

ANNUITY

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
AAA LIFE INSURANCE COMPANY	4,000	0	0	NA
ACACIA LIFE INSURANCE COMPANY	1,484	0	0	NA
AETNA LIFE INSURANCE COMPANY	-21,630	1	0	NA
ALLIANZ LIFE INSURANCE COMPANY OF NORTH AMERICA	9,241,039	1	0	0.00
ALLSTATE ASSURANCE COMPANY	550	0	0	NA
ALLSTATE LIFE INSURANCE COMPANY	1,918,335	3	3	63.29
AMERICAN BANKERS LIFE ASSURANCE CO OF FLORIDA	2,351	0	0	NA
AMERICAN EQUITY INVESTMENT LIFE INSURANCE COMPANY	17,270,848	0	0	0.00
AMERICAN FAMILY LIFE INSURANCE COMPANY	390,384	0	0	0.00
AMERICAN FIDELITY ASSURANCE COMPANY	3,283,165	0	0	0.00
AMERICAN FIDELITY LIFE INSURANCE COMPANY	4,326	0	0	NA
AMERICAN GENERAL LIFE AND ACCIDENT INSURANCE COMPANY	1,321	0	0	NA
AMERICAN GENERAL LIFE INSURANCE COMPANY	5,618,679	0	0	0.00
AMERICAN GENERAL LIFE INSURANCE COMPANY OF DELAWARE	537,052	0	0	0.00
AMERICAN HERITAGE LIFE INSURANCE COMPANY	600	0	0	NA
AMERICAN MATURITY LIFE INSURANCE COMPANY	30,595	0	0	NA
AMERICAN MEMORIAL LIFE INSURANCE COMPANY	30,194	1	1	NA
AMERICAN NATIONAL INSURANCE COMPANY	27,119,377	0	0	0.00
AMERICAN UNITED LIFE INSURANCE COMPANY	2,296,169	0	0	0.00
AMERICAN-AMICABLE LIFE INSURANCE COMPANY OF TEXAS	2,319	0	0	NA
AMERICO FINANCIAL LIFE AND ANNUITY INSURANCE COMPANY	294,380	0	0	0.00
AMERITAS LIFE INSURANCE CORPORATION	2,640,020	0	0	0.00
AMICA LIFE INSURANCE COMPANY	234,059	0	0	0.00
ANNUITY INVESTORS LIFE INSURANCE COMPANY	1,100,799	0	0	0.00
ASSURITY LIFE INSURANCE COMPANY	74,514	0	0	NA

ANNUITY (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
AVIVA LIFE AND ANNUITY COMPANY	8,215,416	0	0	0.00
AXA EQUITABLE LIFE INSURANCE COMPANY	61,069,795	0	0	0.00
BANKERS LIFE AND CASUALTY COMPANY	16,834,714	22	20	48.08
BAPTIST LIFE ASSOCIATION	11,304	0	0	NA
BENEFICIAL LIFE INSURANCE COMPANY	12,611,453	0	0	0.00
C. M. LIFE INSURANCE COMPANY	5,859,793	0	0	0.00
CANADA LIFE ASSURANCE COMPANY (THE)	360	0	0	NA
CATHOLIC ORDER OF FORESTERS	456,554	0	0	0.00
CENTURION LIFE INSURANCE COMPANY	766,319	0	0	0.00
CHESAPEAKE LIFE INSURANCE COMPANY (THE)	2,101	0	0	NA
CINCINNATI LIFE INSURANCE COMPANY (THE)	24,237	0	0	NA
COLORADO BANKERS LIFE INSURANCE COMPANY	64,959	0	0	NA
COLUMBUS LIFE INSURANCE COMPANY	1,462,033	0	0	0.00
COMMONWEALTH ANNUITY AND LIFE INSURANCE COMPANY	408,268	1	0	0.00
CONSECO INSURANCE COMPANY	149,668	0	0	0.00
CONSECO LIFE INSURANCE COMPANY	1,800	0	0	NA
CONTINENTAL GENERAL INSURANCE COMPANY	3,650	0	0	NA
COUNTRY INVESTORS LIFE ASSURANCE COMPANY	15,286,399	0	0	0.00
COUNTRY LIFE INSURANCE COMPANY	375	0	0	NA
CUNA MUTUAL INSURANCE SOCIETY	18,518,933	0	0	0.00
DEGREE OF HONOR PROTECTIVE ASSOCIATION	102	0	0	NA
EMC NATIONAL LIFE COMPANY	200,600	0	0	0.00
EQUITRUST LIFE INSURANCE COMPANY	5,813,720	0	0	0.00
FARM BUREAU LIFE INSURANCE COMPANY	28,241	0	0	NA
FARMERS NEW WORLD LIFE INSURANCE COMPANY	2,976,557	0	0	0.00

ANNUITY (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
FIDELITY INVESTMENTS LIFE INSURANCE COMPANY	14,588,245	0	0	0.00
FIDELITY SECURITY LIFE INSURANCE COMPANY	2,836	0	0	NA
FIRST ALLMERICA FINANCIAL LIFE INSURANCE COMPANY	120	0	0	NA
FIRST CATHOLIC SLOVAK LADIES ASSOCIATION OF THE UNITED STATES	90,949	0	0	NA
FIRST INVESTORS LIFE INSURANCE COMPANY	732,833	0	0	0.00
FORETHOUGHT LIFE INSURANCE COMPANY	9,287,426	0	0	0.00
FORT DEARBORN LIFE INSURANCE COMPANY	125,428	0	0	0.00
FUNERAL DIRECTORS LIFE INSURANCE COMPANY	1,266,007	0	0	0.00
GENERAL AMERICAN LIFE INSURANCE COMPANY	9,300	0	0	NA
GENWORTH LIFE AND ANNUITY INSURANCE COMPANY	4,431,885	1	1	9.13
GENWORTH LIFE INSURANCE COMPANY	4,911,382	0	0	0.00
GOVERNMENT PERSONNEL MUTUAL LIFE INSURANCE COMPANY	1,738	0	0	NA
GREAT AMERICAN LIFE INSURANCE COMPANY	23,362,979	3	3	5.20
GREAT SOUTHERN LIFE INSURANCE COMPANY	704	0	0	NA
GREAT-WEST LIFE & ANNUITY INSURANCE COMPANY	31,536,817	0	0	0.00
GUARANTEE TRUST LIFE INSURANCE COMPANY	981	0	0	NA
GUARANTY INCOME LIFE INSURANCE COMPANY	4,573,217	0	0	0.00
GUARDIAN INSURANCE & ANNUITY COMPANY, INC. (THE)	17,845,349	0	0	0.00
GUARDIAN LIFE INSURANCE COMPANY OF AMERICA (THE)	68,180	0	0	NA
HARTFORD LIFE AND ANNUITY INSURANCE COMPANY	1,113,175	1	1	36.36
HARTFORD LIFE INSURANCE COMPANY	2,485,240	0	0	0.00
HCC LIFE INSURANCE COMPANY	19,215	1	1	NA
HOMESTEADERS LIFE COMPANY	6,120	0	0	NA
HORACE MANN LIFE INSURANCE COMPANY	1,493,386	0	0	0.00
HUMANADENTAL INSURANCE COMPANY	1,999	0	0	NA

ANNUITY (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
ILLINOIS MUTUAL LIFE INSURANCE COMPANY	6,000	0	0	NA
INDEPENDENT ORDER OF FORESTERS	810,003	0	0	0.00
INDIVIDUAL ASSURANCE COMPANY LIFE, HEALTH AND ACCIDENT	200	0	0	NA
INDUSTRIAL ALLIANCE PACIFIC INSURANCE AND FINANCIAL SERVICES, INC.	713	0	0	NA
ING LIFE INSURANCE AND ANNUITY COMPANY	129,147,060	0	0	0.00
ING USA ANNUITY & LIFE INSURANCE COMPANY	58,778,057	2	1	0.69
INTEGRITY LIFE INSURANCE COMPANY	11,482,681	0	0	0.00
JACKSON NATIONAL LIFE INSURANCE COMPANY	139,831,723	1	1	0.29
JEFFERSON NATIONAL LIFE INSURANCE COMPANY	1,953,929	0	0	0.00
JOHN ALDEN LIFE INSURANCE COMPANY	23,505	0	0	NA
JOHN HANCOCK LIFE INSURANCE COMPANY (U.S.A.)	107,733,861	0	0	0.00
KANSAS CITY LIFE INSURANCE COMPANY	9,606,396	0	0	0.00
KEMPER INVESTORS LIFE INSURANCE COMPANY	562,775	0	0	0.00
LAFAYETTE LIFE INSURANCE COMPANY (THE)	1,623,180	0	0	0.00
LIBERTY BANKERS LIFE INSURANCE COMPANY	2,029,154	0	0	0.00
LIBERTY LIFE ASSURANCE COMPANY OF BOSTON	5,704	0	0	NA
LIBERTY LIFE INSURANCE COMPANY	13,094,212	0	0	0.00
LIFE INSURANCE COMPANY OF THE SOUTHWEST	141,319	0	0	0.00
LIFESECURE INSURANCE COMPANY	749	0	0	NA
LINCOLN BENEFIT LIFE COMPANY	23,677,974	1	1	1.71
LINCOLN HERITAGE LIFE INSURANCE COMPANY	10,441	0	0	NA
LINCOLN LIFE & ANNUITY COMPANY OF NEW YORK	951,348	0	0	0.00
LINCOLN NATIONAL LIFE INSURANCE COMPANY (THE)	119,315,047	3	3	1.02
LOYAL AMERICAN LIFE INSURANCE COMPANY	499,547	0	0	0.00
MADISON NATIONAL LIFE INSURANCE COMPANY, INC.	37,869	0	0	NA

ANNUITY (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
MASSACHUSETTS MUTUAL LIFE INSURANCE COMPANY	15,754,846	1	1	2.57
MEGA LIFE AND HEALTH INSURANCE COMPANY (THE)	133	0	0	NA
MENNONITE MUTUAL AID ASSOCIATION	804,842	0	0	0.00
MERRILL LYNCH LIFE INSURANCE COMPANY	1,413,285	0	0	0.00
METLIFE INSURANCE COMPANY OF CONNECTICUT	10,550,157	1	1	3.84
METLIFE INVESTORS INSURANCE COMPANY	1,959,761	0	0	0.00
METLIFE INVESTORS USA INSURANCE COMPANY	172,849,968	0	0	0.00
METROPOLITAN LIFE INSURANCE COMPANY	12,318,882	0	0	0.00
METROPOLITAN TOWER LIFE INSURANCE COMPANY	400	0	0	NA
MID-WEST NATIONAL LIFE INSURANCE COMPANY OF TENNESSEE	110	0	0	NA
MIDLAND NATIONAL LIFE INSURANCE COMPANY	2,392,787	1	1	16.91
MINNESOTA LIFE INSURANCE COMPANY	13,875,603	1	1	2.92
MODERN WOODMEN OF AMERICA	1,007,624	0	0	0.00
MONUMENTAL LIFE INSURANCE COMPANY	3,807,359	1	1	10.63
MONY LIFE INSURANCE COMPANY OF AMERICA	144,907	0	0	0.00
MTL INSURANCE COMPANY	176,359	0	0	0.00
MUTUAL OF AMERICA LIFE INSURANCE COMPANY	60,266	0	0	NA
NATIONAL CATHOLIC SOCIETY OF FORESTERS	308,952	0	0	0.00
NATIONAL FARMERS UNION LIFE INSURANCE COMPANY	1,000	0	0	NA
NATIONAL GUARDIAN LIFE INSURANCE COMPANY	1,195	0	0	NA
NATIONAL LIFE INSURANCE COMPANY	538,854	0	0	0.00
NATIONAL WESTERN LIFE INSURANCE COMPANY	-11,636	0	0	NA
NATIONWIDE LIFE AND ANNUITY INSURANCE COMPANY	21,900	2	1	NA
NATIONWIDE LIFE INSURANCE COMPANY	4,361,935	1	1	9.28
NEW ENGLAND LIFE INSURANCE COMPANY	226,482	1	1	178.69

ANNUITY (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
NEW YORK LIFE INSURANCE AND ANNUITY CORPORATION	102,327,575	0	0	0.00
NEW YORK LIFE INSURANCE COMPANY	960,982	2	2	84.23
NORTH AMERICAN COMPANY FOR LIFE AND HEALTH INSURANCE	393,693	0	0	0.00
NORTH COAST LIFE INSURANCE COMPANY	1,082,180	0	0	0.00
NORTHWESTERN MUTUAL LIFE INSURANCE CO	10,213,876	0	0	0.00
OHIO NATIONAL LIFE INSURANCE COMPANY (THE)	46,335,135	0	0	0.00
OM FINANCIAL LIFE INSURANCE COMPANY	2,168	0	0	NA
OMAHA WOODMEN LIFE INSURANCE SOCIETY	420,864	0	0	0.00
PACIFIC LIFE & ANNUITY COMPANY	146,375	0	0	0.00
PACIFIC LIFE INSURANCE COMPANY	66,780,358	1	0	0.00
PENN MUTUAL LIFE INSURANCE COMPANY	1,436,669	0	0	0.00
PHL VARIABLE INSURANCE COMPANY	1,985,377	0	0	0.00
PHOENIX LIFE INSURANCE COMPANY	9,716	0	0	NA
PHYSICIANS LIFE INSURANCE COMPANY	100,000	0	0	0.00
PIONEER MUTUAL LIFE INSURANCE COMPANY	33,828	0	0	NA
POLISH NATIONAL ALLIANCE OF THE UNITED STATES	5,235	0	0	NA
PRESIDENTIAL LIFE INSURANCE COMPANY	1,241,629	0	0	0.00
PRIMERICA LIFE INSURANCE COMPANY	4,977	0	0	NA
PRINCIPAL LIFE INSURANCE COMPANY	22,093,683	0	0	0.00
PROTECTIVE LIFE INSURANCE COMPANY	8,494,099	0	0	0.00
PRUCO LIFE INSURANCE COMPANY	13,820,184	0	0	0.00
PRUDENTIAL ANNUITIES LIFE ASSURANCE CORPORATION	172,438,757	2	2	0.47
PRUDENTIAL INSURANCE COMPANY OF AMERICA	41,756,144	1	1	0.97
PYRAMID LIFE INSURANCE COMPANY	500	0	0	NA
REASSURE AMERICA LIFE INSURANCE COMPANY	43,844	0	0	NA

ANNUITY (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
RELIANCE STANDARD LIFE INSURANCE COMPANY	1,885,272	0	0	0.00
RELIASTAR LIFE INSURANCE COMPANY	2,246,439	0	0	0.00
RELIASTAR LIFE INSURANCE COMPANY OF NEW YORK	10,000	0	0	NA
RIVERSOURCE LIFE INSURANCE COMPANY	93,934,591	0	0	0.00
ROYAL NEIGHBORS OF AMERICA	423,642	0	0	0.00
SAGICOR LIFE INSURANCE COMPANY	151,929	0	0	0.00
SECURITY BENEFIT LIFE INSURANCE COMPANY	5,798,347	0	0	0.00
SECURITY LIFE INSURANCE COMPANY OF AMERICA	412	0	0	NA
SECURITY LIFE OF DENVER INSURANCE COMPANY	4,002	0	0	NA
SECURITY MUTUAL LIFE INSURANCE COMPANY OF NEW YORK	384,832	0	0	0.00
SENTRY LIFE INSURANCE COMPANY	4,054,756	0	0	0.00
SONS OF NORWAY	1,011,057	0	0	0.00
STANDARD INSURANCE COMPANY	35,800,138	3	2	2.26
STANDARD LIFE AND ACCIDENT INSURANCE COMPANY	15,597	0	0	NA
STANDARD LIFE INSURANCE COMPANY OF INDIANA	3,068	0	0	NA
STATE FARM LIFE INSURANCE COMPANY	15,334,774	0	0	0.00
STATE LIFE INSURANCE COMPANY (THE)	1,216,234	0	0	0.00
STATE MUTUAL INSURANCE COMPANY	484	0	0	NA
SUN LIFE ASSURANCE COMPANY OF CANADA	69,430	0	0	NA
SUN LIFE ASSURANCE COMPANY OF CANADA (U.S.)	43,986,259	0	0	0.00
SUNAMERICA ANNUITY AND LIFE ASSURANCE COMPANY	8,968,040	1	0	0.00
SUNAMERICA LIFE INSURANCE COMPANY	125,906	0	0	0.00
SUNSET LIFE INSURANCE COMPANY OF AMERICA	216,243	0	0	0.00
SURETY LIFE INSURANCE COMPANY	5,330	0	0	NA
SYMETRA LIFE INSURANCE COMPANY	61,853,449	0	0	0.00

