMBIAN MUTUAL LIFE INSURANCE COMPANY	12,349	0	0	NA
COLUMBUS LIFE INSURANCE COMPANY	365,195	0	0	0.00
COMBINED INSURANCE COMPANY OF AMERICA	1,144,519	0	0	0.00
COMMONWEALTH ANNUITY AND LIFE INSURANCE COMPANY	1,408,807	0	0	0.00
COMPANION LIFE INSURANCE COMPANY	39,700	0	0	NA
COMPBENEFITS INSURANCE COMPANY	1,109	0	0	NA
CONNECTICUT GENERAL LIFE INSURANCE COMPANY	1,524,119	3	1	4.76
CONSECO HEALTH INSURANCE COMPANY	9,568	0	0	NA
CONSECO INSURANCE COMPANY	92,719	1	1	NA
CONSECO LIFE INSURANCE COMPANY	1,422,142	2	2	10.20
CONSTITUTION LIFE INSURANCE COMPANY	5,682	0	0	NA
CONTINENTAL AMERICAN INSURANCE COMPANY	119	0	0	NA
CONTINENTAL ASSURANCE COMPANY	356,454	1	1	20.35
CONTINENTAL GENERAL INSURANCE COMPANY	146,542	0	0	0.00
COUNTRY INVESTORS LIFE ASSURANCE COMPANY	957,459	0	0	0.00
COUNTRY LIFE INSURANCE COMPANY	14,243,403	3	3	1.53
CROATIAN FRATERNAL UNION OF AMERICA	9,323	0	0	NA
CROWN LIFE INSURANCE COMPANY	394,486	0	0	0.00
CUNA MUTUAL INSURANCE SOCIETY	7,008,200	2	1	1.04
DEGREE OF HONOR PROTECTIVE ASSOCIATION	82,130	0	0	NA
DELAWARE AMERICAN LIFE INSURANCE COMPANY	33,795	0	0	NA
EMC NATIONAL LIFE COMPANY	76,356	0	0	NA
EMPLOYEES LIFE COMPANY (MUTUAL)	5,334	0	0	NA
ENTERPRISE LIFE INSURANCE COMPANY	2,020	1	1	NA

LIFE (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
EQUITABLE LIFE AND CASUALTY INSURANCE COMPANY	400,469	0	0	0.00
EQUITRUST LIFE INSURANCE COMPANY	27,398	0	0	NA
FAMILY HERITAGE LIFE INSURANCE COMPANY OF AMERICA	1,425	0	0	NA
FAMILY LIFE INSURANCE COMPANY	61,844	0	0	NA
FAMILY SERVICE LIFE INSURANCE COMPANY	117	1	1	NA
FARM BUREAU LIFE INSURANCE COMPANY	484,701	1	1	14.97
FARMERS NEW WORLD LIFE INSURANCE COMPANY	23,494,612	6	5	1.54
FEDERAL LIFE INSURANCE COMPANY (MUTUAL)	10,152	1	0	NA
FEDERATED LIFE INSURANCE COMPANY	293,371	0	0	0.00
FIDELITY INVESTMENTS LIFE INSURANCE COMPANY	166,008	0	0	0.00
FIDELITY LIFE ASSOCIATION, A LEGAL RESERVE LIFE INSURANCE COMPANY	630,468	0	0	0.00
FIDELITY SECURITY LIFE INSURANCE COMPANY	97,629	0	0	NA
FIRST ALLMERICA FINANCIAL LIFE INSURANCE COMPANY	132,362	0	0	0.00
FIRST CATHOLIC SLOVAK LADIES ASSOCIATION OF THE UNITED STATES	598	0	0	NA
FIRST HEALTH LIFE & HEALTH INSURANCE COMPANY	407	0	0	NA
FIRST INVESTORS LIFE INSURANCE COMPANY	4,585,799	0	0	0.00
FIRST PENN-PACIFIC LIFE INSURANCE COMPANY	1,802,204	3	0	0.00
FORETHOUGHT LIFE INSURANCE COMPANY	4,997,989	0	0	0.00
FORT DEARBORN LIFE INSURANCE COMPANY	126,524	0	0	0.00
FUNERAL DIRECTORS LIFE INSURANCE COMPANY	493,214	0	0	0.00
GARDEN STATE LIFE INSURANCE COMPANY	331,927	0	0	0.00
GENERAL AMERICAN LIFE INSURANCE COMPANY	4,869,717	1	0	0.00
GENERAL FIDELITY LIFE INSURANCE COMPANY	5,954	0	0	NA
GENWORTH LIFE AND ANNUITY INSURANCE COMPANY	16,468,423	6	5	2.20