ANNUITY (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
TEACHERS INSURANCE AND ANNUITY ASSOCIATION OF AMERICA	65,208,161	0	0	0.00
THRIVENT FINANCIAL FOR LUTHERANS	36,116,460	0	0	0.00
THRIVENT LIFE INSURANCE COMPANY	2,396,231	0	0	0.00
TIAA-CREF LIFE INSURANCE COMPANY	1,499,024	1	1	27.00
TRANS WORLD ASSURANCE COMPANY	7,756	0	0	NA
TRANSAMERICA FINANCIAL LIFE INSURANCE COMPANY	49,906	1	1	NA
TRANSAMERICA LIFE INSURANCE COMPANY	59,166,994	0	0	0.00
TRUSTMARK INSURANCE COMPANY	-660	0	0	NA
UNION CENTRAL LIFE INSURANCE COMPANY	4,638,800	0	0	0.00
UNION FIDELITY LIFE INSURANCE COMPANY	154	0	0	NA
UNION SECURITY INSURANCE COMPANY	314,240	0	0	0.00
UNITED AMERICAN INSURANCE COMPANY	12,341,922	0	0	0.00
UNITED FIDELITY LIFE INSURANCE COMPANY	6,315	0	0	NA
UNITED HERITAGE LIFE INSURANCE COMPANY	4,107,833	0	0	0.00
UNITED INVESTORS LIFE INSURANCE COMPANY	2,522	0	0	NA
UNITED OF OMAHA LIFE INSURANCE COMPANY	5,362,371	0	0	0.00
UNITED STATES LETTER CARRIERS MUTUAL BENEFIT ASSOCIATION	53,131	0	0	NA
UNITY MUTUAL LIFE INSURANCE COMPANY	300	0	0	NA
UNIVERSAL GUARANTY LIFE INSURANCE COMPANY	300	0	0	NA
USAA LIFE INSURANCE COMPANY	13,633,961	0	0	0.00
VARIABLE ANNUITY LIFE INSURANCE COMPANY	90,472,405	1	1	0.45
WASHINGTON NATIONAL INSURANCE COMPANY	16,796	1	1	NA
WEST COAST LIFE INSURANCE COMPANY	848,719	0	0	0.00
WESTERN NATIONAL LIFE INSURANCE COMPANY	99,653,389	4	4	1.62
WESTERN RESERVE LIFE ASSURANCE CO. OF OHIO	3,699,164	0	0	0.00

ANNUITY (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
WESTERN UNITED LIFE ASSURANCE COMPANY	47,707,359	0	0	0.00
WESTERN-SOUTHERN LIFE ASSURANCE COMPANY	6,492,486	1	1	6.23
WILTON REASSURANCE LIFE COMPANY OF NEW YORK	1,500	0	0	NA
WOODMEN OF THE WORLD	139,092	0	0	0.00
Total for ANNUITY	2,428,251,920	70	60	

AUTO

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
21ST CENTURY ADVANTAGE INSURANCE COMPANY	490,407	0	0	0.00
21ST CENTURY CENTENNIAL INSURANCE COMPANY	2,192,462	0	0	0.00
21ST CENTURY INDEMNITY INSURANCE COMPANY	201,904	0	0	0.00
21ST CENTURY INSURANCE COMPANY	456,833	1	0	0.00
21ST CENTURY NATIONAL INSURANCE COMPANY	7,298,340	3	2	0.84
21ST CENTURY PACIFIC INSURANCE COMPANY	3,539,116	1	1	0.87
21ST CENTURY PREFERRED INSURANCE COMPANY	1,114,463	2	2	5.51
21ST CENTURY PREMIER INSURANCE COMPANY	673,933	1	0	0.00
ACCEPTANCE INDEMNITY INSURANCE COMPANY	1,088	0	0	NA
ACE AMERICAN INSURANCE COMPANY	1,612,698	0	0	0.00
ACE FIRE UNDERWRITERS INSURANCE COMPANY	132,120	0	0	0.00
ACE PROPERTY AND CASUALTY INSURANCE COMPANY	9,936	0	0	NA
ADRIATIC INSURANCE COMPANY (DE)	3,252	0	0	NA
AIU INSURANCE COMPANY	634,391	3	3	14.51
ALASKA NATIONAL INSURANCE COMPANY	1,354,720	0	0	0.00
ALLIANCE OF NONPROFITS FOR INSURANCE RISK RETENTION GROUP	540,090	0	0	0.00
ALLIED PROPERTY AND CASUALTY INSURANCE COMPANY	923	0	0	NA
ALLSTATE INDEMNITY COMPANY	13,381,628	6	4	0.92
ALLSTATE INSURANCE COMPANY	67,123,028	64	50	2.29
ALLSTATE PROPERTY AND CASUALTY INSURANCE COMPANY	43,535,596	8	7	0.49
ALPHA PROPERTY & CASUALTY INSURANCE COMPANY	7,908,710	8	6	2.33
AMCO INSURANCE COMPANY	6,059,577	1	1	0.51
AMERICAN ALTERNATIVE INSURANCE CORPORATION	403,798	0	0	0.00
AMERICAN AUTOMOBILE INSURANCE COMPANY	202,721	0	0	0.00

AUTO (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
AMERICAN BANKERS INSURANCE COMPANY OF FLORIDA	482,576	1	0	0.00
AMERICAN CASUALTY COMPANY OF READING, PENNSYLVANIA	621,651	0	0	0.00
AMERICAN COMMERCE INSURANCE COMPANY	20,252,302	16	9	1.36
AMERICAN ECONOMY INSURANCE COMPANY	2,370,385	0	0	0.00
AMERICAN FAMILY HOME INSURANCE COMPANY	80,512	1	0	NA
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	75,313,427	25	16	0.65
AMERICAN FARMERS & RANCHERS INSURANCE COMPANY	328,192	0	0	0.00
AMERICAN FEDERATION INSURANCE COMPANY	169,233	0	0	0.00
AMERICAN FIRE AND CASUALTY COMPANY	1,457,164	0	0	0.00
AMERICAN FOREST CASUALTY COMPANY RISK RETENTION GROUP	249,836	0	0	0.00
AMERICAN GUARANTEE AND LIABILITY INSURANCE COMPANY	338,117	0	0	0.00
AMERICAN HALLMARK INSURANCE COMPANY OF TEXAS	5,169,426	0	0	0.00
AMERICAN HARDWARE MUTUAL INSURANCE COMPANY	4,273,206	0	0	0.00
AMERICAN HOME ASSURANCE COMPANY	2,301,524	1	1	1.33
AMERICAN INSURANCE COMPANY (THE)	1,181,619	0	0	0.00
AMERICAN MODERN HOME INSURANCE COMPANY	624,772	0	0	0.00
AMERICAN MODERN SELECT INSURANCE COMPANY	74,408	0	0	NA
AMERICAN MOTORISTS INSURANCE COMPANY	1,237	0	0	NA
AMERICAN NATIONAL GENERAL INSURANCE COMPANY	64,383	0	0	NA
AMERICAN NATIONAL PROPERTY AND CASUALTY COMPANY	2,410,129	3	2	2.55
AMERICAN RELIABLE INSURANCE COMPANY	207,248	0	0	0.00
AMERICAN SECURITY INSURANCE COMPANY	344,118	0	0	0.00
AMERICAN SERVICE INSURANCE COMPANY, INC.	23,751	0	0	NA
AMERICAN SOUTHERN INSURANCE COMPANY	94,263	0	0	NA
AMERICAN STANDARD INSURANCE COMPANY OF WISCONSIN	13,660,224	7	6	1.35

AUTO (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
AMERICAN STATES INSURANCE COMPANY	8,684,997	0	0	0.00
AMERICAN STATES INSURANCE COMPANY OF TEXAS	6,956,445	3	3	1.32
AMERICAN STATES PREFERRED INSURANCE COMPANY	270	0	0	NA
AMERICAN TRUCKING AND TRANSPORTATION INSURANCE COMPANY, A RISK RETENTION GROUP	1,145,187	0	0	0.00
AMERICAN ZURICH INSURANCE COMPANY	480,238	0	0	0.00
AMERIGUARD RISK RETENTION GROUP, INC.	6,086	0	0	NA
AMERISURE MUTUAL INSURANCE COMPANY	8,777	0	0	NA
AMICA MUTUAL INSURANCE COMPANY	7,712,952	0	0	0.00
AMTRUST INSURANCE COMPANY OF KANSAS, INC.	1,058,842	0	0	0.00
ARCH INSURANCE COMPANY	851,169	0	0	0.00
ARCOA RISK RETENTION GROUP, INC.	133,400	0	0	0.00
ARGONAUT GREAT CENTRAL INSURANCE COMPANY	185,283	0	0	0.00
ARGONAUT INSURANCE COMPANY	403,779	0	0	0.00
ARGONAUT-MIDWEST INSURANCE COMPANY	310,456	0	0	0.00
ARIZONA AUTOMOBILE INSURANCE COMPANY	2,177	0	0	NA
ARTISAN AND TRUCKERS CASUALTY COMPANY	14,320,114	1	0	0.00
ASSOCIATED INDEMNITY CORPORATION	1,104	0	0	NA
ASSURANCE COMPANY OF AMERICA	628,378	0	0	0.00
AUSTIN MUTUAL INSURANCE COMPANY	3,462,278	3	2	1.77
AUTOONE INSURANCE COMPANY	373	0	0	NA
AXIS INSURANCE COMPANY	7,214	0	0	NA
BALBOA INSURANCE COMPANY	2,220,648	1	0	0.00
BANCINSURE, INC.	42,061	0	0	NA
BANKERS STANDARD INSURANCE COMPANY	5,388	0	0	NA
BITUMINOUS CASUALTY CORPORATION	1,152,609	0	0	0.00

AUTO (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
BITUMINOUS FIRE AND MARINE INSURANCE COMPANY	80,993	0	0	NA
BROOKWOOD INSURANCE COMPANY	3,198,977	0	0	0.00
BROTHERHOOD MUTUAL INSURANCE COMPANY	476,273	0	0	0.00
CALIFORNIA CASUALTY GENERAL INSURANCE COMPANY OF OREGON	12,433,197	4	2	0.49
CANAL INSURANCE COMPANY	1,500,831	0	0	0.00
CAROLINA CASUALTY INSURANCE COMPANY	1,839,661	0	0	0.00
CASTLEPOINT NATIONAL INSURANCE COMPANY	49,804	0	0	NA
CENTURY-NATIONAL INSURANCE COMPANY	18,445	0	0	NA
CHARTER OAK FIRE INSURANCE COMPANY	2,742,914	0	0	0.00
CHARTIS CASUALTY COMPANY	896	0	0	NA
CHARTIS PROPERTY CASUALTY COMPANY	660,485	0	0	0.00
CHRYSLER INSURANCE COMPANY	201,702	0	0	0.00
CHURCH MUTUAL INSURANCE COMPANY	359,297	0	0	0.00
CINCINNATI INSURANCE COMPANY (THE)	99,205	0	0	NA
CIVIL SERVICE EMPLOYEES INSURANCE COMPANY	44,904	0	0	NA
COAST NATIONAL INSURANCE COMPANY	20,656,850	27	20	2.97
COLLEGE LIABILITY INSURANCE COMPANY, A RECIPROCAL RISK RETENTION GROUP	92,759	0	0	NA
COMMERCE AND INDUSTRY INSURANCE COMPANY	499,790	0	0	0.00
COMMERCE WEST INSURANCE COMPANY	2,914,100	3	2	2.11
COMPANION PROPERTY AND CASUALTY INSURANCE COMPANY	5,236	0	0	NA
CONTINENTAL CASUALTY COMPANY	1,866,654	0	0	0.00
CONTINENTAL INSURANCE COMPANY (THE)	2,287,953	1	0	0.00
CONTINENTAL WESTERN INSURANCE COMPANY	3,876,491	1	1	0.79
CONTRACTORS BONDING AND INSURANCE COMPANY	36,701	0	0	NA

AUTO (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
COUNTRY CASUALTY INSURANCE COMPANY	2,227,128	2	2	2.76
COUNTRY MUTUAL INSURANCE COMPANY	36,188,645	13	6	0.51
COUNTRY PREFERRED INSURANCE COMPANY	34,248,601	8	5	0.45
CRUM & FORSTER INDEMNITY COMPANY	20,735	0	0	NA
CUMIS INSURANCE SOCIETY, INC	239,511	0	0	0.00
DAIRYLAND INSURANCE COMPANY	1,146,053	3	1	2.68
DEERBROOK INSURANCE COMPANY	123,616	2	2	49.64
DELOS INSURANCE COMPANY	62,660	0	0	NA
DEPOSITORS INSURANCE COMPANY	542,254	1	0	0.00
DIAMOND STATE INSURANCE COMPANY	9,218	0	0	NA
DISCOVER PROPERTY & CASUALTY INSURANCE COMPANY	2,393,529	0	0	0.00
EAGLE WEST INSURANCE COMPANY	477,101	0	0	0.00
ECONOMY PREMIER ASSURANCE COMPANY	3,247,542	0	0	0.00
ELECTRIC INSURANCE COMPANY	504,102	0	0	0.00
EMPIRE FIRE AND MARINE INSURANCE COMPANY	4,000,456	0	0	0.00
EMPLOYERS FIRE INSURANCE COMPANY	1,331,022	0	0	0.00
EMPLOYERS INSURANCE COMPANY OF WAUSAU	427,750	0	0	0.00
EMPLOYERS MUTUAL CASUALTY COMPANY	631,180	0	0	0.00
ENCOMPASS INDEMNITY COMPANY	2,628,633	2	1	1.17
ENCOMPASS INSURANCE COMPANY OF AMERICA	1,335,726	2	1	2.30
ENUMCLAW PROPERTY AND CASUALTY INSURANCE COMPANY	3,174,357	0	0	0.00
ESSENTIA INSURANCE COMPANY	426,458	0	0	0.00
ESURANCE INSURANCE COMPANY	7,509,695	2	2	0.82
EVEREST NATIONAL INSURANCE COMPANY	2,064,301	0	0	0.00
EVERGREEN USA RISK RETENTION GROUP INC	7,563	0	0	NA

AUTO (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
FARMERS INSURANCE COMPANY OF OREGON	262,939,868	126	101	1.18
FARMERS INSURANCE EXCHANGE	7,609,581	3	2	0.81
FARMLAND MUTUAL INSURANCE COMPANY	228,365	0	0	0.00
FEDERAL INSURANCE COMPANY	3,009,544	1	0	0.00
FEDERATED MUTUAL INSURANCE COMPANY	3,608,704	0	0	0.00
FEDERATED RURAL ELECTRIC INSURANCE EXCHANGE	349,153	0	0	0.00
FEDERATED SERVICE INSURANCE COMPANY	210,240	1	1	14.59
FIDELITY AND DEPOSIT COMPANY OF MARYLAND	4,361	0	0	NA
FIDELITY NATIONAL PROPERTY AND CASUALTY INSURANCE COMPANY	196,474	0	0	0.00
FINANCIAL INDEMNITY COMPANY	8,551,707	16	13	4.66
FINANCIAL PACIFIC INSURANCE COMPANY	469,020	0	0	0.00
FIREMAN'S FUND INSURANCE COMPANY	189,762	0	0	0.00
FIRST FINANCIAL INSURANCE COMPANY	55,660	0	0	NA
FIRST LIBERTY INSURANCE CORPORATION (THE)	1,348,512	1	1	2.28
FIRST NATIONAL INSURANCE COMPANY OF AMERICA	374,902	0	0	0.00
FIRST NONPROFIT INSURANCE COMPANY	11,259	0	0	NA
FLORISTS' MUTUAL INSURANCE COMPANY	133,725	0	0	0.00
FOREMOST INSURANCE COMPANY	3,988,693	3	3	2.31
FOREMOST PROPERTY AND CASUALTY INSURANCE COMPANY	161,793	0	0	0.00
GARRISON PROPERTY AND CASUALTY INSURANCE COMPANY	3,878,946	1	0	0.00
GATEWAY INSURANCE COMPANY	19,566	0	0	NA
GEICO CASUALTY COMPANY	8,147,110	5	2	0.75
GEICO GENERAL INSURANCE COMPANY	55,263,088	24	19	1.05
GEICO INDEMNITY COMPANY	26,587,605	17	9	1.04
GENERAL CASUALTY COMPANY OF WISCONSIN	6,542	0	0	NA

AUTO (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
GENERAL INSURANCE COMPANY OF AMERICA	4,268,812	0	0	0.00
GMAC INSURANCE COMPANY ONLINE, INC.	509,734	0	0	0.00
GOVERNMENT EMPLOYEES INSURANCE COMPANY	15,632,217	10	6	1.18
GRANGE INSURANCE ASSOCIATION	3,736,923	3	3	2.46
GRANITE STATE INSURANCE COMPANY	1,138,338	0	0	0.00
GREAT AMERICAN ALLIANCE INSURANCE COMPANY	60,926	0	0	NA
GREAT AMERICAN ASSURANCE COMPANY	1,881,462	0	0	0.00
GREAT AMERICAN INSURANCE COMPANY	401,636	0	0	0.00
GREAT AMERICAN INSURANCE COMPANY OF NEW YORK	18,019	0	0	NA
GREAT DIVIDE INSURANCE COMPANY	40,877	0	0	NA
GREAT NORTHERN INSURANCE COMPANY	1,316,280	0	0	0.00
GREAT NORTHWEST INSURANCE COMPANY	111,471	0	0	0.00
GREAT WEST CASUALTY COMPANY	11,919,719	0	0	0.00
GREENWICH INSURANCE COMPANY	240,701	0	0	0.00
GUIDEONE AMERICA INSURANCE COMPANY	663,990	0	0	0.00
GUIDEONE ELITE INSURANCE COMPANY	508,859	0	0	0.00
GUIDEONE MUTUAL INSURANCE COMPANY	543,622	0	0	0.00
GUIDEONE SPECIALTY MUTUAL INSURANCE COMPANY	30,213	0	0	NA
HALLMARK INSURANCE COMPANY	1,323,561	7	6	13.91
HANOVER INSURANCE COMPANY (THE)	21,438	0	0	NA
HARCO NATIONAL INSURANCE COMPANY	1,209,607	0	0	0.00
HARTFORD ACCIDENT AND INDEMNITY COMPANY	601,427	2	2	10.20
HARTFORD CASUALTY INSURANCE COMPANY	192,827	0	0	0.00
HARTFORD FIRE INSURANCE COMPANY	1,310,206	0	0	0.00
HARTFORD INSURANCE COMPANY OF THE MIDWEST	12,213,243	23	20	5.02