LIFE (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
GENWORTH LIFE INSURANCE COMPANY	3,963,453	1	0	0.00
GERBER LIFE INSURANCE COMPANY	1,524,218	1	1	4.76
GLOBE LIFE AND ACCIDENT INSURANCE COMPANY	3,080,165	7	5	11.77
GOLDEN RULE INSURANCE COMPANY	646,916	0	0	0.00
GOVERNMENT PERSONNEL MUTUAL LIFE INSURANCE COMPANY	255,697	0	0	0.00
GREAT AMERICAN LIFE INSURANCE COMPANY	673,784	0	0	0.00
GREAT SOUTHERN LIFE INSURANCE COMPANY	455,208	0	0	0.00
GREAT WESTERN INSURANCE COMPANY	5,331,765	0	0	0.00
GREAT-WEST LIFE & ANNUITY INSURANCE COMPANY	14,334,857	1	0	0.00
GREAT-WEST LIFE ASSURANCE COMPANY (THE)	595,272	1	0	0.00
GUARANTEE TRUST LIFE INSURANCE COMPANY	147,408	0	0	0.00
GUARANTY INCOME LIFE INSURANCE COMPANY	1,642	0	0	NA
GUARDIAN INSURANCE & ANNUITY COMPANY, INC. (THE)	227,572	0	0	0.00
GUARDIAN LIFE INSURANCE COMPANY OF AMERICA (THE)	18,165,290	1	1	0.40
HARTFORD LIFE AND ACCIDENT INSURANCE COMPANY	8,408,269	6	2	1.73
HARTFORD LIFE AND ANNUITY INSURANCE COMPANY	15,422,316	2	2	0.94
HARTFORD LIFE INSURANCE COMPANY	2,517,870	2	1	2.88
HCC LIFE INSURANCE COMPANY	494,255	0	0	0.00
HEALTH NET LIFE INSURANCE COMPANY	28,038	0	0	NA
HERITAGE UNION LIFE INSURANCE COMPANY	52,184	0	0	NA
HOMESTEADERS LIFE COMPANY	115,895	0	0	0.00
HORACE MANN LIFE INSURANCE COMPANY	1,071,328	0	0	0.00
HOUSEHOLD LIFE INSURANCE COMPANY	537,037	0	0	0.00
HUMANA INSURANCE COMPANY	19,834	0	0	NA
HUMANADENTAL INSURANCE COMPANY	8,554	0	0	NA

LIFE (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
IA AMERICAN LIFE INSURANCE COMPANY	4,333	0	0	NA
IDEALIFE INSURANCE COMPANY	26,779	0	0	NA
ILLINOIS MUTUAL LIFE INSURANCE COMPANY	186,516	0	0	0.00
INDEPENDENT ORDER OF FORESTERS	2,330,670	0	0	0.00
INDIVIDUAL ASSURANCE COMPANY LIFE, HEALTH AND ACCIDENT	303,151	0	0	0.00
INDUSTRIAL ALLIANCE PACIFIC INSURANCE AND FINANCIAL SERVICES, INC.	57,553	0	0	NA
ING LIFE INSURANCE AND ANNUITY COMPANY	543,079	0	0	0.00
ING USA ANNUITY & LIFE INSURANCE COMPANY	1,260,570	1	0	0.00
INTEGRITY LIFE INSURANCE COMPANY	24,797	0	0	NA
INTRAMERICA LIFE INSURANCE COMPANY	518	0	0	NA
INVESTORS LIFE INSURANCE COMPANY OF NORTH AMERICA	83,819	1	1	NA
JACKSON NATIONAL LIFE INSURANCE COMPANY	7,976,873	1	1	0.91
JEFFERSON NATIONAL LIFE INSURANCE COMPANY	84,748	0	0	NA
JMIC LIFE INSURANCE COMPANY	-10,709	1	1	NA
JOHN ALDEN LIFE INSURANCE COMPANY	130,395	0	0	0.00
JOHN HANCOCK LIFE & HEALTH INSURANCE COMPANY	7,014	0	0	NA
JOHN HANCOCK LIFE INSURANCE COMPANY	6,150,121	3	3	3.54
JOHN HANCOCK LIFE INSURANCE COMPANY (U.S.A.)	28,761,570	0	0	0.00
JOHN HANCOCK VARIABLE LIFE INSURANCE COMPANY	13,910,567	0	0	0.00
KANAWHA INSURANCE COMPANY	25,013	0	0	NA
KANSAS CITY LIFE INSURANCE COMPANY	3,018,399	1	0	0.00
KEMPER INVESTORS LIFE INSURANCE COMPANY	147,033	2	2	98.67
KNIGHTS OF COLUMBUS	3,602,981	0	0	0.00
LAFAYETTE LIFE INSURANCE COMPANY (THE)	1,615,205	0	0	0.00
LANDCAR LIFE INSURANCE COMPANY	10,130	0	0	NA