AUTO (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
HARTFORD UNDERWRITERS INSURANCE COMPANY	9,347,625	2	1	0.33
HORACE MANN INSURANCE COMPANY	366,615	2	2	16.74
HORACE MANN PROPERTY & CASUALTY INSURANCE COMPANY	1,964,292	3	3	4.69
HUDSON INSURANCE COMPANY	173,649	0	0	0.00
IDS PROPERTY CASUALTY INSURANCE COMPANY	16,523,930	9	8	1.49
ILLINOIS NATIONAL INSURANCE CO.	148,362	0	0	0.00
INDEMNITY INSURANCE COMPANY OF NORTH AMERICA	14,080	0	0	NA
INDIANA LUMBERMENS MUTUAL INSURANCE COMPANY	136,827	0	0	0.00
INFINITY INSURANCE COMPANY	159,437	0	0	0.00
INFINITY SECURITY INSURANCE COMPANY	5,395	0	0	NA
INSURANCE COMPANY OF NORTH AMERICA	1,177	0	0	NA
INSURANCE COMPANY OF THE STATE OF PENNSYLVANIA	3,517,402	10	8	6.98
KEMPER INDEPENDENCE INSURANCE COMPANY	3,670,208	1	0	0.00
LANCER INSURANCE COMPANY	1,305,255	0	0	0.00
LIBERTY INSURANCE CORPORATION	487,148	0	0	0.00
LIBERTY INSURANCE UNDERWRITERS INC.	12,694	0	0	NA
LIBERTY MUTUAL FIRE INSURANCE COMPANY	34,255,027	15	8	0.72
LIBERTY MUTUAL INSURANCE COMPANY	104,025	0	0	0.00
LIBERTY NORTHWEST INSURANCE CORPORATION	20,206,964	8	5	0.76
LINCOLN GENERAL INSURANCE COMPANY	244,893	0	0	0.00
LM INSURANCE CORPORATION	111,106	0	0	0.00
LUMBERMENS MUTUAL CASUALTY COMPANY	1,465	0	0	NA
MANUFACTURERS ALLIANCE INSURANCE COMPANY	648	0	0	NA
MARKEL AMERICAN INSURANCE COMPANY	410,932	0	0	0.00
MARKEL INSURANCE COMPANY	1,779,926	0	0	0.00

AUTO (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
MARYLAND CASUALTY COMPANY	1,242,161	0	0	0.00
MASSACHUSETTS BAY INSURANCE COMPANY	7,287	0	0	NA
MAXUM CASUALTY INSURANCE COMPANY	487,265	0	0	0.00
MERASTAR INSURANCE COMPANY	46,592	0	0	NA
MERITPLAN INSURANCE COMPANY	1,431,082	3	3	6.43
METROPOLITAN CASUALTY INSURANCE COMPANY	146,806	0	0	0.00
METROPOLITAN DIRECT PROPERTY AND CASUALTY INSURANCE COMPANY	5,053,049	1	0	0.00
METROPOLITAN GENERAL INSURANCE COMPANY	101,167	0	0	0.00
METROPOLITAN PROPERTY AND CASUALTY INSURANCE COMPANY	16,153,127	10	8	1.52
MID-CENTURY INSURANCE COMPANY	39,108,112	11	6	0.47
MID-CONTINENT CASUALTY COMPANY	41,569	0	0	NA
MITSUI SUMITOMO INSURANCE COMPANY OF AMERICA	205,814	0	0	0.00
MITSUI SUMITOMO INSURANCE USA INC.	34,685	0	0	NA
MONTEREY INSURANCE COMPANY	43,964	0	0	NA
MOTORS INSURANCE CORPORATION	145,624	0	0	0.00
MUTUAL OF ENUMCLAW INSURANCE COMPANY	29,292,307	8	5	0.52
NATIONAL CASUALTY COMPANY	405,301	0	0	0.00
NATIONAL CONTINENTAL INSURANCE COMPANY	37,373	0	0	NA
NATIONAL FARMERS UNION PROPERTY AND CASUALTY COMPANY	35,486	1	1	NA
NATIONAL FIRE INSURANCE COMPANY OF HARTFORD	405,495	0	0	0.00
NATIONAL GENERAL ASSURANCE COMPANY	7,161,601	2	1	0.43
NATIONAL GENERAL INSURANCE COMPANY	741,248	0	0	0.00
NATIONAL INDEPENDENT TRUCKERS INSURANCE COMPANY INC. A RISK RETENTION GROUP	1,187	0	0	NA
NATIONAL INTERSTATE INSURANCE COMPANY	1,643,490	0	0	0.00

AUTO (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
NATIONAL LIABILITY & FIRE INSURANCE COMPANY	2,124,257	0	0	0.00
NATIONAL SPECIALTY INSURANCE COMPANY	33,048	0	0	NA
NATIONAL SURETY CORPORATION	190,719	1	1	16.09
NATIONAL UNION FIRE INSURANCE COMPANY OF PITTSBURG	2,564,546	2	1	1.20
NATIONWIDE AGRIBUSINESS INSURANCE COMPANY	1,331,468	0	0	0.00
NATIONWIDE INSURANCE COMPANY OF AMERICA	36,044,540	18	14	1.19
NATIONWIDE MUTUAL INSURANCE COMPANY	13,408,898	7	5	1.14
NAVIGATORS INSURANCE COMPANY	465,483	0	0	0.00
NEW HAMPSHIRE INSURANCE COMPANY	826,694	0	0	0.00
NEWPORT INSURANCE COMPANY	1,166,055	1	1	2.63
NIPPONKOA INSURANCE COMPANY, LIMITED	7,835	0	0	NA
NORTH AMERICAN ELITE INSURANCE COMPANY	124,187	0	0	0.00
NORTH PACIFIC INSURANCE COMPANY	25,762,857	1	1	0.12
NORTH RIVER INSURANCE COMPANY	79,721	0	0	NA
NORTHBROOK INDEMNITY COMPANY	167,386	1	1	18.33
NORTHERN INSURANCE COMPANY OF NEW YORK	104,802	0	0	0.00
NORTHLAND CASUALTY COMPANY	124,808	0	0	0.00
NORTHLAND INSURANCE COMPANY	5,181,723	0	0	0.00
NORTHWESTERN PACIFIC INDEMNITY COMPANY	930,879	0	0	0.00
NOVA CASUALTY COMPANY	41,480	0	0	NA
OCCIDENTAL FIRE & CASUALTY COMPANY OF NORTH CAROLINA	63,774	0	0	NA
OHIO CASUALTY INSURANCE COMPANY	1,995,393	2	1	1.54
OLD REPUBLIC GENERAL INSURANCE CORPORATION	10,186	0	0	NA
OLD REPUBLIC INSURANCE COMPANY	258,122	0	0	0.00
ONEBEACON AMERICA INSURANCE COMPANY	1,386,715	0	0	0.00

AUTO (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
ONEBEACON INSURANCE COMPANY	1,545	0	0	NA
OOIDA RISK RETENTION GROUP, INC.	124,633	0	0	0.00
OREGON AUTOMOBILE INSURANCE COMPANY	4,480,543	0	0	0.00
OREGON MUTUAL INSURANCE COMPANY	23,906,938	7	6	0.77
PACIFIC EMPLOYERS INSURANCE COMPANY	415	0	0	NA
PACIFIC INDEMNITY COMPANY	248,044	0	0	0.00
PACIFIC SPECIALTY INSURANCE COMPANY	14,740	0	0	NA
PACIFIC STAR INSURANCE COMPANY	509,228	1	1	6.03
PARATRANSIT INSURANCE COMPANY, A MUTUAL RISK RETENTION GROUP	116,639	0	0	0.00
PEAK PROPERTY AND CASUALTY INSURANCE CORPORATION	196,515	2	0	0.00
PENN MILLERS INSURANCE COMPANY	91,153	0	0	NA
PENNSYLVANIA GENERAL INSURANCE COMPANY	369,863	0	0	0.00
PENNSYLVANIA LUMBERMENS MUTUAL INSURANCE COMPANY	58,894	0	0	NA
PENNSYLVANIA MANUFACTURERS INDEMNITY COMPANY	2,459	0	0	NA
PENNSYLVANIA MANUFACTURERS' ASSOCIATION INSURANCE COMPANY	24,841	0	0	NA
PHARMACISTS MUTUAL INSURANCE COMPANY	77,077	0	0	NA
PHILADELPHIA INDEMNITY INSURANCE COMPANY	4,623,634	1	1	0.66
PHOENIX INSURANCE COMPANY	1,607,055	1	1	1.91
PIONEER SPECIALTY INSURANCE COMPANY	169,158	0	0	0.00
PLAZA INSURANCE COMPANY	52,123	0	0	NA
PRAETORIAN INSURANCE COMPANY	1,786,898	0	0	0.00
PREFERRED PROFESSIONAL INSURANCE COMPANY	45,064	0	0	NA
PRESERVER INSURANCE COMPANY	11,137	0	0	NA
PROGRESSIVE CASUALTY INSURANCE COMPANY	4,139,113	3	2	1.48

AUTO (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
PROGRESSIVE CLASSIC INSURANCE COMPANY	87,696,715	26	15	0.52
PROGRESSIVE DIRECT INSURANCE COMPANY	592,658	4	2	10.35
PROGRESSIVE NORTHERN INSURANCE COMPANY	14,789,760	4	3	0.62
PROGRESSIVE NORTHWESTERN INSURANCE COMPANY	1,736	1	0	NA
PROGRESSIVE PREFERRED INSURANCE COMPANY	1,565,866	0	0	0.00
PROGRESSIVE SPECIALTY INSURANCE COMPANY	154,418	0	0	0.00
PROGRESSIVE UNIVERSAL INSURANCE COMPANY	86,127,185	37	23	0.82
PROGRESSIVE WEST INSURANCE COMPANY	244,192	0	0	0.00
PROPERTY AND CASUALTY INSURANCE COMPANY OF HARTFORD	21,967,263	29	25	3.49
PROTECTIVE INSURANCE COMPANY	103,663	0	0	0.00
QBE INSURANCE CORPORATION	287,587	0	0	0.00
REDLAND INSURANCE COMPANY	50,520	0	0	NA
REGENT INSURANCE COMPANY	1,351	0	0	NA
REPUBLIC WESTERN INSURANCE COMPANY	326	1	1	NA
RESPONSE WORLDWIDE INSURANCE COMPANY	195,090	1	1	15.73
RIVERPORT INSURANCE COMPANY	19,260	0	0	NA
RLI INSURANCE COMPANY	185,121	0	0	0.00
ROCKY MOUNTAIN FIRE & CASUALTY COMPANY	1,576,727	0	0	0.00
SAFECO INSURANCE COMPANY OF AMERICA	119,347	0	0	0.00
SAFECO INSURANCE COMPANY OF OREGON	121,743,532	74	59	1.49
SAGAMORE INSURANCE COMPANY	352,257	0	0	0.00
SCOTTSDALE INDEMNITY COMPANY	54,447	0	0	NA
SECURITY NATIONAL INSURANCE COMPANY	1,375,654	0	0	0.00
SENTINEL INSURANCE COMPANY, LTD.	5,445,277	4	4	2.25
SENTRY CASUALTY COMPANY	25,389	0	0	NA

AUTO (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
SENTRY INSURANCE A MUTUAL COMPANY	653,840	0	0	0.00
SENTRY SELECT INSURANCE COMPANY	3,237,598	0	0	0.00
SOMPO JAPAN INSURANCE COMPANY OF AMERICA	125,000	0	0	0.00
SOUTHERN INSURANCE COMPANY	992,247	2	2	6.18
SPARTA INSURANCE COMPANY	33,413	0	0	NA
SPRINGFIELD INSURANCE COMPANY	256,557	0	0	0.00
ST. PAUL FIRE AND MARINE INSURANCE COMPANY	564,949	0	0	0.00
ST. PAUL GUARDIAN INSURANCE COMPANY	64,166	0	0	NA
ST. PAUL MERCURY INSURANCE COMPANY	38,327	0	0	NA
ST. PAUL PROTECTIVE INSURANCE COMPANY	19,891	0	0	NA
STANDARD GUARANTY INSURANCE COMPANY	207,468	0	0	0.00
STAR INSURANCE COMPANY	114,325	0	0	0.00
STATE FARM FIRE AND CASUALTY COMPANY	30,593,060	5	4	0.40
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	361,701,548	95	74	0.63
STATE NATIONAL INSURANCE COMPANY, INC.	1,560,159	1	1	1.97
STONINGTON INSURANCE COMPANY	413,237	1	0	0.00
STRATFORD INSURANCE COMPANY	8,001	0	0	NA
SUBLIMITY INSURANCE COMPANY	6,342,566	0	0	0.00
T.H.E. INSURANCE COMPANY	205,706	0	0	0.00
TEACHERS INSURANCE COMPANY	1,250,549	4	3	7.36
TECHNOLOGY INSURANCE COMPANY, INC.	595	0	0	NA
TOKIO MARINE & NICHIDO FIRE INSURANCE CO., LTD.	617,850	0	0	0.00
TOWER INSURANCE COMPANY OF NEW YORK	29,081	0	0	NA
TOWER NATIONAL INSURANCE COMPANY	22,654	0	0	NA
TRANSGUARD INSURANCE COMPANY OF AMERICA, INC.	208,044	0	0	0.00

AUTO (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
TRANSPORTATION INSURANCE COMPANY	891,706	0	0	0.00
TRAVELERS CASUALTY INSURANCE COMPANY OF AMERICA	42,999	0	0	NA
TRAVELERS COMMERCIAL INSURANCE COMPANY	6,633,225	3	3	1.39
TRAVELERS HOME AND MARINE INSURANCE COMPANY (THE)	13,098,891	3	3	0.70
TRAVELERS INDEMNITY COMPANY (THE)	1,931,780	1	1	1.59
TRAVELERS INDEMNITY COMPANY OF AMERICA	1,956,873	0	0	0.00
TRAVELERS INDEMNITY COMPANY OF CONNECTICUT (THE)	1,549,332	0	0	0.00
TRAVELERS PROPERTY CASUALTY COMPANY OF AMERICA	7,422,495	2	1	0.41
TRINITY UNIVERSAL INSURANCE COMPANY	3,296	0	0	NA
TRIUMPHE CASUALTY COMPANY	115,773	0	0	0.00
TRUCK INSURANCE EXCHANGE	11,615,095	1	1	0.26
TRUMBULL INSURANCE COMPANY	126,043	0	0	0.00
TWIN CITY FIRE INSURANCE COMPANY	1,137,498	1	1	2.70
ULLICO CASUALTY COMPANY	12,940	0	0	NA
UNIGARD INDEMNITY COMPANY	212,673	0	0	0.00
UNIGARD INSURANCE COMPANY	14,781,240	3	2	0.42
UNION INSURANCE COMPANY	321	0	0	NA
UNITED SERVICES AUTOMOBILE ASSOCIATION	28,098,570	10	9	0.98
UNITED STATES FIRE INSURANCE COMPANY	120,192	0	0	0.00
UNITRIN AUTO AND HOME INSURANCE COMPANY	454,817	1	1	6.75
UNITRIN DIRECT PROPERTY & CASUALTY COMPANY	4,856,306	10	8	5.05
UNIVERSAL CASUALTY COMPANY	11,798	0	0	NA
UNIVERSAL UNDERWRITERS INSURANCE COMPANY	2,492,333	2	2	2.46
USAA CASUALTY INSURANCE COMPANY	30,943,386	7	7	0.69
USAA GENERAL INDEMNITY COMPANY	2,879,496	1	1	1.07

AUTO (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
UTICA MUTUAL INSURANCE COMPANY	8,310	0	0	NA
VALLEY FORGE INSURANCE COMPANY	1,059,991	0	0	0.00
VALLEY PROPERTY & CASUALTY INSURANCE COMPANY	14,685,344	4	3	0.63
VANLINER INSURANCE COMPANY	555,388	0	0	0.00
VICTORIA SELECT INSURANCE COMPANY	3,498,787	3	2	1.75
VIKING INSURANCE COMPANY OF WISCONSIN	5,153,855	4	3	1.79
WAUSAU BUSINESS INSURANCE COMPANY	299,824	0	0	0.00
WAUSAU UNDERWRITERS INSURANCE COMPANY	587,695	0	0	0.00
WAWANESA GENERAL INSURANCE COMPANY	4,718,114	7	6	3.90
WESCO INSURANCE COMPANY	47,558	0	0	NA
WEST AMERICAN INSURANCE COMPANY	4,818,495	1	1	0.64
WESTCHESTER FIRE INSURANCE COMPANY	89,952	0	0	NA
WESTERN NATIONAL ASSURANCE COMPANY	2,457,569	0	0	0.00
WESTERN PROTECTORS INSURANCE COMPANY	6,595,530	2	2	0.93
WESTERN UNITED INSURANCE COMPANY	7,815,289	5	3	1.18
WESTPORT INSURANCE CORPORATION	112,380	0	0	0.00
WILSHIRE INSURANCE COMPANY	994,405	0	0	0.00
WORKMEN'S AUTO INSURANCE COMPANY	7,921,478	13	8	3.10
XL INSURANCE AMERICA, INC.	94,399	0	0	NA
XL SPECIALTY INSURANCE COMPANY	168,633	0	0	0.00
ZURICH AMERICAN INSURANCE COMPANY	4,842,509	1	1	0.63
ZURICH AMERICAN INSURANCE COMPANY OF ILLINOIS	145,311	0	0	0.00
Total for AUTO	2,236,868,129	982	729	

HEALTH

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
21ST CENTURY PREMIER INSURANCE COMPANY	2,289	0	0	NA
AAA LIFE INSURANCE COMPANY	591,950	0	0	0.00
ABILITY INSURANCE COMPANY	120,760	0	0	0.00
ACACIA LIFE INSURANCE COMPANY	310	0	0	NA
ACCENDO INSURANCE COMPANY	2,740,056	0	0	0.00
ACE AMERICAN INSURANCE COMPANY	3,884,070	4	3	11.92
ADVANTAGE DENTAL PLAN, INC.	5,872,952	0	0	0.00
AETNA LIFE INSURANCE COMPANY	113,706,029	13	7	0.95
AF&L INSURANCE COMPANY	26,826	0	0	NA
ALLIANZ LIFE INSURANCE COMPANY OF NORTH AMERICA	8,439	0	0	NA
ALLSTATE LIFE INSURANCE COMPANY	95,596	0	0	NA
AMERICAN ALTERNATIVE INSURANCE CORPORATION	5,838	0	0	NA
AMERICAN BANKERS INSURANCE COMPANY OF FLORIDA	443,788	2	2	69.57
AMERICAN BANKERS LIFE ASSURANCE CO OF FLORIDA	1,291,094	1	1	11.96
AMERICAN COMMUNITY MUTUAL INSURANCE COMPANY	-743	0	0	NA
AMERICAN FAMILY LIFE ASSURANCE COMPANY OF COLUMBUS	65,067,145	15	10	2.37
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	1,666,639	3	1	9.26
AMERICAN FIDELITY ASSURANCE COMPANY	5,816,539	1	0	0.00
AMERICAN GENERAL ASSURANCE COMPANY	-96,825	3	2	NA
AMERICAN GENERAL LIFE AND ACCIDENT INSURANCE COMPANY	5,013	0	0	NA
AMERICAN GENERAL LIFE INSURANCE COMPANY	780,646	0	0	0.00
AMERICAN GENERAL LIFE INSURANCE COMPANY OF DELAWARE	1,367,239	1	0	0.00
AMERICAN HEALTH AND LIFE INSURANCE COMPANY	312,430	1	0	0.00
AMERICAN HERITAGE LIFE INSURANCE COMPANY	1,774,364	0	0	0.00
AMERICAN HOME ASSURANCE COMPANY	3,065	0	0	NA

HEALTH (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
AMERICAN INCOME LIFE INSURANCE COMPANY	1,327,104	0	0	0.00
AMERICAN INTERNATIONAL LIFE ASSURANCE COMPANY OF NEW YORK	439	0	0	NA
AMERICAN MEDICAL AND LIFE INSURANCE COMPANY	1,108,754	11	10	139.23
AMERICAN MEMORIAL LIFE INSURANCE COMPANY	1,415	0	0	NA
AMERICAN MODERN LIFE INSURANCE COMPANY	938,771	0	0	0.00
AMERICAN NATIONAL INSURANCE COMPANY	-80,556	2	2	NA
AMERICAN NATIONAL LIFE INSURANCE COMPANY OF TEXAS	1,847	0	0	NA
AMERICAN PIONEER LIFE INSURANCE COMPANY	359,489	0	0	0.00
AMERICAN PROGRESSIVE LIFE AND HEALTH INSURANCE COMPANY OF NEW YORK	48,323	0	0	NA
AMERICAN PUBLIC LIFE INSURANCE COMPANY	30,883	0	0	NA
AMERICAN REPUBLIC CORP INSURANCE COMPANY	78,853	0	0	NA
AMERICAN REPUBLIC INSURANCE COMPANY	7,167,141	4	3	6.46
AMERICAN SECURITY INSURANCE COMPANY	66,161	0	0	NA
AMERICAN SENTINEL INSURANCE COMPANY	802	0	0	NA
AMERICAN SPECIALTY HEALTH INSURANCE COMPANY	4,283	0	0	NA
AMERICAN UNDERWRITERS LIFE INSURANCE COMPANY	30,620	0	0	NA
AMERICAN UNITED LIFE INSURANCE COMPANY	312,268	0	0	0.00
AMERITAS LIFE INSURANCE CORPORATION	3,759,155	1	1	4.11
AMEX ASSURANCE COMPANY	846,735	0	0	0.00
ASSURITY LIFE INSURANCE COMPANY	609,591	2	2	50.65
ASURIS NORTHWEST HEALTH	6,610,477	0	0	0.00
ATRIO HEALTH PLANS, INC.	45,000,093	0	0	0.00
AVIVA LIFE AND ANNUITY COMPANY	5,250	0	0	NA
AXA EQUITABLE LIFE INSURANCE COMPANY	248,092	0	0	0.00

HEALTH (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
BALBOA LIFE INSURANCE COMPANY	236,358	0	0	0.00
BALTIMORE LIFE INSURANCE COMPANY (THE)	1,442	0	0	NA
BANCINSURE, INC.	4	0	0	NA
BANKERS FIDELITY LIFE INSURANCE COMPANY	90,240	1	0	NA
BANKERS LIFE AND CASUALTY COMPANY	11,069,592	7	7	9.76
BCS INSURANCE COMPANY	1,142,719	0	0	0.00
BCS LIFE INSURANCE COMPANY	45,943	0	0	NA
BENEFICIAL LIFE INSURANCE COMPANY	592	0	0	NA
BERKSHIRE LIFE INSURANCE COMPANY OF AMERICA	4,882,926	1	0	0.00
BEST LIFE AND HEALTH INSURANCE COMPANY	2,095,519	0	0	0.00
BOSTON MUTUAL LIFE INSURANCE COMPANY	89,451	0	0	NA
BROKERS NATIONAL LIFE ASSURANCE COMPANY	2,303,996	1	1	6.70
CANADA LIFE ASSURANCE COMPANY (THE)	1,901,646	0	0	0.00
CAPITOL INDEMNITY CORPORATION	40,652	0	0	NA
CATHOLIC ORDER OF FORESTERS	0	0	0	NA
CELTIC INSURANCE COMPANY	45,098	0	0	NA
CENTRAL RESERVE LIFE INSURANCE COMPANY	76,226	0	0	NA
CENTRAL SECURITY LIFE INSURANCE COMPANY	1,038	0	0	NA
CENTRAL STATES HEALTH & LIFE CO OF OMAHA	105,946	1	1	145.71
CENTRAL STATES INDEMNITY CO. OF OMAHA	334,480	0	0	0.00
CENTRAL UNITED LIFE INSURANCE COMPANY	120,113	1	1	128.52
CENTRE LIFE INSURANCE COMPANY	562,170	0	0	0.00
CENTURION LIFE INSURANCE COMPANY	6,666	0	0	NA
CHESAPEAKE LIFE INSURANCE COMPANY (THE)	-30,221	0	0	NA
CHRISTIAN FIDELITY LIFE INSURANCE COMPANY	15,272	0	0	NA

HEALTH (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
CICA LIFE INSURANCE COMPANY OF AMERICA	420	0	0	NA
CIGNA HEALTH AND LIFE INSURANCE COMPANY	113,456	0	0	0.00
CINCINNATI LIFE INSURANCE COMPANY (THE)	2,995	0	0	NA
CLEAR ONE HEALTH PLANS, INC.	147,530,634	28	26	2.72
COLONIAL LIFE & ACCIDENT INSURANCE COMPANY	5,884,756	2	2	5.25
COLONIAL PENN LIFE INSURANCE COMPANY	62,749	0	0	NA
COLORADO BANKERS LIFE INSURANCE COMPANY	2,456	0	0	NA
COLUMBIAN LIFE INSURANCE COMPANY	150,573	0	0	0.00
COLUMBIAN MUTUAL LIFE INSURANCE COMPANY	10	0	0	NA
COLUMBUS LIFE INSURANCE COMPANY	2,013	0	0	NA
COMBINED INSURANCE COMPANY OF AMERICA	9,402,960	5	5	8.21
COMMERCIAL TRAVELERS MUTUAL INSURANCE COMPANY	13,503	0	0	NA
COMMONWEALTH ANNUITY AND LIFE INSURANCE COMPANY	93,779	0	0	NA
COMPANION LIFE INSURANCE COMPANY	2,456,149	0	0	0.00
CONNECTICUT GENERAL LIFE INSURANCE COMPANY	37,286,951	8	5	2.07
CONSECO HEALTH INSURANCE COMPANY	1,008,597	1	1	15.31
CONSECO INSURANCE COMPANY	1,209,842	3	3	38.28
CONSECO LIFE INSURANCE COMPANY	35,554	0	0	NA
CONSTITUTION LIFE INSURANCE COMPANY	26,459	0	0	NA
CONTINENTAL AMERICAN INSURANCE COMPANY	150,018	0	0	0.00
CONTINENTAL CASUALTY COMPANY	-8,414,345	0	0	NA
CONTINENTAL GENERAL INSURANCE COMPANY	197,835	0	0	0.00
COUNTRY LIFE INSURANCE COMPANY	1,085,015	0	0	0.00
CROATIAN FRATERNAL UNION OF AMERICA	161	0	0	NA
CROWN LIFE INSURANCE COMPANY	23,112	0	0	NA

HEALTH (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
CUNA MUTUAL INSURANCE SOCIETY	5,676,868	2	1	2.72
DELOS INSURANCE COMPANY	121,381	0	0	0.00
DENTEGRA INSURANCE COMPANY	1,864,122	0	0	0.00
EMC NATIONAL LIFE COMPANY	64,362	0	0	NA
EMPLOYERS FIRE INSURANCE COMPANY	419,508	0	0	0.00
ENTERPRISE LIFE INSURANCE COMPANY	-16,242	0	0	NA
ENVISION INSURANCE COMPANY	119,134	0	0	0.00
EQUITABLE LIFE AND CASUALTY INSURANCE COMPANY	5,301,122	1	1	2.91
EXECUTIVE RISK INDEMNITY INC.	7,137	0	0	NA
FAMILY HERITAGE LIFE INSURANCE COMPANY OF AMERICA	297,835	0	0	0.00
FAMILY LIFE INSURANCE COMPANY	86,950	0	0	NA
FAMILYCARE HEALTH PLANS, INC.	27,197,929	0	0	0.00
FARM BUREAU LIFE INSURANCE COMPANY	15,160	0	0	NA
FARMERS NEW WORLD LIFE INSURANCE COMPANY	309,965	0	0	0.00
FEDERAL INSURANCE COMPANY	720,456	0	0	0.00
FEDERAL LIFE INSURANCE COMPANY (MUTUAL)	535	0	0	NA
FEDERATED LIFE INSURANCE COMPANY	48,437	0	0	NA
FIDELITY LIFE ASSOCIATION, A LEGAL RESERVE LIFE INSURANCE COMPANY	71	0	0	NA
FIDELITY SECURITY LIFE INSURANCE COMPANY	3,446,147	0	0	0.00
FIRST ALLMERICA FINANCIAL LIFE INSURANCE COMPANY	2,609	0	0	NA
FIRST HEALTH LIFE & HEALTH INSURANCE COMPANY	53,654,658	0	0	0.00
FORT DEARBORN LIFE INSURANCE COMPANY	344,365	0	0	0.00
FREEDOM LIFE INSURANCE COMPANY OF AMERICA	8,106	0	0	NA
GENERAL AMERICAN LIFE INSURANCE COMPANY	102,982	0	0	0.00
GENERAL FIDELITY LIFE INSURANCE COMPANY	-7,934	0	0	NA

HEALTH (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
GENWORTH LIFE AND ANNUITY INSURANCE COMPANY	1,575,108	0	0	0.00
GENWORTH LIFE INSURANCE COMPANY	1,671	1	1	NA
GERBER LIFE INSURANCE COMPANY	1,894,126	0	0	0.00
GLOBE LIFE AND ACCIDENT INSURANCE COMPANY	545,308	0	0	0.00
GOLDEN RULE INSURANCE COMPANY	231,273	0	0	0.00
GOVERNMENT PERSONNEL MUTUAL LIFE INSURANCE COMPANY	17,951	0	0	NA
GREAT AMERICAN INSURANCE COMPANY	613,595	1	1	25.16
GREAT AMERICAN LIFE INSURANCE COMPANY	33,115	0	0	NA
GREAT SOUTHERN LIFE INSURANCE COMPANY	4,464	0	0	NA
GREAT-WEST LIFE & ANNUITY INSURANCE COMPANY	18,193,549	0	0	0.00
GREAT-WEST LIFE ASSURANCE COMPANY (THE)	314,508	2	2	98.17
GUARANTEE TRUST LIFE INSURANCE COMPANY	203,939	1	1	75.69
GUARANTY INCOME LIFE INSURANCE COMPANY	0	0	0	NA
GUARDIAN LIFE INSURANCE COMPANY OF AMERICA (THE)	15,995,194	2	1	0.97
HARTFORD LIFE AND ACCIDENT INSURANCE COMPANY	21,176,688	2	1	0.73
HARTFORD LIFE AND ANNUITY INSURANCE COMPANY	6,585	2	1	NA
HARTFORD LIFE INSURANCE COMPANY	1,205,849	0	0	0.00
HCC LIFE INSURANCE COMPANY	5,058,264	0	0	0.00
HEALTH CARE SERVICE CORPORATION, A MUTUAL LEGAL RESERVE COMPANY	298,698	0	0	0.00
HEALTH NET HEALTH PLAN OF OREGON, INC.	412,403,080	82	59	2.21
HEALTH NET LIFE INSURANCE COMPANY	214,003,283	1	1	0.07
HEALTH PLAN OF CAREOREGON, INC.	71,591,381	0	0	0.00
HEALTHSPRING LIFE & HEALTH INSURANCE COMPANY, INC.	1,580,569	0	0	0.00
HERITAGE UNION LIFE INSURANCE COMPANY	13	0	0	NA
HM LIFE INSURANCE COMPANY	4,411,853	0	0	0.00

HEALTH (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
HORACE MANN LIFE INSURANCE COMPANY	4,496	0	0	NA
HOUSEHOLD LIFE INSURANCE COMPANY	594,929	0	0	0.00
HUMANA INSURANCE COMPANY	44,171,422	4	1	0.35
HUMANADENTAL INSURANCE COMPANY	5,093	0	0	NA
ILLINOIS MUTUAL LIFE INSURANCE COMPANY	547,739	0	0	0.00
INDEPENDENCE AMERICAN INSURANCE COMPANY	177,808	0	0	0.00
INDEPENDENT ORDER OF FORESTERS	952	1	0	NA
INDIVIDUAL ASSURANCE COMPANY LIFE, HEALTH AND ACCIDENT	-3,452	0	0	NA
ING USA ANNUITY & LIFE INSURANCE COMPANY	1,172	0	0	NA
INVESTORS LIFE INSURANCE COMPANY OF NORTH AMERICA	985	0	0	NA
JACKSON NATIONAL LIFE INSURANCE COMPANY	1,079	0	0	NA
JEFFERSON NATIONAL LIFE INSURANCE COMPANY	3,840	0	0	NA
JMIC LIFE INSURANCE COMPANY	-110,833	0	0	NA
JOHN ALDEN LIFE INSURANCE COMPANY	1,447,226	1	1	10.67
JOHN HANCOCK LIFE & HEALTH INSURANCE COMPANY	0	0	0	NA
JOHN HANCOCK LIFE INSURANCE COMPANY (U.S.A.)	275,304	0	0	0.00
KAISER FOUNDATION HEALTH PLAN OF THE NORTHWEST	1,924,625,852	53	36	0.29
KANAWHA INSURANCE COMPANY	41,101	0	0	NA
KANSAS CITY LIFE INSURANCE COMPANY	1,834,282	1	0	0.00
KNIGHTS OF COLUMBUS	1,503	0	0	NA
LAFAYETTE LIFE INSURANCE COMPANY (THE)	5,837	1	1	NA
LANDCAR LIFE INSURANCE COMPANY	11,500	0	0	NA
LEWER LIFE INSURANCE COMPANY	2,925	0	0	NA
LIBERTY LIFE ASSURANCE COMPANY OF BOSTON	2,714,150	1	0	0.00
LIBERTY LIFE INSURANCE COMPANY	766,943	0	0	0.00