LIFE (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
LIBERTY BANKERS LIFE INSURANCE COMPANY	2,818	0	0	NA
LIBERTY LIFE ASSURANCE COMPANY OF BOSTON	4,164,469	0	0	0.00
LIBERTY LIFE INSURANCE COMPANY	2,335,969	1	1	3.11
LIBERTY NATIONAL LIFE INSURANCE COMPANY	547,934	0	0	0.00
LIFE INSURANCE COMPANY OF NORTH AMERICA	5,154,230	2	0	0.00
LIFE INSURANCE COMPANY OF THE SOUTHWEST	1,414,892	0	0	0.00
LIFESECURE INSURANCE COMPANY	51,255	1	0	NA
LIFEWISE ASSURANCE COMPANY	797,692	0	0	0.00
LINCOLN BENEFIT LIFE COMPANY	17,192,969	4	3	1.27
LINCOLN HERITAGE LIFE INSURANCE COMPANY	2,397,432	1	1	3.03
LINCOLN LIFE & ANNUITY COMPANY OF NEW YORK	49,309	0	0	NA
LINCOLN MUTUAL LIFE AND CASUALTY INSURANCE COMPANY	2,614	0	0	NA
LINCOLN NATIONAL LIFE INSURANCE COMPANY (THE)	38,186,408	12	7	1.33
LOYAL AMERICAN LIFE INSURANCE COMPANY	18,641	0	0	NA
MADISON NATIONAL LIFE INSURANCE COMPANY, INC.	396,428	0	0	0.00
MANHATTAN LIFE INSURANCE COMPANY (THE)	79,385	0	0	NA
MANHATTAN NATIONAL LIFE INSURANCE COMPANY	245,164	0	0	0.00
MASSACHUSETTS MUTUAL LIFE INSURANCE COMPANY	18,611,175	1	0	0.00
MEDICO INSURANCE COMPANY	1,818	0	0	NA
MEDICO LIFE INSURANCE COMPANY	30,315	0	0	NA
MEGA LIFE AND HEALTH INSURANCE COMPANY (THE)	205,283	1	1	35.33
MEMBERS LIFE INSURANCE COMPANY	14,333	0	0	NA
MENNONITE MUTUAL AID ASSOCIATION	100,483	0	0	0.00
MERIT LIFE INSURANCE COMPANY	497,196	0	0	0.00
MERRILL LYNCH LIFE INSURANCE COMPANY	212,383	0	0	0.00

LIFE (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
METLIFE INSURANCE COMPANY OF CONNECTICUT	6,792,799	2	1	1.07
METLIFE INVESTORS INSURANCE COMPANY	112,625	0	0	0.00
METLIFE INVESTORS USA INSURANCE COMPANY	3,685,353	0	0	0.00
METROPOLITAN LIFE INSURANCE COMPANY	38,872,960	7	5	0.93
METROPOLITAN TOWER LIFE INSURANCE COMPANY	601,992	0	0	0.00
MID-WEST NATIONAL LIFE INSURANCE COMPANY OF TENNESSEE	61,991	1	1	NA
MIDLAND NATIONAL LIFE INSURANCE COMPANY	8,169,311	2	2	1.78
MIDWESTERN UNITED LIFE INSURANCE COMPANY	15,428	0	0	NA
MINNESOTA LIFE INSURANCE COMPANY	16,860,680	3	3	1.29
MML BAY STATE LIFE INSURANCE COMPANY	875,778	0	0	0.00
MODERN WOODMEN OF AMERICA	511,238	0	0	0.00
MOLINA HEALTHCARE INSURANCE COMPANY	10,791	0	0	NA
MONARCH LIFE INSURANCE COMPANY	19,590	1	0	NA
MONUMENTAL LIFE INSURANCE COMPANY	931,348	2	1	7.79
MONY LIFE INSURANCE COMPANY	5,242,464	0	0	0.00
MONY LIFE INSURANCE COMPANY OF AMERICA	2,367,215	0	0	0.00
MTL INSURANCE COMPANY	1,455,677	0	0	0.00
MUTUAL OF AMERICA LIFE INSURANCE COMPANY	33,754	0	0	NA
NATIONAL BENEFIT LIFE INSURANCE COMPANY	89,140	0	0	NA
NATIONAL CATHOLIC SOCIETY OF FORESTERS	137,014	0	0	0.00
NATIONAL FARMERS UNION LIFE INSURANCE COMPANY	97,082	0	0	NA
NATIONAL FOUNDATION LIFE INSURANCE COMPANY	137	0	0	NA
NATIONAL GUARDIAN LIFE INSURANCE COMPANY	130,505	0	0	0.00
NATIONAL HEALTH INSURANCE COMPANY	23	0	0	NA
NATIONAL LIFE INSURANCE COMPANY	3,088,219	0	0	0.00

LIFE (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
NATIONAL STATES INSURANCE COMPANY	469,913	0	0	0.00
NATIONAL TEACHERS ASSOCIATES LIFE INSURANCE COMPANY	209	0	0	NA
NATIONAL WESTERN LIFE INSURANCE COMPANY	51,848	0	0	NA
NATIONWIDE LIFE AND ANNUITY COMPANY OF AMERICA	2,860,681	0	0	0.00
NATIONWIDE LIFE AND ANNUITY INSURANCE COMPANY	1,297,614	0	0	0.00
NATIONWIDE LIFE INSURANCE COMPANY	3,096,616	1	1	2.34
NATIONWIDE LIFE INSURANCE COMPANY OF AMERICA	1,064,570	0	0	0.00
NEW ENGLAND LIFE INSURANCE COMPANY	2,215,926	0	0	0.00
NEW YORK LIFE INSURANCE AND ANNUITY CORPORATION	15,620,124	1	1	0.46
NEW YORK LIFE INSURANCE COMPANY	37,462,337	5	3	0.58
NORTH AMERICAN COMPANY FOR LIFE AND HEALTH INSURANCE	5,932,698	0	0	0.00
NORTH COAST LIFE INSURANCE COMPANY	419,040	0	0	0.00
NORTHWESTERN MUTUAL LIFE INSURANCE CO	82,338,699	5	4	0.35
NYLIFE INSURANCE COMPANY OF ARIZONA	1,026,956	0	0	0.00
OCCIDENTAL LIFE INSURANCE COMPANY OF NORTH CAROLINA	32,653	0	0	NA
OHIO NATIONAL LIFE ASSURANCE CORPORATION	3,485,517	0	0	0.00
OHIO NATIONAL LIFE INSURANCE COMPANY (THE)	1,230,062	1	1	5.90
OHIO STATE LIFE INSURANCE COMPANY	233,847	0	0	0.00
OLD AMERICAN INSURANCE COMPANY	1,529,613	2	1	4.74
OLD REPUBLIC LIFE INSURANCE COMPANY	370,758	0	0	0.00
OM FINANCIAL LIFE INSURANCE COMPANY	4,397,305	0	0	0.00
OMAHA WOODMEN LIFE INSURANCE SOCIETY	307,230	0	0	0.00
OXFORD LIFE INSURANCE COMPANY	29,266	0	0	NA
PACIFIC GUARDIAN LIFE INSURANCE COMPANY, LIMITED	358,735	0	0	0.00
PACIFIC LIFE INSURANCE COMPANY	28,620,851	0	0	0.00

LIFE (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
PAN-AMERICAN ASSURANCE COMPANY	156,521	0	0	0.00
PAN-AMERICAN LIFE INSURANCE COMPANY	28,040	0	0	NA
PARK AVENUE LIFE INSURANCE COMPANY	4,288	0	0	NA
PAUL REVERE LIFE INSURANCE COMPANY	31,277	0	0	NA
PAUL REVERE VARIABLE ANNUITY INSURANCE COMPANY	4,607	0	0	NA
PENN INSURANCE AND ANNUITY COMPANY (THE)	969,688	0	0	0.00
PENN MUTUAL LIFE INSURANCE COMPANY	1,593,830	1	0	0.00
PENN TREATY NETWORK AMERICA INSURANCE COMPANY	2,229	0	0	NA
PENNSYLVANIA LIFE INSURANCE COMPANY	36,103	0	0	NA
PERICO LIFE INSURANCE COMPANY	925	0	0	NA
PHARMACISTS LIFE INSURANCE COMPANY (THE)	25,565	0	0	NA
PHL VARIABLE INSURANCE COMPANY	1,761,339	0	0	0.00
PHOENIX LIFE AND ANNUITY COMPANY	248,941	0	0	0.00
PHOENIX LIFE INSURANCE COMPANY	4,480,806	0	0	0.00
PHYSICIANS LIFE INSURANCE COMPANY	1,667,678	2	1	4.35
PIONEER AMERICAN INSURANCE COMPANY	19,608	0	0	NA
PIONEER MUTUAL LIFE INSURANCE COMPANY	1,103,057	0	0	0.00
PIONEER SECURITY LIFE INSURANCE COMPANY	21,375	0	0	NA
POLISH NATIONAL ALLIANCE OF THE UNITED STATES	2,154	0	0	NA
PRESIDENTIAL LIFE INSURANCE COMPANY	90,850	0	0	NA
PRIMERICA LIFE INSURANCE COMPANY	13,973,566	3	3	1.56
PRINCIPAL LIFE INSURANCE COMPANY	11,212,645	0	0	0.00
PROFESSIONAL INSURANCE COMPANY	1,835	0	0	NA
PROTECTIVE LIFE AND ANNUITY INSURANCE COMPANY	15,000	0	0	NA
PROTECTIVE LIFE INSURANCE COMPANY	10,881,248	1	0	0.00