HEALTH (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
LIBERTY NATIONAL LIFE INSURANCE COMPANY	9,143	0	0	NA
LIFE INSURANCE COMPANY OF NORTH AMERICA	10,800,035	2	2	2.86
LIFE OF THE SOUTH INSURANCE COMPANY	90,079	0	0	NA
LIFESecure INSURANCE COMPANY	1,921	0	0	NA
LIFEWISE ASSURANCE COMPANY	1,616,363	0	0	0.00
LIFEWISE HEALTH PLAN OF OREGON INC.	217,666,677	60	37	2.62
LINCOLN BENEFIT LIFE COMPANY	0	0	0	NA
LINCOLN HERITAGE LIFE INSURANCE COMPANY	338,383	0	0	0.00
LINCOLN LIFE & ANNUITY COMPANY OF NEW YORK	69	1	1	NA
LINCOLN NATIONAL LIFE INSURANCE COMPANY (THE)	13,896,316	3	3	3.33
LOYAL AMERICAN LIFE INSURANCE COMPANY	576,605	1	1	26.77
MADISON NATIONAL LIFE INSURANCE COMPANY, INC.	4,258,850	1	1	3.62
MARION POLK COMMUNITY HEALTH PLAN ADVANTAGE, INC.	49,312,959	0	0	0.00
MARKEL INSURANCE COMPANY	197,343	0	0	0.00
MARQUETTE NATIONAL LIFE INSURANCE COMPANY	6,549	0	0	NA
MASSACHUSETTS MUTUAL LIFE INSURANCE COMPANY	3,082,056	1	1	5.01
MEDAMERICA INSURANCE COMPANY	602,883	0	0	0.00
MEDCO CONTAINMENT LIFE INSURANCE COMPANY	7,044,218	0	0	0.00
MEDICO INSURANCE COMPANY	462,021	0	0	0.00
MEGA LIFE AND HEALTH INSURANCE COMPANY (THE)	16,789,918	18	17	15.63
MENNONITE MUTUAL AID ASSOCIATION	137,657	0	0	0.00
MERIT LIFE INSURANCE COMPANY	159,641	1	1	96.70
METLIFE INSURANCE COMPANY OF CONNECTICUT	97,948	2	1	NA
METROPOLITAN LIFE INSURANCE COMPANY	46,715,972	3	1	0.33
METROPOLITAN PROPERTY AND CASUALTY INSURANCE COMPANY	269,913	0	0	0.00

HEALTH (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
MID ROGUE HEALTH PLAN, INC.	57,242,137	0	0	0.00
MID-VALLEY IPA EMPLOYEE BENEFIT TRUST	8,450,984	1	0	0.00
MID-WEST NATIONAL LIFE INSURANCE COMPANY OF TENNESSEE	348,495	1	0	0.00
MIDLAND NATIONAL LIFE INSURANCE COMPANY	1,993	0	0	NA
MINNESOTA LIFE INSURANCE COMPANY	2,540,787	0	0	0.00
MODERN WOODMEN OF AMERICA	1,447	0	0	NA
MONARCH LIFE INSURANCE COMPANY	207,946	0	0	0.00
MONUMENTAL LIFE INSURANCE COMPANY	2,192,087	1	1	7.04
MONY LIFE INSURANCE COMPANY	1,112,998	0	0	0.00
MUTUAL OF AMERICA LIFE INSURANCE COMPANY	7,620	0	0	NA
MUTUAL OF OMAHA INSURANCE COMPANY	15,999,473	8	4	3.86
NATIONAL BENEFIT LIFE INSURANCE COMPANY	2,957	0	0	NA
NATIONAL CASUALTY COMPANY	14,594	0	0	NA
NATIONAL FOUNDATION LIFE INSURANCE COMPANY	263,767	0	0	0.00
NATIONAL GUARDIAN LIFE INSURANCE COMPANY	385,155	0	0	0.00
NATIONAL HEALTH INSURANCE COMPANY	3,293,101	1	1	4.69
NATIONAL LIFE INSURANCE COMPANY	152,520	0	0	0.00
NATIONAL STATES INSURANCE COMPANY	123,908	0	0	0.00
NATIONAL TEACHERS ASSOCIATES LIFE INSURANCE COMPANY	18,191	0	0	NA
NATIONAL UNION FIRE INSURANCE COMPANY OF PITTSBURG	953,527	10	6	97.14
NATIONWIDE LIFE INSURANCE COMPANY	256,354	0	0	0.00
NEW ENGLAND LIFE INSURANCE COMPANY	117,954	0	0	0.00
NEW YORK LIFE INSURANCE COMPANY	3,343,274	1	1	4.62
NORTH AMERICAN COMPANY FOR LIFE AND HEALTH INSURANCE	46	0	0	NA
NORTH AMERICAN INSURANCE COMPANY	60	0	0	NA

HEALTH (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
NORTH COAST LIFE INSURANCE COMPANY	389	0	0	NA
NORTHWESTERN LONG TERM CARE INSURANCE COMPANY	0	0	0	NA
NORTHWESTERN MUTUAL LIFE INSURANCE CO	10,691,794	0	0	0.00
ODS HEALTH PLAN, INC.	207,808,730	76	41	3.05
OHIO CASUALTY INSURANCE COMPANY	2,340	0	0	NA
OHIO NATIONAL LIFE ASSURANCE CORPORATION	325,756	0	0	0.00
OHIO NATIONAL LIFE INSURANCE COMPANY (THE)	253,676	0	0	0.00
OLD AMERICAN INSURANCE COMPANY	2,736	0	0	NA
OLD REPUBLIC INSURANCE COMPANY	308,666	0	0	0.00
OLD REPUBLIC LIFE INSURANCE COMPANY	239	0	0	NA
OMAHA WOODMEN LIFE INSURANCE SOCIETY	3,334	0	0	NA
OREGON DENTAL SERVICE	75,789,215	4	4	0.81
OXFORD LIFE INSURANCE COMPANY	8,343	0	0	NA
PACIFIC GUARDIAN LIFE INSURANCE COMPANY, LIMITED	498	0	0	NA
PACIFICARE LIFE AND HEALTH INSURANCE COMPANY	314,004	0	0	0.00
PACIFICARE LIFE ASSURANCE COMPANY	8,008,693	5	3	5.78
PACIFICARE OF OREGON, INC.	254,063,516	14	7	0.43
PACIFICSOURCE HEALTH PLANS	474,577,772	37	23	0.75
PAN-AMERICAN LIFE INSURANCE COMPANY	427,947	0	0	0.00
PAUL REVERE LIFE INSURANCE COMPANY	2,457,029	2	2	12.57
PENN MUTUAL LIFE INSURANCE COMPANY	97,216	0	0	NA
PENNSYLVANIA LIFE INSURANCE COMPANY	15,779,038	4	3	2.93
PERICO LIFE INSURANCE COMPANY	96,517	0	0	NA
PHILADELPHIA AMERICAN LIFE INSURANCE COMPANY	43,721	0	0	NA
PHOENIX LIFE INSURANCE COMPANY	19,933	0	0	NA

HEALTH (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
PHYSICIANS LIFE INSURANCE COMPANY	146,952	0	0	0.00
PHYSICIANS MUTUAL INSURANCE COMPANY	706,417	0	0	0.00
PIONEER EDUCATORS HEALTH TRUST	16,675,991	0	0	0.00
PIONEER MUTUAL LIFE INSURANCE COMPANY	421	0	0	NA
PREFERRED HEALTH PLAN, INC.	6,378,827	3	2	4.84
PRIMERICA LIFE INSURANCE COMPANY	1,627	0	0	NA
PRINCIPAL LIFE INSURANCE COMPANY	10,771,537	2	2	2.87
PROFESSIONAL INSURANCE COMPANY	91,681	0	0	NA
PROTECTIVE LIFE INSURANCE COMPANY	81,133	0	0	NA
PROVIDENCE HEALTH PLAN	939,442,490	82	49	0.81
PROVIDENT AMERICAN LIFE & HEALTH INSURANCE COMPANY	2,920,766	1	1	5.29
PROVIDENT LIFE & ACCIDENT INSURANCE COMPANY	7,323,413	2	2	4.22
PRUDENTIAL INSURANCE COMPANY OF AMERICA	4,793,506	1	1	3.22
PYRAMID LIFE INSURANCE COMPANY	43,370,257	0	0	0.00
QBE INSURANCE CORPORATION	1,324,716	0	0	0.00
REASSURE AMERICA LIFE INSURANCE COMPANY	767,964	1	0	0.00
REGENCE BLUECROSS BLUESHIELD OF OREGON	2,317,070,609	187	101	0.67
REGENCE LIFE AND HEALTH INSURANCE COMPANY	65,687,849	3	3	0.71
RELIABLE LIFE INSURANCE COMPANY (THE)	77	0	0	NA
RELIANCE STANDARD LIFE INSURANCE COMPANY	5,364,731	1	1	2.88
RELIASTAR LIFE INSURANCE COMPANY	2,672,647	0	0	0.00
RELIASTAR LIFE INSURANCE COMPANY OF NEW YORK	32,389	0	0	NA
RENAISSANCE LIFE & HEALTH INSURANCE COMPANY OF AMERICA	76,851	0	0	NA
RESERVE NATIONAL INSURANCE COMPANY	32,136	0	0	NA
RESOURCE LIFE INSURANCE COMPANY	-23,763	0	0	NA

HEALTH (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
RIVERSOURCE LIFE INSURANCE COMPANY	1,793,209	0	0	0.00
SAFEHEALTH LIFE INSURANCE COMPANY	21,942	0	0	NA
SAMARITAN HEALTH PLANS, INC.	55,416,311	1	0	0.00
SEARS LIFE INSURANCE COMPANY	581,973	0	0	0.00
SECURIAN LIFE INSURANCE COMPANY	2,902,782	0	0	0.00
SECURITY LIFE INSURANCE COMPANY OF AMERICA	1,598,302	1	1	9.66
SECURITY LIFE OF DENVER INSURANCE COMPANY	2,906	0	0	NA
SECURITY MUTUAL LIFE INSURANCE COMPANY OF NEW YORK	51,130	0	0	NA
SECURITY NATIONAL LIFE INSURANCE COMPANY	1,811	0	0	NA
SENIOR HEALTH INSURANCE COMPANY OF PENNSYLVANIA	0	2	2	NA
SENTRY INSURANCE A MUTUAL COMPANY	-9,193	0	0	NA
SENTRY LIFE INSURANCE COMPANY	191,283	0	0	0.00
SIERRA HEALTH AND LIFE INSURANCE COMPANY, INC.	99,995	0	0	NA
SILVERSCRIPT INSURANCE COMPANY	12,614,128	0	0	0.00
SONS OF NORWAY	266	0	0	NA
STANDARD INSURANCE COMPANY	70,361,892	21	15	3.29
STANDARD LIFE AND ACCIDENT INSURANCE COMPANY	562,262	0	0	0.00
STANDARD SECURITY LIFE INSURANCE COMPANY OF NEW YORK	379,437	0	0	0.00
STARMOUNT LIFE INSURANCE COMPANY	912	0	0	NA
STARNET INSURANCE COMPANY	258,424	0	0	0.00
STARR INDEMNITY & LIABILITY COMPANY	73,022	0	0	NA
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	7,456,882	0	0	0.00
STATE LIFE INSURANCE COMPANY (THE)	2,463	0	0	NA
STATE MUTUAL INSURANCE COMPANY	246,623	0	0	0.00
STERLING INVESTORS LIFE INSURANCE COMPANY	9,431	0	0	NA

HEALTH (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
STERLING LIFE INSURANCE COMPANY	21,014,644	0	0	0.00
STONEBRIDGE CASUALTY INSURANCE COMPANY	34,297	0	0	NA
STONEBRIDGE LIFE INSURANCE COMPANY	2,630,634	0	0	0.00
SUN LIFE AND HEALTH INSURANCE COMPANY (U.S.)	3,238,482	1	0	0.00
SUN LIFE ASSURANCE COMPANY OF CANADA	6,607,864	1	1	2.34
SUNSET LIFE INSURANCE COMPANY OF AMERICA	700	0	0	NA
SURETY LIFE INSURANCE COMPANY	4,605	0	0	NA
SYMETRA LIFE INSURANCE COMPANY	11,015,880	0	0	0.00
TEACHERS INSURANCE AND ANNUITY ASSOCIATION OF AMERICA	0	0	0	NA
THRIVENT FINANCIAL FOR LUTHERANS	1,020,789	1	1	15.12
TIAA-CREF LIFE INSURANCE COMPANY	0	0	0	NA
TIMBER PRODUCTS MANUFACTURERS TRUST	8,600,543	0	0	0.00
TIME INSURANCE COMPANY	29,888,730	12	8	4.13
TRANSAMERICA FINANCIAL LIFE INSURANCE COMPANY	12,630	0	0	NA
TRANSAMERICA LIFE INSURANCE COMPANY	1,251,536	0	0	0.00
TRAVELERS INDEMNITY COMPANY (THE)	21,940	0	0	NA
TRILLIUM COMMUNITY HEALTH PLAN, INC.	37,265,278	0	0	0.00
TRUSTMARK INSURANCE COMPANY	853,416	0	0	0.00
TRUSTMARK LIFE INSURANCE COMPANY	117,058	0	0	0.00
U.S. SPECIALTY INSURANCE COMPANY	76,796	0	0	NA
UNICARE LIFE & HEALTH INSURANCE COMPANY	433,004	0	0	0.00
UNIFIED LIFE INSURANCE COMPANY	104,462	0	0	0.00
UNIMERICA INSURANCE COMPANY	2,823,465	0	0	0.00
UNION BANKERS INSURANCE COMPANY	53,644	0	0	NA
UNION CENTRAL LIFE INSURANCE COMPANY	1,070,123	0	0	0.00

HEALTH (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
UNION FIDELITY LIFE INSURANCE COMPANY	648,193	0	0	0.00
UNION LABOR LIFE INSURANCE COMPANY	193,313	0	0	0.00
UNION SECURITY INSURANCE COMPANY	5,453,446	0	0	0.00
UNITED AMERICAN INSURANCE COMPANY	4,424,632	4	4	13.96
UNITED COMMERCIAL TRAVELERS OF AMERICA(THE ORDER OF)	7,498,018	2	2	4.12
UNITED CONCORDIA INSURANCE COMPANY	3,989,974	0	0	0.00
UNITED HERITAGE LIFE INSURANCE COMPANY	72,489	0	0	NA
UNITED INSURANCE COMPANY OF AMERICA	173	0	0	NA
UNITED OF OMAHA LIFE INSURANCE COMPANY	4,822,398	1	1	3.20
UNITED STATES FIRE INSURANCE COMPANY	1,238,332	0	0	0.00
UNITED STATES LETTER CARRIERS MUTUAL BENEFIT ASSOCIATION	17,699	0	0	NA
UNITED STATES LIFE INSURANCE COMPANY IN THE CITY OF NEW YORK (THE)	1,131,810	0	0	0.00
UNITED TEACHER ASSOCIATES INSURANCE COMPANY	545,139	1	1	28.32
UNITED WORLD LIFE INSURANCE COMPANY	12,331,042	5	2	2.50
UNITEDHEALTHCARE INSURANCE COMPANY	283,100,353	27	18	0.98
UNIVERSAL UNDERWRITERS LIFE INSURANCE COMPANY	-9,930	0	0	NA
UNUM LIFE INSURANCE COMPANY OF AMERICA	30,698,645	7	6	3.02
USAA LIFE INSURANCE COMPANY	1,415,896	0	0	0.00
USABLE LIFE DBA USABLE LIFE INSURANCE COMPANY	26,638	0	0	NA
VISION SERVICE PLAN INSURANCE COMPANY	21,717,268	0	0	0.00
WASHINGTON NATIONAL INSURANCE COMPANY	1,302,956	3	3	35.54
WELLCARE HEALTH INSURANCE OF ARIZONA, INC.	41,598,438	0	0	0.00
WELLCARE PRESCRIPTION INSURANCE, INC.	5,006,683	0	0	0.00
WEST COAST LIFE INSURANCE COMPANY	933	0	0	NA
WESTERN AND SOUTHERN LIFE INSURANCE COMPANY (THE)	10,418	0	0	NA

HEALTH (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
WESTERN GROCERS EMPLOYEE BENEFITS TRUST	6,625,403	1	0	0.00
WESTPORT INSURANCE CORPORATION	2,152,967	0	0	0.00
WILLAMETTE DENTAL INSURANCE, INC.	26,358,672	1	0	0.00
WOODMEN OF THE WORLD	125,893	0	0	0.00
WORLD INSURANCE COMPANY	96,722	0	0	NA
ZALE LIFE INSURANCE COMPANY	5,429	0	0	NA
ZURICH AMERICAN INSURANCE COMPANY	637,263	0	0	0.00
Total for HEALTH	9,169,590,737	915	594	

HOMEOWNER

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
ACA INSURANCE COMPANY	1,477,397	1	0	0.00
AEGIS SECURITY INSURANCE COMPANY	704	0	0	NA
AFFILIATED FM INSURANCE COMPANY	3,202	1	1	NA
AIU INSURANCE COMPANY	1,266,772	0	0	0.00
ALLIED PROPERTY AND CASUALTY INSURANCE COMPANY	2,828,755	0	0	0.00
ALLSTATE INDEMNITY COMPANY	17,505,578	9	6	1.30
ALLSTATE INSURANCE COMPANY	23,816,065	17	8	1.27
ALLSTATE PROPERTY AND CASUALTY INSURANCE COMPANY	15,043,115	4	1	0.25
AMCO INSURANCE COMPANY	2,846,059	2	1	1.33
AMERICAN AUTOMOBILE INSURANCE COMPANY	305,239	0	0	0.00
AMERICAN BANKERS INSURANCE COMPANY OF FLORIDA	1,219,244	2	1	3.10
AMERICAN COMMERCE INSURANCE COMPANY	5,425,988	0	0	0.00
AMERICAN FAMILY HOME INSURANCE COMPANY	1,136,557	0	0	0.00
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	22,696,725	14	13	2.17
AMERICAN FEDERATION INSURANCE COMPANY	453,067	2	2	16.70
AMERICAN FIRE AND CASUALTY COMPANY	123,905	0	0	0.00
AMERICAN HALLMARK INSURANCE COMPANY OF TEXAS	4,891	0	0	NA
AMERICAN INSURANCE COMPANY (THE)	1,718,112	0	0	0.00
AMERICAN MODERN HOME INSURANCE COMPANY	752,071	1	1	5.03
AMERICAN MODERN SELECT INSURANCE COMPANY	532,489	0	0	0.00
AMERICAN NATIONAL GENERAL INSURANCE COMPANY	14,485	0	0	NA
AMERICAN NATIONAL PROPERTY AND CASUALTY COMPANY	784,372	0	0	0.00
AMERICAN RELIABLE INSURANCE COMPANY	44,028	0	0	NA
AMERICAN SECURITY INSURANCE COMPANY	115,832	1	0	0.00
AMICA MUTUAL INSURANCE COMPANY	3,127,260	0	0	0.00