LIFE (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
PROVIDENT AMERICAN LIFE & HEALTH INSURANCE COMPANY	44,467	0	0	NA
PROVIDENT LIFE & ACCIDENT INSURANCE COMPANY	1,348,794	0	0	0.00
PRUCO LIFE INSURANCE COMPANY	9,140,596	0	0	0.00
PRUDENTIAL ANNUITIES LIFE ASSURANCE CORPORATION	37,644	1	1	NA
PRUDENTIAL INSURANCE COMPANY OF AMERICA	27,076,346	6	5	1.34
PYRAMID LIFE INSURANCE COMPANY	199,210	1	1	36.41
REASSURE AMERICA LIFE INSURANCE COMPANY	6,630,951	1	0	0.00
REGENCE LIFE AND HEALTH INSURANCE COMPANY	11,908,246	0	0	0.00
RELIABLE LIFE INSURANCE COMPANY (THE)	1,644	0	0	NA
RELIANCE STANDARD LIFE INSURANCE COMPANY	3,076,154	0	0	0.00
RELIASTAR LIFE INSURANCE COMPANY	11,965,011	2	2	1.21
RELIASTAR LIFE INSURANCE COMPANY OF NEW YORK	86,425	0	0	NA
RESOURCE LIFE INSURANCE COMPANY	-13,414	0	0	NA
RIVERSOURCE LIFE INSURANCE COMPANY	15,935,616	0	0	0.00
ROYAL NEIGHBORS OF AMERICA	162,498	0	0	0.00
S.USA LIFE INSURANCE COMPANY, INC.	23,327	0	0	NA
SAGICOR LIFE INSURANCE COMPANY	73,520	0	0	NA
SAVINGS BANK LIFE INSURANCE COMPANY OF MASSACHUSETTS (THE)	101,917	0	0	0.00
SEARS LIFE INSURANCE COMPANY	152,564	1	0	0.00
SECURIAN LIFE INSURANCE COMPANY	8,120	0	0	NA
SECURITY BENEFIT LIFE INSURANCE COMPANY	140,746	0	0	0.00
SECURITY LIFE INSURANCE COMPANY OF AMERICA	11,463	0	0	NA
SECURITY LIFE OF DENVER INSURANCE COMPANY	6,810,385	0	0	0.00
SECURITY MUTUAL LIFE INSURANCE COMPANY OF NEW YORK	108,995	0	0	0.00
SECURITY NATIONAL LIFE INSURANCE COMPANY	11,577	0	0	NA

LIFE (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
SENIOR HEALTH INSURANCE COMPANY OF PENNSYLVANIA	16,403	1	1	NA
SENTINEL SECURITY LIFE INSURANCE COMPANY	133,082	1	0	0.00
SENTRY LIFE INSURANCE COMPANY	174,582	0	0	0.00
SETTLERS LIFE INSURANCE COMPANY	4,083	0	0	NA
SONS OF NORWAY	61,690	0	0	NA
STANDARD INSURANCE COMPANY	45,517,871	9	5	0.80
STANDARD LIFE AND ACCIDENT INSURANCE COMPANY	150,890	0	0	0.00
STANDARD LIFE INSURANCE COMPANY OF INDIANA	73,945	0	0	NA
STANDARD SECURITY LIFE INSURANCE COMPANY OF NEW YORK	9,250	0	0	NA
STARMOUNT LIFE INSURANCE COMPANY	38,294	0	0	NA
STATE FARM LIFE INSURANCE COMPANY	44,518,496	7	6	0.98
STATE LIFE INSURANCE COMPANY (THE)	588,714	0	0	0.00
STATE MUTUAL INSURANCE COMPANY	35,006	0	0	NA
STERLING INVESTORS LIFE INSURANCE COMPANY	5,474	0	0	NA
STONEBRIDGE LIFE INSURANCE COMPANY	1,128,517	1	1	6.43
SUN LIFE AND HEALTH INSURANCE COMPANY (U.S.)	521,587	1	1	13.91
SUN LIFE ASSURANCE COMPANY OF CANADA	7,623,217	0	0	0.00
SUN LIFE ASSURANCE COMPANY OF CANADA (U.S.)	129,936	0	0	0.00
SUNAMERICA LIFE INSURANCE COMPANY	169,303	0	0	0.00
SUNSET LIFE INSURANCE COMPANY OF AMERICA	984,856	0	0	0.00
SURETY LIFE INSURANCE COMPANY	981,683	1	1	7.39
SYMETRA LIFE INSURANCE COMPANY	10,099,623	3	2	1.44
SYMETRA NATIONAL LIFE INSURANCE COMPANY	12,299	0	0	NA
TEACHERS INSURANCE AND ANNUITY ASSOCIATION OF AMERICA	2,882,155	0	0	0.00
TEXAS LIFE INSURANCE COMPANY	332,699	0	0	0.00

LIFE (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
THRIVENT FINANCIAL FOR LUTHERANS	12,916,086	1	0	0.00
THRIVENT LIFE INSURANCE COMPANY	67,464	0	0	NA
TIAA-CREF LIFE INSURANCE COMPANY	278,947	0	0	0.00
TIME INSURANCE COMPANY	205,711	0	0	0.00
TRANS WORLD ASSURANCE COMPANY	129,082	0	0	0.00
TRANSAMERICA FINANCIAL LIFE INSURANCE COMPANY	5,477	0	0	NA
TRANSAMERICA LIFE INSURANCE COMPANY	18,569,305	3	3	1.17
TRUSTMARK INSURANCE COMPANY	437,510	0	0	0.00
TRUSTMARK LIFE INSURANCE COMPANY	3,078	0	0	NA
U.S. FINANCIAL LIFE INSURANCE COMPANY	2,590,530	0	0	0.00
ULLICO LIFE INSURANCE COMPANY	16,627	0	0	NA
UNICARE LIFE & HEALTH INSURANCE COMPANY	2,821	0	0	NA
UNIFIED LIFE INSURANCE COMPANY	1,689	0	0	NA
UNIMERICA INSURANCE COMPANY	59,101	0	0	NA
UNION BANKERS INSURANCE COMPANY	170,628	1	1	42.51
UNION CENTRAL LIFE INSURANCE COMPANY	3,185,999	1	0	0.00
UNION FIDELITY LIFE INSURANCE COMPANY	227,149	1	1	31.93
UNION LABOR LIFE INSURANCE COMPANY	739,330	0	0	0.00
UNION SECURITY INSURANCE COMPANY	2,950,524	1	0	0.00
UNITED AMERICAN INSURANCE COMPANY	341,299	0	0	0.00
UNITED COMMERCIAL TRAVELERS OF AMERICA(THE ORDER OF)	9,155	0	0	NA
UNITED FIDELITY LIFE INSURANCE COMPANY	119,156	0	0	0.00
UNITED HERITAGE LIFE INSURANCE COMPANY	1,525,396	0	0	0.00
UNITED HOME LIFE INSURANCE COMPANY	17,991	0	0	NA
UNITED INSURANCE COMPANY OF AMERICA	10,932	0	0	NA