HOMEOWNER (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
ARMED FORCES INSURANCE EXCHANGE	245,890	0	0	0.00
ASSOCIATED INDEMNITY CORPORATION	13,353	0	0	NA
AUSTIN MUTUAL INSURANCE COMPANY	1,150,414	2	0	0.00
AUTOMOBILE INSURANCE COMPANY OF HARTFORD, CONNECTICUT	3,581,640	3	1	1.06
BALBOA INSURANCE COMPANY	515,200	3	1	7.34
BANKERS STANDARD INSURANCE COMPANY	12,070	0	0	NA
CALIFORNIA CASUALTY GENERAL INSURANCE COMPANY OF OREGON	2,830,993	1	0	0.00
CENTURY-NATIONAL INSURANCE COMPANY	131,675	0	0	0.00
CHURCH MUTUAL INSURANCE COMPANY	6,487	0	0	NA
CINCINNATI INSURANCE COMPANY (THE)	230	0	0	NA
CIVIL SERVICE EMPLOYEES INSURANCE COMPANY	6,693	0	0	NA
COUNTRY CASUALTY INSURANCE COMPANY	9,928	0	0	NA
COUNTRY MUTUAL INSURANCE COMPANY	24,201,091	7	4	0.63
COUNTRY PREFERRED INSURANCE COMPANY	210,816	0	0	0.00
CSE SAFEGUARD INSURANCE COMPANY	6,506	0	0	NA
DELOS INSURANCE COMPANY	432	0	0	NA
DEPOSITORS INSURANCE COMPANY	414,230	1	1	9.13
EAGLE WEST INSURANCE COMPANY	107,545	1	1	35.18
ECONOMY PREMIER ASSURANCE COMPANY	2,311,294	0	0	0.00
ELECTRIC INSURANCE COMPANY	93,658	0	0	NA
EMPIRE FIRE AND MARINE INSURANCE COMPANY	153,990	2	1	24.57
ENCOMPASS INDEMNITY COMPANY	1,118,132	1	0	0.00
ENCOMPASS INSURANCE COMPANY OF AMERICA	883,168	0	0	0.00
ENUMCLAW PROPERTY AND CASUALTY INSURANCE COMPANY	3,646,223	1	1	1.04
FARMERS INSURANCE COMPANY OF OREGON	65,371,227	33	26	1.50

HOMEOWNER (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
FARMERS INSURANCE EXCHANGE	21,577,105	8	8	1.40
FEDERAL INSURANCE COMPANY	4,891,355	0	0	0.00
FIDELITY AND DEPOSIT COMPANY OF MARYLAND	30,766	1	0	NA
FIDELITY NATIONAL PROPERTY AND CASUALTY INSURANCE COMPANY	632,169	2	1	5.98
FIREMAN'S FUND INSURANCE COMPANY	527,358	0	0	0.00
FIRST AMERICAN PROPERTY & CASUALTY INSURANCE COMPANY	119,332	0	0	0.00
FIRST LIBERTY INSURANCE CORPORATION (THE)	154,226	0	0	0.00
FOREMOST INSURANCE COMPANY	4,876,042	5	3	2.33
FOREMOST PROPERTY AND CASUALTY INSURANCE COMPANY	3,048,001	2	1	1.24
FOREMOST SIGNATURE INSURANCE COMPANY	18,949,797	10	6	1.20
GARRISON PROPERTY AND CASUALTY INSURANCE COMPANY	1,057,749	0	0	0.00
GRANGE INSURANCE ASSOCIATION	2,108,561	0	0	0.00
GREAT NORTHERN INSURANCE COMPANY	194,842	0	0	0.00
GREAT NORTHWEST INSURANCE COMPANY	182,190	0	0	0.00
GUIDEONE AMERICA INSURANCE COMPANY	44,874	0	0	NA
GUIDEONE MUTUAL INSURANCE COMPANY	509,390	1	1	7.43
GUIDEONE SPECIALTY MUTUAL INSURANCE COMPANY	1,864	0	0	NA
HARTFORD CASUALTY INSURANCE COMPANY	523,301	0	0	0.00
HARTFORD FIRE INSURANCE COMPANY	114,609	1	1	33.01
HARTFORD INSURANCE COMPANY OF THE MIDWEST	3,463,300	6	3	3.28
HARTFORD UNDERWRITERS INSURANCE COMPANY	284,927	0	0	0.00
HOMESITE INSURANCE COMPANY OF THE MIDWEST	3,206,721	11	6	7.08
HORACE MANN INSURANCE COMPANY	728,136	0	0	0.00
IDS PROPERTY CASUALTY INSURANCE COMPANY	3,435,156	1	0	0.00
KEMPER INDEPENDENCE INSURANCE COMPANY	1,806,474	0	0	0.00

HOMEOWNER (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
LIBERTY INSURANCE CORPORATION	177,442	0	0	0.00
LIBERTY MUTUAL FIRE INSURANCE COMPANY	10,655,514	2	0	0.00
LIBERTY NORTHWEST INSURANCE CORPORATION	4,019,621	0	0	0.00
MARKEL AMERICAN INSURANCE COMPANY	268,120	2	1	14.11
MERASTAR INSURANCE COMPANY	4,608	0	0	NA
METROPOLITAN DIRECT PROPERTY AND CASUALTY INSURANCE COMPANY	1,250,355	1	1	3.03
METROPOLITAN PROPERTY AND CASUALTY INSURANCE COMPANY	6,762,871	2	2	1.12
MUTUAL OF ENUMCLAW INSURANCE COMPANY	8,479,064	5	4	1.78
NATIONAL SURETY CORPORATION	207,367	0	0	0.00
NATIONWIDE AFFINITY INSURANCE COMPANY OF AMERICA	610,119	0	0	0.00
NATIONWIDE INSURANCE COMPANY OF AMERICA	2,833,208	4	4	5.34
NATIONWIDE MUTUAL FIRE INSURANCE COMPANY	4,540,887	6	5	4.17
NORTH PACIFIC INSURANCE COMPANY	6,749,745	1	0	0.00
NORTHWESTERN PACIFIC INDEMNITY COMPANY	3,676,656	0	0	0.00
OHIO CASUALTY INSURANCE COMPANY	124,360	0	0	0.00
OREGON AUTOMOBILE INSURANCE COMPANY	769,345	1	1	4.92
OREGON MUTUAL INSURANCE COMPANY	10,025,951	5	3	1.13
PACIFIC INDEMNITY COMPANY	270,789	0	0	0.00
PACIFIC SPECIALTY INSURANCE COMPANY	723	0	0	NA
PHARMACISTS MUTUAL INSURANCE COMPANY	14,166	0	0	NA
PROPERTY AND CASUALTY INSURANCE COMPANY OF HARTFORD	7,214,052	7	4	2.10
ROCKY MOUNTAIN FIRE & CASUALTY COMPANY	768,402	0	0	0.00
SAFECO INSURANCE COMPANY OF OREGON	37,001,851	9	4	0.41
SENTINEL INSURANCE COMPANY, LTD.	1,079,478	3	2	7.01
SENTRY INSURANCE A MUTUAL COMPANY	21,093	0	0	NA

HOMEOWNER (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
STANDARD FIRE INSURANCE COMPANY (THE)	1,760,748	1	1	2.15
STANDARD GUARANTY INSURANCE COMPANY	295,834	0	0	0.00
STATE FARM FIRE AND CASUALTY COMPANY	152,231,779	25	15	0.37
SUBLIMITY INSURANCE COMPANY	4,316,575	2	1	0.88
SUTTER INSURANCE COMPANY	152,976	1	0	0.00
TEACHERS INSURANCE COMPANY	411,360	1	1	9.20
TOKIO MARINE & NICHIDO FIRE INSURANCE CO., LTD.	4,492	0	0	NA
TRAVELERS COMMERCIAL INSURANCE COMPANY	855,369	1	1	4.42
TRAVELERS HOME AND MARINE INSURANCE COMPANY (THE)	3,933,509	3	1	0.96
TRAVELERS INDEMNITY COMPANY OF AMERICA	1,832,012	3	2	4.13
TWIN CITY FIRE INSURANCE COMPANY	383,993	0	0	0.00
UNIGARD INDEMNITY COMPANY	2,410,345	0	0	0.00
UNIGARD INSURANCE COMPANY	1,654,593	0	0	0.00
UNITED HERITAGE PROPERTY & CASUALTY COMPANY	2,764,726	4	1	1.37
UNITED SERVICES AUTOMOBILE ASSOCIATION	10,274,683	1	1	0.37
UNITRIN AUTO AND HOME INSURANCE COMPANY	178,301	0	0	0.00
UNITRIN DIRECT PROPERTY & CASUALTY COMPANY	43,474	0	0	NA
USAA CASUALTY INSURANCE COMPANY	11,170,987	2	2	0.68
USAA GENERAL INDEMNITY COMPANY	283,583	0	0	0.00
VALLEY PROPERTY & CASUALTY INSURANCE COMPANY	6,201,816	1	0	0.00
WEST AMERICAN INSURANCE COMPANY	911,373	0	0	0.00
WESTERN NATIONAL ASSURANCE COMPANY	15,477	0	0	NA
WESTERN PROTECTORS INSURANCE COMPANY	1,597,669	0	0	0.00
Total for HOMEOWNER	593,944,503	250	157	

LIFE

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
5 STAR LIFE INSURANCE COMPANY	993,393	0	0	0.00
AAA LIFE INSURANCE COMPANY	1,848,659	0	0	0.00
ABILITY INSURANCE COMPANY	26,555	0	0	NA
ACACIA LIFE INSURANCE COMPANY	306,816	0	0	0.00
AETNA LIFE INSURANCE COMPANY	1,735,004	1	1	5.15
AGL LIFE ASSURANCE COMPANY	1,666	0	0	NA
ALLIANZ LIFE INSURANCE COMPANY OF NORTH AMERICA	838,691	0	0	0.00
ALLSTATE LIFE INSURANCE COMPANY	7,737,826	0	0	0.00
AMERICAN BANKERS LIFE ASSURANCE CO OF FLORIDA	1,383,412	0	0	0.00
AMERICAN CAPITOL INSURANCE COMPANY	2,348	0	0	NA
AMERICAN EQUITY INVESTMENT LIFE INSURANCE COMPANY	2,137	0	0	NA
AMERICAN FAMILY LIFE ASSURANCE COMPANY OF COLUMBUS	1,477,363	2	2	12.09
AMERICAN FAMILY LIFE INSURANCE COMPANY	5,754,586	1	1	1.55
AMERICAN FIDELITY ASSURANCE COMPANY	1,503,314	0	0	0.00
AMERICAN FIDELITY LIFE INSURANCE COMPANY	91,649	0	0	NA
AMERICAN GENERAL ASSURANCE COMPANY	110,164	0	0	0.00
AMERICAN GENERAL LIFE AND ACCIDENT INSURANCE COMPANY	143,843	1	0	0.00
AMERICAN GENERAL LIFE INSURANCE COMPANY	19,083,293	2	1	0.47
AMERICAN GENERAL LIFE INSURANCE COMPANY OF DELAWARE	522,737	0	0	0.00
AMERICAN HEALTH AND LIFE INSURANCE COMPANY	618,474	0	0	0.00
AMERICAN HERITAGE LIFE INSURANCE COMPANY	455,650	0	0	0.00
AMERICAN INCOME LIFE INSURANCE COMPANY	6,909,897	2	1	1.29
AMERICAN INTERNATIONAL LIFE ASSURANCE COMPANY OF NEW YORK	6,442	0	0	NA
AMERICAN MEMORIAL LIFE INSURANCE COMPANY	2,112,911	3	2	8.46

LIFE (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
AMERICAN MODERN LIFE INSURANCE COMPANY	1,305,656	0	0	0.00
AMERICAN NATIONAL INSURANCE COMPANY	1,556,423	1	1	5.74
AMERICAN NATIONAL LIFE INSURANCE COMPANY OF TEXAS	5,450	0	0	NA
AMERICAN PIONEER LIFE INSURANCE COMPANY	4,334	0	0	NA
AMERICAN PROGRESSIVE LIFE AND HEALTH INSURANCE COMPANY OF NEW YORK	3,815	0	0	NA
AMERICAN PUBLIC LIFE INSURANCE COMPANY	203	0	0	NA
AMERICAN REPUBLIC INSURANCE COMPANY	165,717	0	0	0.00
AMERICAN UNDERWRITERS LIFE INSURANCE COMPANY	38,202	0	0	NA
AMERICAN UNITED LIFE INSURANCE COMPANY	1,194,903	0	0	0.00
AMERICAN-AMICABLE LIFE INSURANCE COMPANY OF TEXAS	184,545	0	0	0.00
AMERICO FINANCIAL LIFE AND ANNUITY INSURANCE COMPANY	551,468	1	1	16.20
AMERITAS LIFE INSURANCE CORPORATION	711,768	0	0	0.00
AMICA LIFE INSURANCE COMPANY	728,619	0	0	0.00
ANTHEM LIFE INSURANCE COMPANY	16,849	0	0	NA
ASSURITY LIFE INSURANCE COMPANY	734,686	0	0	0.00
AURORA NATIONAL LIFE ASSURANCE COMPANY	328,741	0	0	0.00
AVIVA LIFE AND ANNUITY COMPANY	8,141,997	0	0	0.00
AXA EQUITABLE LIFE AND ANNUITY COMPANY	109,231	0	0	0.00
AXA EQUITABLE LIFE INSURANCE COMPANY	10,957,456	2	1	0.82
BALBOA LIFE INSURANCE COMPANY	26,408	0	0	NA
BALTIMORE LIFE INSURANCE COMPANY (THE)	116,849	0	0	0.00
BANKERS FIDELITY LIFE INSURANCE COMPANY	12,659	0	0	NA
BANKERS LIFE AND CASUALTY COMPANY	2,545,596	4	3	10.53
BANNER LIFE INSURANCE COMPANY	6,415,651	0	0	0.00
BAPTIST LIFE ASSOCIATION	3,040	0	0	NA

LIFE (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
BCS LIFE INSURANCE COMPANY	14,961	0	0	NA
BENEFICIAL LIFE INSURANCE COMPANY	5,774,365	0	0	0.00
BERKLEY LIFE AND HEALTH INSURANCE COMPANY	1,375	0	0	NA
BERKSHIRE LIFE INSURANCE COMPANY OF AMERICA	200,968	0	0	0.00
BEST LIFE AND HEALTH INSURANCE COMPANY	19,152	0	0	NA
BOSTON MUTUAL LIFE INSURANCE COMPANY	242,560	0	0	0.00
BROKERS NATIONAL LIFE ASSURANCE COMPANY	850	0	0	NA
C. M. LIFE INSURANCE COMPANY	1,610,144	0	0	0.00
CANADA LIFE ASSURANCE COMPANY (THE)	441,761	0	0	0.00
CATHOLIC ORDER OF FORESTERS	52,191	0	0	NA
CENTRAL RESERVE LIFE INSURANCE COMPANY	4,033	0	0	NA
CENTRAL SECURITY LIFE INSURANCE COMPANY	15,292	0	0	NA
CENTRAL STATES HEALTH & LIFE CO OF OMAHA	300,488	1	0	0.00
CENTRAL UNITED LIFE INSURANCE COMPANY	16,440	0	0	NA
CENTURION LIFE INSURANCE COMPANY	39,182	0	0	NA
CHESAPEAKE LIFE INSURANCE COMPANY (THE)	400,357	1	1	22.31
CICA LIFE INSURANCE COMPANY OF AMERICA	8,627	0	0	NA
CIGNA HEALTH AND LIFE INSURANCE COMPANY	2,324	0	0	NA
CINCINNATI LIFE INSURANCE COMPANY (THE)	197,132	0	0	0.00
COLONIAL LIFE & ACCIDENT INSURANCE COMPANY	697,166	0	0	0.00
COLONIAL PENN LIFE INSURANCE COMPANY	1,381,596	0	0	0.00
COLORADO BANKERS LIFE INSURANCE COMPANY	104,729	0	0	0.00
COLUMBIAN LIFE INSURANCE COMPANY	145,306	1	1	61.48
COLUMBIAN MUTUAL LIFE INSURANCE COMPANY	10,157	0	0	NA
COLUMBUS LIFE INSURANCE COMPANY	542,126	0	0	0.00