LIFE (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
UNITED INVESTORS LIFE INSURANCE COMPANY	2,119,972	0	0	0.00
UNITED OF OMAHA LIFE INSURANCE COMPANY	11,049,251	4	3	1.97
UNITED STATES LETTER CARRIERS MUTUAL BENEFIT ASSOCIATION	12,462	0	0	NA
UNITED STATES LIFE INSURANCE COMPANY IN THE CITY OF NEW YORK (THE)	462,882	1	1	15.67
UNITED TEACHER ASSOCIATES INSURANCE COMPANY	93,210	0	0	NA
UNITED WORLD LIFE INSURANCE COMPANY	15,941	0	0	NA
UNITEDHEALTHCARE INSURANCE COMPANY	477,259	0	0	0.00
UNITY FINANCIAL LIFE INSURANCE COMPANY	35,095	0	0	NA
UNITY MUTUAL LIFE INSURANCE COMPANY	27,413	0	0	NA
UNIVERSAL GUARANTY LIFE INSURANCE COMPANY	12,248	0	0	NA
UNIVERSAL UNDERWRITERS LIFE INSURANCE COMPANY	229,672	1	1	31.58
UNUM LIFE INSURANCE COMPANY OF AMERICA	22,715,884	1	1	0.32
USAA LIFE INSURANCE COMPANY	7,427,280	0	0	0.00
VANTISLIFE INSURANCE COMPANY	4,693	0	0	NA
WASHINGTON NATIONAL INSURANCE COMPANY	450,498	5	3	48.30
WEST COAST LIFE INSURANCE COMPANY	8,921,623	0	0	0.00
WESTERN AND SOUTHERN LIFE INSURANCE COMPANY (THE)	65,505	0	0	NA
WESTERN FRATERNAL LIFE ASSOCIATION	13,962	0	0	NA
WESTERN NATIONAL LIFE INSURANCE COMPANY	18,722	0	0	NA
WESTERN RESERVE LIFE ASSURANCE CO. OF OHIO	27,227,098	2	2	0.53
WESTERN UNITED LIFE ASSURANCE COMPANY	73,084	0	0	NA
WESTERN-SOUTHERN LIFE ASSURANCE COMPANY	129,579	0	0	0.00
WILLIAM PENN LIFE INSURANCE COMPANY OF NEW YORK	36,442	0	0	NA
WILTON REASSURANCE LIFE COMPANY OF NEW YORK	48,955	0	0	NA
WOMAN'S LIFE INSURANCE SOCIETY	2,763	0	0	NA

LIFE (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
WOODMEN OF THE WORLD	106,830	0	0	0.00
WORLD INSURANCE COMPANY	2,253	0	0	NA
ZALE LIFE INSURANCE COMPANY	838	0	0	NA
Total for LIFE	1,102,554,991	227	152	

LONG-TERM CARE

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
AETNA LIFE INSURANCE COMPANY	168,829	0	0	0.00
AF&L INSURANCE COMPANY	186,002	0	0	0.00
AIG LIFE INSURANCE COMPANY	278,859	0	0	0.00
ALLIANZ LIFE INSURANCE COMPANY OF NORTH AMERICA	2,657,139	0	0	0.00
ALLSTATE LIFE INSURANCE COMPANY	6,363	0	0	NA
AMERICAN FAMILY LIFE ASSURANCE COMPANY OF COLUMBUS	217,167	0	0	0.00
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	44,764	0	0	NA
AMERICAN FIDELITY ASSURANCE COMPANY	148,841	0	0	0.00
AMERICAN HERITAGE LIFE INSURANCE COMPANY	3,753	0	0	NA
AMERICAN PIONEER LIFE INSURANCE COMPANY	697	0	0	NA
AMERICAN PROGRESSIVE LIFE AND HEALTH INSURANCE COMPANY OF NEW YORK	1,540	0	0	NA
AMERICAN REPUBLIC INSURANCE COMPANY	243,247	0	0	0.00
ASSURITY LIFE INSURANCE COMPANY	22,868	0	0	NA
BANKERS LIFE AND CASUALTY COMPANY	15,029,261	24	24	3.12
BERKSHIRE LIFE INSURANCE COMPANY OF AMERICA	127,168	0	0	0.00
CATHOLIC ORDER OF FORESTERS	2,124	0	0	NA
CENTRAL STATES HEALTH & LIFE CO OF OMAHA	96,562	2	2	NA
CHRISTIAN FIDELITY LIFE INSURANCE COMPANY	132	0	0	NA
CINCINNATI LIFE INSURANCE COMPANY (THE)	1,650	0	0	NA
CONSECO HEALTH INSURANCE COMPANY	6,372	1	1	NA
CONSECO LIFE INSURANCE COMPANY	1,279	0	0	NA
CONTINENTAL CASUALTY COMPANY	9,691,148	3	2	0.40
CONTINENTAL GENERAL INSURANCE COMPANY	23,004	0	0	NA
COUNTRY LIFE INSURANCE COMPANY	648,237	0	0	0.00