LIFE (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
COMBINED INSURANCE COMPANY OF AMERICA	1,034,551	1	0	0.00
COMMONWEALTH ANNUITY AND LIFE INSURANCE COMPANY	1,156,246	2	1	7.73
COMPANION LIFE INSURANCE COMPANY	51,747	0	0	NA
COMPBENEFITS INSURANCE COMPANY	1,086	0	0	NA
CONNECTICUT GENERAL LIFE INSURANCE COMPANY	1,517,768	2	1	5.89
CONSECO HEALTH INSURANCE COMPANY	9,471	0	0	NA
CONSECO INSURANCE COMPANY	89,297	0	0	NA
CONSECO LIFE INSURANCE COMPANY	1,368,235	5	4	26.12
CONSTITUTION LIFE INSURANCE COMPANY	5,950	0	0	NA
CONTINENTAL AMERICAN INSURANCE COMPANY	2,169	0	0	NA
CONTINENTAL ASSURANCE COMPANY	179,656	0	0	0.00
CONTINENTAL GENERAL INSURANCE COMPANY	136,877	0	0	0.00
COUNTRY INVESTORS LIFE ASSURANCE COMPANY	1,051,698	0	0	0.00
COUNTRY LIFE INSURANCE COMPANY	14,822,801	2	1	0.60
CROATIAN FRATERNAL UNION OF AMERICA	8,287	0	0	NA
CROWN LIFE INSURANCE COMPANY	360,639	0	0	0.00
CSI LIFE INSURANCE COMPANY	1,571	0	0	NA
CUNA MUTUAL INSURANCE SOCIETY	6,000,053	0	0	0.00
DEGREE OF HONOR PROTECTIVE ASSOCIATION	66,620	0	0	NA
DELAWARE AMERICAN LIFE INSURANCE COMPANY	30,469	0	0	NA
EMC NATIONAL LIFE COMPANY	73,509	0	0	NA
EMPLOYEES LIFE COMPANY (MUTUAL)	7,294	0	0	NA
ENTERPRISE LIFE INSURANCE COMPANY	-5,339	0	0	NA
EQUITABLE LIFE AND CASUALTY INSURANCE COMPANY	404,195	0	0	0.00
EQUITRUST LIFE INSURANCE COMPANY	22,673	0	0	NA

LIFE (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
FAMILY HERITAGE LIFE INSURANCE COMPANY OF AMERICA	2,475	0	0	NA
FAMILY LIFE INSURANCE COMPANY	51,232	0	0	NA
FAMILY SERVICE LIFE INSURANCE COMPANY	59	0	0	NA
FARM BUREAU LIFE INSURANCE COMPANY	485,119	0	0	0.00
FARMERS NEW WORLD LIFE INSURANCE COMPANY	23,137,338	6	4	1.54
FEDERAL LIFE INSURANCE COMPANY (MUTUAL)	9,349	0	0	NA
FEDERATED LIFE INSURANCE COMPANY	222,595	0	0	0.00
FIDELITY INVESTMENTS LIFE INSURANCE COMPANY	162,299	0	0	0.00
FIDELITY LIFE ASSOCIATION, A LEGAL RESERVE LIFE INSURANCE COMPANY	625,529	0	0	0.00
FIDELITY SECURITY LIFE INSURANCE COMPANY	82,972	0	0	NA
FIRST ALLMERICA FINANCIAL LIFE INSURANCE COMPANY	115,209	0	0	0.00
FIRST CATHOLIC SLOVAK LADIES ASSOCIATION OF THE UNITED STATES	633	0	0	NA
FIRST HEALTH LIFE & HEALTH INSURANCE COMPANY	407	0	0	NA
FIRST INVESTORS LIFE INSURANCE COMPANY	4,377,525	0	0	0.00
FIRST PENN-PACIFIC LIFE INSURANCE COMPANY	1,699,190	0	0	0.00
FORETHOUGHT LIFE INSURANCE COMPANY	4,341,477	0	0	0.00
FORT DEARBORN LIFE INSURANCE COMPANY	118,654	0	0	0.00
FUNERAL DIRECTORS LIFE INSURANCE COMPANY	652,008	0	0	0.00
GARDEN STATE LIFE INSURANCE COMPANY	309,320	1	0	0.00
GENERAL AMERICAN LIFE INSURANCE COMPANY	4,322,579	1	1	2.07
GENERAL FIDELITY LIFE INSURANCE COMPANY	12,601	0	0	NA
GENWORTH LIFE AND ANNUITY INSURANCE COMPANY	15,583,177	3	2	1.15
GENWORTH LIFE INSURANCE COMPANY	2,741,337	1	1	3.26
GERBER LIFE INSURANCE COMPANY	1,525,432	0	0	0.00

LIFE (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
GLOBE LIFE AND ACCIDENT INSURANCE COMPANY	3,144,086	1	0	0.00
GOLDEN RULE INSURANCE COMPANY	181,795	0	0	0.00
GOVERNMENT PERSONNEL MUTUAL LIFE INSURANCE COMPANY	235,343	0	0	0.00
GREAT AMERICAN LIFE INSURANCE COMPANY	520,459	1	0	0.00
GREAT SOUTHERN LIFE INSURANCE COMPANY	686,713	1	0	0.00
GREAT WESTERN INSURANCE COMPANY	5,460,558	0	0	0.00
GREAT-WEST LIFE & ANNUITY INSURANCE COMPANY	10,499,282	0	0	0.00
GREAT-WEST LIFE ASSURANCE COMPANY (THE)	511,050	0	0	0.00
GUARANTEE TRUST LIFE INSURANCE COMPANY	127,751	1	1	69.92
GUARANTY INCOME LIFE INSURANCE COMPANY	1,644	0	0	NA
GUARDIAN INSURANCE & ANNUITY COMPANY, INC. (THE)	195,309	0	0	0.00
GUARDIAN LIFE INSURANCE COMPANY OF AMERICA (THE)	22,462,542	1	1	0.40
HARTFORD LIFE AND ACCIDENT INSURANCE COMPANY	9,903,113	7	3	2.71
HARTFORD LIFE AND ANNUITY INSURANCE COMPANY	10,827,721	5	4	3.30
HARTFORD LIFE INSURANCE COMPANY	2,173,623	1	1	4.11
HCC LIFE INSURANCE COMPANY	465,024	0	0	0.00
HEALTH NET LIFE INSURANCE COMPANY	24,970	0	0	NA
HERITAGE UNION LIFE INSURANCE COMPANY	48,028	0	0	NA
HOMESTEADERS LIFE COMPANY	117,353	0	0	0.00
HORACE MANN LIFE INSURANCE COMPANY	1,046,850	0	0	0.00
HOUSEHOLD LIFE INSURANCE COMPANY	494,990	0	0	0.00
HUMANA INSURANCE COMPANY	13,106	0	0	NA
HUMANADENTAL INSURANCE COMPANY	6,495	0	0	NA
IA AMERICAN LIFE INSURANCE COMPANY	3,259	0	0	NA
IDEALIFE INSURANCE COMPANY	22,126	0	0	NA

LIFE (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
ILLINOIS MUTUAL LIFE INSURANCE COMPANY	64,268	0	0	NA
INDEPENDENT ORDER OF FORESTERS	2,364,648	0	0	0.00
INDIVIDUAL ASSURANCE COMPANY LIFE, HEALTH AND ACCIDENT	-61,338	0	0	NA
INDUSTRIAL ALLIANCE PACIFIC INSURANCE AND FINANCIAL SERVICES, INC.	57,803	0	0	NA
ING LIFE INSURANCE AND ANNUITY COMPANY	512,455	1	0	0.00
ING USA ANNUITY & LIFE INSURANCE COMPANY	1,121,280	0	0	0.00
INTEGRITY LIFE INSURANCE COMPANY	15,351	0	0	NA
INTRAMERICA LIFE INSURANCE COMPANY	610	0	0	NA
INVESTORS CONSOLIDATED INSURANCE COMPANY	341	0	0	NA
INVESTORS LIFE INSURANCE COMPANY OF NORTH AMERICA	84,196	0	0	NA
JACKSON NATIONAL LIFE INSURANCE COMPANY	7,552,022	0	0	0.00
JEFFERSON NATIONAL LIFE INSURANCE COMPANY	75,012	0	0	NA
JMIC LIFE INSURANCE COMPANY	-65,347	0	0	NA
JOHN ALDEN LIFE INSURANCE COMPANY	135,668	1	1	65.84
JOHN HANCOCK LIFE & HEALTH INSURANCE COMPANY	20,106	0	0	NA
JOHN HANCOCK LIFE INSURANCE COMPANY (U.S.A.)	48,463,338	4	2	0.37
KANAWHA INSURANCE COMPANY	30,772	1	1	NA
KANSAS CITY LIFE INSURANCE COMPANY	2,914,540	0	0	0.00
KEMPER INVESTORS LIFE INSURANCE COMPANY	137,521	0	0	0.00
KNIGHTS OF COLUMBUS	3,625,367	0	0	0.00
LAFAYETTE LIFE INSURANCE COMPANY (THE)	1,460,441	0	0	0.00
LANDCAR LIFE INSURANCE COMPANY	7,911	0	0	NA
LIBERTY BANKERS LIFE INSURANCE COMPANY	3,303	0	0	NA
LIBERTY LIFE ASSURANCE COMPANY OF BOSTON	4,554,129	1	1	1.96
LIBERTY LIFE INSURANCE COMPANY	2,018,358	1	1	4.43

LIFE (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
LIBERTY NATIONAL LIFE INSURANCE COMPANY	550,230	0	0	0.00
LIFE INSURANCE COMPANY OF NORTH AMERICA	6,073,690	0	0	0.00
LIFE INSURANCE COMPANY OF THE SOUTHWEST	1,583,770	0	0	0.00
LIFE OF THE SOUTH INSURANCE COMPANY	27,599	0	0	NA
LIFESECURE INSURANCE COMPANY	47,782	0	0	NA
LIFEWISE ASSURANCE COMPANY	651,048	0	0	0.00
LINCOLN BENEFIT LIFE COMPANY	17,509,082	3	2	1.02
LINCOLN HERITAGE LIFE INSURANCE COMPANY	4,514,347	3	3	5.94
LINCOLN LIFE & ANNUITY COMPANY OF NEW YORK	159,291	1	1	56.08
LINCOLN MUTUAL LIFE AND CASUALTY INSURANCE COMPANY	2,530	0	0	NA
LINCOLN NATIONAL LIFE INSURANCE COMPANY (THE)	33,521,104	4	3	0.80
LONGEVITY INSURANCE COMPANY	12,790	0	0	NA
LOYAL AMERICAN LIFE INSURANCE COMPANY	28,437	0	0	NA
MADISON NATIONAL LIFE INSURANCE COMPANY, INC.	376,691	0	0	0.00
MANHATTAN LIFE INSURANCE COMPANY (THE)	66,648	0	0	NA
MANHATTAN NATIONAL LIFE INSURANCE COMPANY	209,932	0	0	0.00
MASSACHUSETTS MUTUAL LIFE INSURANCE COMPANY	16,018,870	2	1	0.56
MEDICO INSURANCE COMPANY	90	0	0	NA
MEGA LIFE AND HEALTH INSURANCE COMPANY (THE)	167,023	0	0	0.00
MEMBERS LIFE INSURANCE COMPANY	13,037	0	0	NA
MENNONITE MUTUAL AID ASSOCIATION	89,736	0	0	NA
MERIT LIFE INSURANCE COMPANY	226,171	0	0	0.00
MERRILL LYNCH LIFE INSURANCE COMPANY	142,272	0	0	0.00
METLIFE INSURANCE COMPANY OF CONNECTICUT	6,266,706	3	1	1.43
METLIFE INVESTORS INSURANCE COMPANY	78,497	0	0	NA

LIFE (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
METLIFE INVESTORS USA INSURANCE COMPANY	4,538,227	0	0	0.00
METROPOLITAN LIFE INSURANCE COMPANY	44,648,245	8	7	1.40
METROPOLITAN TOWER LIFE INSURANCE COMPANY	575,497	0	0	0.00
MID-WEST NATIONAL LIFE INSURANCE COMPANY OF TENNESSEE	44,215	0	0	NA
MIDLAND NATIONAL LIFE INSURANCE COMPANY	7,736,171	1	1	1.15
MIDWESTERN UNITED LIFE INSURANCE COMPANY	17,729	0	0	NA
MINNESOTA LIFE INSURANCE COMPANY	14,213,578	1	1	0.63
MML BAY STATE LIFE INSURANCE COMPANY	776,531	0	0	0.00
MODERN WOODMEN OF AMERICA	498,908	0	0	0.00
MOLINA HEALTHCARE INSURANCE COMPANY	10,387	0	0	NA
MONARCH LIFE INSURANCE COMPANY	18,337	0	0	NA
MONUMENTAL LIFE INSURANCE COMPANY	894,690	3	3	29.95
MONY LIFE INSURANCE COMPANY	4,915,483	0	0	0.00
MONY LIFE INSURANCE COMPANY OF AMERICA	2,377,780	0	0	0.00
MTL INSURANCE COMPANY	1,663,080	0	0	0.00
MUTUAL OF AMERICA LIFE INSURANCE COMPANY	23,560	0	0	NA
NATIONAL BENEFIT LIFE INSURANCE COMPANY	92,534	0	0	NA
NATIONAL CATHOLIC SOCIETY OF FORESTERS	140,716	0	0	0.00
NATIONAL FARMERS UNION LIFE INSURANCE COMPANY	85,667	0	0	NA
NATIONAL GUARDIAN LIFE INSURANCE COMPANY	182,546	0	0	0.00
NATIONAL LIFE INSURANCE COMPANY	2,952,360	0	0	0.00
NATIONAL STATES INSURANCE COMPANY	436,318	0	0	0.00
NATIONAL TEACHERS ASSOCIATES LIFE INSURANCE COMPANY	250	0	0	NA
NATIONAL WESTERN LIFE INSURANCE COMPANY	46,333	1	1	NA
NATIONWIDE LIFE AND ANNUITY INSURANCE COMPANY	4,760,750	4	3	5.63

LIFE (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
NATIONWIDE LIFE INSURANCE COMPANY	3,069,451	0	0	0.00
NEW ENGLAND LIFE INSURANCE COMPANY	1,908,461	0	0	0.00
NEW YORK LIFE INSURANCE AND ANNUITY CORPORATION	15,671,002	0	0	0.00
NEW YORK LIFE INSURANCE COMPANY	38,735,074	6	3	0.69
NORTH AMERICAN COMPANY FOR LIFE AND HEALTH INSURANCE	5,689,510	0	0	0.00
NORTH COAST LIFE INSURANCE COMPANY	368,651	0	0	0.00
NORTHWESTERN MUTUAL LIFE INSURANCE CO	75,975,232	3	1	0.12
NYLIFE INSURANCE COMPANY OF ARIZONA	1,036,152	0	0	0.00
OCCIDENTAL LIFE INSURANCE COMPANY OF NORTH CAROLINA	37,725	0	0	NA
OHIO NATIONAL LIFE ASSURANCE CORPORATION	4,076,048	0	0	0.00
OHIO NATIONAL LIFE INSURANCE COMPANY (THE)	1,222,749	0	0	0.00
OHIO STATE LIFE INSURANCE COMPANY	254,870	0	0	0.00
OLD AMERICAN INSURANCE COMPANY	1,568,802	0	0	0.00
OLD REPUBLIC LIFE INSURANCE COMPANY	354,000	0	0	0.00
OM FINANCIAL LIFE INSURANCE COMPANY	3,620,369	4	2	4.93
OMAHA WOODMEN LIFE INSURANCE SOCIETY	310,039	0	0	0.00
OXFORD LIFE INSURANCE COMPANY	38,630	0	0	NA
PACIFIC GUARDIAN LIFE INSURANCE COMPANY, LIMITED	414,469	0	0	0.00
PACIFIC LIFE INSURANCE COMPANY	24,987,486	0	0	0.00
PAN-AMERICAN ASSURANCE COMPANY	110,592	0	0	0.00
PAN-AMERICAN LIFE INSURANCE COMPANY	20,250	0	0	NA
PARK AVENUE LIFE INSURANCE COMPANY	3,595	0	0	NA
PAUL REVERE LIFE INSURANCE COMPANY	32,427	0	0	NA
PAUL REVERE VARIABLE ANNUITY INSURANCE COMPANY	2,295	0	0	NA
PENN INSURANCE AND ANNUITY COMPANY (THE)	1,436,353	0	0	0.00

LIFE (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
PENN MUTUAL LIFE INSURANCE COMPANY	3,707,096	0	0	0.00
PENNSYLVANIA LIFE INSURANCE COMPANY	29,350	0	0	NA
PERICO LIFE INSURANCE COMPANY	493	0	0	NA
PHARMACISTS LIFE INSURANCE COMPANY (THE)	20,124	0	0	NA
PHL VARIABLE INSURANCE COMPANY	1,782,647	0	0	0.00
PHOENIX LIFE AND ANNUITY COMPANY	255,290	0	0	0.00
PHOENIX LIFE INSURANCE COMPANY	3,664,351	0	0	0.00
PHYSICIANS LIFE INSURANCE COMPANY	1,608,075	0	0	0.00
PIONEER AMERICAN INSURANCE COMPANY	19,774	0	0	NA
PIONEER MUTUAL LIFE INSURANCE COMPANY	5,671,486	0	0	0.00
PIONEER SECURITY LIFE INSURANCE COMPANY	20,623	0	0	NA
POLISH NATIONAL ALLIANCE OF THE UNITED STATES	1,828	0	0	NA
PRESIDENTIAL LIFE INSURANCE COMPANY	86,188	0	0	NA
PRIMERICA LIFE INSURANCE COMPANY	14,343,377	0	0	0.00
PRINCIPAL LIFE INSURANCE COMPANY	9,548,706	0	0	0.00
PROFESSIONAL INSURANCE COMPANY	1,390	0	0	NA
PROTECTIVE LIFE AND ANNUITY INSURANCE COMPANY	15,986	1	1	NA
PROTECTIVE LIFE INSURANCE COMPANY	10,559,072	1	1	0.85
PROVIDENT AMERICAN LIFE & HEALTH INSURANCE COMPANY	48,823	0	0	NA
PROVIDENT LIFE & ACCIDENT INSURANCE COMPANY	1,272,506	0	0	0.00
PRUCO LIFE INSURANCE COMPANY	11,576,876	1	1	0.77
PRUDENTIAL ANNUITIES LIFE ASSURANCE CORPORATION	41,712	0	0	NA
PRUDENTIAL INSURANCE COMPANY OF AMERICA	26,959,725	6	3	0.99
PYRAMID LIFE INSURANCE COMPANY	180,302	0	0	0.00
REASSURE AMERICA LIFE INSURANCE COMPANY	6,146,576	3	3	4.36