LONG-TERM CARE (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
CUNA MUTUAL INSURANCE SOCIETY	364,128	0	0	0.00
EQUITABLE LIFE AND CASUALTY INSURANCE COMPANY	6,323,312	2	2	0.62
GENWORTH LIFE AND ANNUITY INSURANCE COMPANY	153,240	0	0	0.00
GENWORTH LIFE INSURANCE COMPANY	18,612,701	8	8	0.84
GERBER LIFE INSURANCE COMPANY	6,160	0	0	NA
GLOBE LIFE AND ACCIDENT INSURANCE COMPANY	582,408	0	0	0.00
GREAT AMERICAN LIFE INSURANCE COMPANY	369,750	0	0	0.00
GUARANTEE TRUST LIFE INSURANCE COMPANY	709	0	0	NA
GUARANTY INCOME LIFE INSURANCE COMPANY	17,750	0	0	NA
HARTFORD LIFE INSURANCE COMPANY	10,199	0	0	NA
JOHN ALDEN LIFE INSURANCE COMPANY	29,122	0	0	NA
JOHN HANCOCK LIFE INSURANCE COMPANY	13,410,943	5	4	0.58
KANAWHA INSURANCE COMPANY	62,673	0	0	NA
KNIGHTS OF COLUMBUS	270,699	1	1	7.21
LINCOLN BENEFIT LIFE COMPANY	2,666,411	1	1	0.73
LINCOLN NATIONAL LIFE INSURANCE COMPANY (THE)	88,612	0	0	NA
LOYAL AMERICAN LIFE INSURANCE COMPANY	5,012	0	0	NA
MASSACHUSETTS MUTUAL LIFE INSURANCE COMPANY	1,250,163	0	0	0.00
MEDICO INSURANCE COMPANY	4,784,619	2	2	0.82
MEDICO LIFE INSURANCE COMPANY	397,044	4	3	14.75
METLIFE INSURANCE COMPANY OF CONNECTICUT	902,878	1	1	2.16
METROPOLITAN LIFE INSURANCE COMPANY	5,861,405	1	1	0.33
MONUMENTAL LIFE INSURANCE COMPANY	368,385	0	0	0.00
MUTUAL OF OMAHA INSURANCE COMPANY	1,022,479	0	0	0.00
NATIONAL STATES INSURANCE COMPANY	108,795	1	1	17.94

LONG-TERM CARE (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
NEW YORK LIFE INSURANCE COMPANY	1,336,395	0	0	0.00
NORTHWESTERN LONG TERM CARE INSURANCE COMPANY	2,667,502	0	0	0.00
OLD AMERICAN INSURANCE COMPANY	44,288	0	0	NA
OMAHA WOODMEN LIFE INSURANCE SOCIETY	3,234	0	0	NA
PENN TREATY NETWORK AMERICA INSURANCE COMPANY	1,420,888	0	0	0.00
PHYSICIANS MUTUAL INSURANCE COMPANY	785,460	0	0	0.00
PRINCIPAL LIFE INSURANCE COMPANY	2,943	0	0	NA
PROVIDENT LIFE & ACCIDENT INSURANCE COMPANY	767,814	0	0	0.00
PRUDENTIAL INSURANCE COMPANY OF AMERICA	1,649,417	0	0	0.00
REASSURE AMERICA LIFE INSURANCE COMPANY	175,081	0	0	0.00
REGENCE BLUECROSS BLUESHIELD OF OREGON	679,195	0	0	0.00
RELIASTAR LIFE INSURANCE COMPANY	10,658	0	0	NA
RIVERSOURCE LIFE INSURANCE COMPANY	3,636,596	2	2	1.07
SENIOR HEALTH INSURANCE COMPANY OF PENNSYLVANIA	1,141,055	4	3	5.13
SENTRY INSURANCE A MUTUAL COMPANY	19,655	0	0	NA
SENTRY LIFE INSURANCE COMPANY	390	0	0	NA
STANDARD LIFE AND ACCIDENT INSURANCE COMPANY	34,898	0	0	NA
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	4,964,119	0	0	0.00
STATE LIFE INSURANCE COMPANY (THE)	189,311	0	0	0.00
STERLING LIFE INSURANCE COMPANY	2,318	0	0	NA
STONEBRIDGE LIFE INSURANCE COMPANY	19,186	0	0	NA
THRIVENT FINANCIAL FOR LUTHERANS	2,203,103	1	0	0.00
TIME INSURANCE COMPANY	294,606	0	0	0.00
TRANSAMERICA LIFE INSURANCE COMPANY	4,314,575	4	3	1.36
UNION SECURITY INSURANCE COMPANY	762,157	0	0	0.00

LONG-TERM CARE (...continued)

Company Name	2008 premiums	Total complaints	Confirmed complaints	Complaint index
UNITED AMERICAN INSURANCE COMPANY	99,933	0	0	NA
UNITED OF OMAHA LIFE INSURANCE COMPANY	329,295	0	0	0.00
UNITED TEACHER ASSOCIATES INSURANCE COMPANY	3,085	0	0	NA
UNUM LIFE INSURANCE COMPANY OF AMERICA	10,022,732	0	0	0.00
WASHINGTON NATIONAL INSURANCE COMPANY	78,662	0	0	NA
Total for LONG-TERM CARE	124,935,154	71	64	