LIFE (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
REGENCE LIFE AND HEALTH INSURANCE COMPANY	12,068,877	0	0	0.00
RELIABLE LIFE INSURANCE COMPANY (THE)	1,227	0	0	NA
RELIANCE STANDARD LIFE INSURANCE COMPANY	3,047,455	0	0	0.00
RELIASTAR LIFE INSURANCE COMPANY	12,414,370	2	1	0.72
RELIASTAR LIFE INSURANCE COMPANY OF NEW YORK	85,667	0	0	NA
RESOURCE LIFE INSURANCE COMPANY	-14,291	0	0	NA
RIVERSOURCE LIFE INSURANCE COMPANY	14,575,248	0	0	0.00
ROYAL NEIGHBORS OF AMERICA	158,869	0	0	0.00
S.USA LIFE INSURANCE COMPANY, INC.	20,577	0	0	NA
SAGICOR LIFE INSURANCE COMPANY	14,475	0	0	NA
SAVINGS BANK LIFE INSURANCE COMPANY OF MASSACHUSETTS (THE)	107,715	0	0	0.00
SEARS LIFE INSURANCE COMPANY	133,659	0	0	0.00
SECURIAN LIFE INSURANCE COMPANY	9,772	0	0	NA
SECURITY BENEFIT LIFE INSURANCE COMPANY	134,321	0	0	0.00
SECURITY LIFE INSURANCE COMPANY OF AMERICA	11,471	0	0	NA
SECURITY LIFE OF DENVER INSURANCE COMPANY	6,097,883	0	0	0.00
SECURITY MUTUAL LIFE INSURANCE COMPANY OF NEW YORK	213,161	0	0	0.00
SECURITY NATIONAL LIFE INSURANCE COMPANY	11,269	0	0	NA
SENIOR LIFE INSURANCE COMPANY	6,825	0	0	NA
SENTINEL SECURITY LIFE INSURANCE COMPANY	141,834	0	0	0.00
SENTRY LIFE INSURANCE COMPANY	207,522	0	0	0.00
SETTLERS LIFE INSURANCE COMPANY	3,736	0	0	NA
SONS OF NORWAY	61,519	0	0	NA
STANDARD INSURANCE COMPANY	47,887,900	6	4	0.75
STANDARD LIFE AND ACCIDENT INSURANCE COMPANY	129,852	0	0	0.00

LIFE (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
STANDARD LIFE INSURANCE COMPANY OF INDIANA	66,793	0	0	NA
STANDARD SECURITY LIFE INSURANCE COMPANY OF NEW YORK	11,061	0	0	NA
STARMOUNT LIFE INSURANCE COMPANY	39,356	0	0	NA
STATE FARM LIFE INSURANCE COMPANY	46,008,087	3	3	0.58
STATE LIFE INSURANCE COMPANY (THE)	2,108,651	0	0	0.00
STATE MUTUAL INSURANCE COMPANY	33,299	0	0	NA
STERLING INVESTORS LIFE INSURANCE COMPANY	7,911	0	0	NA
STONEBRIDGE LIFE INSURANCE COMPANY	1,070,446	1	0	0.00
SUN LIFE AND HEALTH INSURANCE COMPANY (U.S.)	516,100	1	1	17.31
SUN LIFE ASSURANCE COMPANY OF CANADA	7,640,263	0	0	0.00
SUN LIFE ASSURANCE COMPANY OF CANADA (U.S.)	-2,243,837	0	0	NA
SUNAMERICA ANNUITY AND LIFE ASSURANCE COMPANY	205,727	4	4	173.69
SUNAMERICA LIFE INSURANCE COMPANY	178,240	0	0	0.00
SUNSET LIFE INSURANCE COMPANY OF AMERICA	849,760	0	0	0.00
SURETY LIFE INSURANCE COMPANY	910,491	0	0	0.00
SYMETRA LIFE INSURANCE COMPANY	9,188,110	0	0	0.00
SYMETRA NATIONAL LIFE INSURANCE COMPANY	13,729	0	0	NA
TEACHERS INSURANCE AND ANNUITY ASSOCIATION OF AMERICA	2,957,717	0	0	0.00
TEXAS LIFE INSURANCE COMPANY	350,294	0	0	0.00
THRIVENT FINANCIAL FOR LUTHERANS	13,633,961	0	0	0.00
THRIVENT LIFE INSURANCE COMPANY	63,443	0	0	NA
TIAA-CREF LIFE INSURANCE COMPANY	320,006	0	0	0.00
TIME INSURANCE COMPANY	193,447	1	1	46.18
TRANS WORLD ASSURANCE COMPANY	103,688	0	0	0.00
TRANSAMERICA FINANCIAL LIFE INSURANCE COMPANY	10,895	0	0	NA

LIFE (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
TRANSAMERICA LIFE INSURANCE COMPANY	19,193,127	4	2	0.93
TRUSTMARK INSURANCE COMPANY	366,165	0	0	0.00
TRUSTMARK LIFE INSURANCE COMPANY	1,000	1	1	NA
U.S. FINANCIAL LIFE INSURANCE COMPANY	2,317,111	1	1	3.86
ULLICO LIFE INSURANCE COMPANY	15,645	0	0	NA
UNICARE LIFE & HEALTH INSURANCE COMPANY	1,314	0	0	NA
UNIFIED LIFE INSURANCE COMPANY	1,922	0	0	NA
UNIMERICA INSURANCE COMPANY	72,174	0	0	NA
UNION BANKERS INSURANCE COMPANY	170,114	0	0	0.00
UNION CENTRAL LIFE INSURANCE COMPANY	2,642,204	0	0	0.00
UNION FIDELITY LIFE INSURANCE COMPANY	204,850	0	0	0.00
UNION LABOR LIFE INSURANCE COMPANY	774,275	0	0	0.00
UNION SECURITY INSURANCE COMPANY	2,510,267	1	1	3.56
UNITED AMERICAN INSURANCE COMPANY	311,150	0	0	0.00
UNITED COMMERCIAL TRAVELERS OF AMERICA(THE ORDER OF)	16,554	0	0	NA
UNITED FIDELITY LIFE INSURANCE COMPANY	105,089	0	0	0.00
UNITED HERITAGE LIFE INSURANCE COMPANY	1,452,501	0	0	0.00
UNITED HOME LIFE INSURANCE COMPANY	33,880	0	0	NA
UNITED INSURANCE COMPANY OF AMERICA	8,695	0	0	NA
UNITED INVESTORS LIFE INSURANCE COMPANY	2,003,097	0	0	0.00
UNITED OF OMAHA LIFE INSURANCE COMPANY	11,512,632	3	3	2.33
UNITED STATES LETTER CARRIERS MUTUAL BENEFIT ASSOCIATION	12,948	0	0	NA
UNITED STATES LIFE INSURANCE COMPANY IN THE CITY OF NEW YORK (THE)	454,377	0	0	0.00
UNITED TEACHER ASSOCIATES INSURANCE COMPANY	92,672	0	0	NA
UNITED WORLD LIFE INSURANCE COMPANY	14,384	0	0	NA

LIFE (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
UNITEDHEALTHCARE INSURANCE COMPANY	286,822	0	0	0.00
UNITY FINANCIAL LIFE INSURANCE COMPANY	40,838	0	0	NA
UNITY MUTUAL LIFE INSURANCE COMPANY	15,331	0	0	NA
UNIVERSAL GUARANTY LIFE INSURANCE COMPANY	8,717	0	0	NA
UNIVERSAL UNDERWRITERS LIFE INSURANCE COMPANY	209,563	0	0	0.00
UNUM LIFE INSURANCE COMPANY OF AMERICA	13,109,211	3	2	1.36
USAA LIFE INSURANCE COMPANY	7,812,576	0	0	0.00
VANTIS LIFE INSURANCE COMPANY	4,024	0	0	NA
WASHINGTON NATIONAL INSURANCE COMPANY	399,709	6	4	89.39
WEST COAST LIFE INSURANCE COMPANY	11,566,654	3	1	0.77
WESTERN AND SOUTHERN LIFE INSURANCE COMPANY (THE)	65,871	0	0	NA
WESTERN FRATERNAL LIFE ASSOCIATION	15,999	0	0	NA
WESTERN NATIONAL LIFE INSURANCE COMPANY	8,502	1	1	NA
WESTERN RESERVE LIFE ASSURANCE CO. OF OHIO	18,474,669	2	1	0.48
WESTERN UNITED LIFE ASSURANCE COMPANY	66,721	0	0	NA
WESTERN-SOUTHERN LIFE ASSURANCE COMPANY	124,461	0	0	0.00
WILLIAM PENN LIFE INSURANCE COMPANY OF NEW YORK	42,429	0	0	NA
WILTON REASSURANCE LIFE COMPANY OF NEW YORK	55,722	0	0	NA
WOMAN'S LIFE INSURANCE SOCIETY	2,370	0	0	NA
WOODMEN OF THE WORLD	95,767	0	0	NA
WORLD INSURANCE COMPANY	1,998	0	0	NA
ZALE LIFE INSURANCE COMPANY	2,317	0	0	NA
Total for LIFE	1,071,953,204	176	120	

LONG-TERM CARE

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
ABILITY INSURANCE COMPANY	393,353	5	3	16.80
AF&L INSURANCE COMPANY	154,178	0	0	0.00
ALLIANZ LIFE INSURANCE COMPANY OF NORTH AMERICA	2,743,804	0	0	0.00
ALLSTATE LIFE INSURANCE COMPANY	6,503	0	0	NA
AMERICAN FAMILY LIFE ASSURANCE COMPANY OF COLUMBUS	188,921	0	0	0.00
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	43,285	0	0	NA
AMERICAN FIDELITY ASSURANCE COMPANY	218,911	0	0	0.00
AMERICAN GENERAL LIFE INSURANCE COMPANY OF DELAWARE	286,619	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	1,421	0	0	NA
AMERICAN REPUBLIC INSURANCE COMPANY	229,517	0	0	0.00
ASSURITY LIFE INSURANCE COMPANY	22,868	0	0	NA
BANKERS LIFE AND CASUALTY COMPANY	14,226,243	31	25	3.87
BERKSHIRE LIFE INSURANCE COMPANY OF AMERICA	190,430	0	0	0.00
CATHOLIC ORDER OF FORESTERS	2,124	0	0	NA
CENTRAL STATES HEALTH & LIFE CO OF OMAHA	82,802	0	0	NA
COLONIAL PENN LIFE INSURANCE COMPANY	323	0	0	NA
CONNECTICUT GENERAL LIFE INSURANCE COMPANY	14,502	0	0	NA
CONSECO HEALTH INSURANCE COMPANY	5,872	0	0	NA
CONSECO LIFE INSURANCE COMPANY	1,279	0	0	NA
CONTINENTAL CASUALTY COMPANY	9,269,896	11	8	1.90
CONTINENTAL GENERAL INSURANCE COMPANY	15,931	0	0	NA
COUNTRY LIFE INSURANCE COMPANY	744,886	1	1	2.96

LONG-TERM CARE (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
CUNA MUTUAL INSURANCE SOCIETY	363,879	0	0	0.00
EQUITABLE LIFE AND CASUALTY INSURANCE COMPANY	6,117,043	3	3	1.08
FARMERS NEW WORLD LIFE INSURANCE COMPANY	535,659	2	2	8.22
FIDELITY LIFE ASSOCIATION, A LEGAL RESERVE LIFE INSURANCE COMPANY	2	0	0	NA
GENWORTH LIFE AND ANNUITY INSURANCE COMPANY	137,381	3	2	32.06
GENWORTH LIFE INSURANCE COMPANY	19,154,370	1	1	0.11
GERBER LIFE INSURANCE COMPANY	4,659	0	0	NA
GREAT AMERICAN LIFE INSURANCE COMPANY	400,171	0	0	0.00
GUARANTEE TRUST LIFE INSURANCE COMPANY	1,023	0	0	NA
GUARANTY INCOME LIFE INSURANCE COMPANY	19,436	0	0	NA
HARTFORD LIFE INSURANCE COMPANY	10,403	0	0	NA
JOHN ALDEN LIFE INSURANCE COMPANY	28,745	0	0	NA
JOHN HANCOCK LIFE & HEALTH INSURANCE COMPANY	20,300	0	0	NA
JOHN HANCOCK LIFE INSURANCE COMPANY (U.S.A.)	17,841,042	2	2	0.25
KANAWHA INSURANCE COMPANY	68,129	0	0	NA
KNIGHTS OF COLUMBUS	289,262	0	0	0.00
LIFESECURE INSURANCE COMPANY	3,578	0	0	NA
LINCOLN BENEFIT LIFE COMPANY	2,643,995	0	0	0.00
LINCOLN NATIONAL LIFE INSURANCE COMPANY (THE)	82,384	0	0	NA
LOYAL AMERICAN LIFE INSURANCE COMPANY	5,012	0	0	NA
MASSACHUSETTS MUTUAL LIFE INSURANCE COMPANY	1,305,794	0	0	0.00
MEDICO INSURANCE COMPANY	4,890,747	2	2	0.90
METLIFE INSURANCE COMPANY OF CONNECTICUT	867,773	0	0	0.00
METROPOLITAN LIFE INSURANCE COMPANY	6,424,823	1	0	0.00
MONUMENTAL LIFE INSURANCE COMPANY	362,235	0	0	0.00

LONG-TERM CARE (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
MUTUAL OF OMAHA INSURANCE COMPANY	1,074,885	0	0	0.00
NATIONAL STATES INSURANCE COMPANY	93,524	0	0	NA
NEW YORK LIFE INSURANCE COMPANY	1,489,845	0	0	0.00
NORTHWESTERN LONG TERM CARE INSURANCE COMPANY	2,916,570	0	0	0.00
OLD AMERICAN INSURANCE COMPANY	41,787	0	0	NA
OMAHA WOODMEN LIFE INSURANCE SOCIETY	3,234	0	0	NA
PENNSYLVANIA LIFE INSURANCE COMPANY	4,164	0	0	NA
PHYSICIANS MUTUAL INSURANCE COMPANY	753,454	0	0	0.00
PRINCIPAL LIFE INSURANCE COMPANY	2,716	0	0	NA
PROVIDENT LIFE & ACCIDENT INSURANCE COMPANY	817,759	0	0	0.00
PRUDENTIAL INSURANCE COMPANY OF AMERICA	2,054,207	0	0	0.00
REASSURE AMERICA LIFE INSURANCE COMPANY	172,530	0	0	0.00
REGENCE BLUECROSS BLUESHIELD OF OREGON	1,030,501	0	0	0.00
RELIASTAR LIFE INSURANCE COMPANY	7,802	0	0	NA
RIVERSOURCE LIFE INSURANCE COMPANY	3,672,842	1	1	0.60
SENIOR HEALTH INSURANCE COMPANY OF PENNSYLVANIA	1,016,463	1	0	0.00
SENTRY INSURANCE A MUTUAL COMPANY	20,940	0	0	NA
SENTRY LIFE INSURANCE COMPANY	358	0	0	NA
STANDARD LIFE AND ACCIDENT INSURANCE COMPANY	28,323	0	0	NA
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	5,207,333	0	0	0.00
STATE LIFE INSURANCE COMPANY (THE)	215,556	0	0	0.00
STERLING LIFE INSURANCE COMPANY	2,318	0	0	NA
STONEBRIDGE LIFE INSURANCE COMPANY	22,571	0	0	NA
TEACHERS INSURANCE AND ANNUITY ASSOCIATION OF AMERICA	200,206	0	0	0.00
THRIVENT FINANCIAL FOR LUTHERANS	2,246,912	1	1	0.98

LONG-TERM CARE (...continued)

Company Name	2009 premiums	Total complaints	Confirmed complaints	Complaint index
TIAA-CREF LIFE INSURANCE COMPANY	117,592	0	0	0.00
TIME INSURANCE COMPANY	290,481	0	0	0.00
TRANSAMERICA LIFE INSURANCE COMPANY	4,289,281	4	4	2.05
UNION SECURITY INSURANCE COMPANY	765,747	2	2	5.75
UNITED AMERICAN INSURANCE COMPANY	95,788	0	0	NA
UNITED OF OMAHA LIFE INSURANCE COMPANY	461,549	0	0	0.00
UNITED TEACHER ASSOCIATES INSURANCE COMPANY	2,645	0	0	NA
UNUM LIFE INSURANCE COMPANY OF AMERICA	10,319,285	0	0	0.00
WASHINGTON NATIONAL INSURANCE COMPANY	79,769	1	0	NA
Total for LONG-TERM CARE	129,944,900	75	59	