

ANNUITY

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
ACACIA LIFE INSURANCE COMPANY	2,149	0	0	NA
AETNA LIFE INSURANCE COMPANY	-10,323	0	0	NA
AGL LIFE ASSURANCE COMPANY	332,998	0	0	0.00
AIG ANNUITY INSURANCE COMPANY	55,820,724	3	3	1.93
AIG LIFE INSURANCE COMPANY	2,978,968	1	1	12.05
AIG SUNAMERICA LIFE ASSURANCE COMPANY	44,486,886	1	1	0.81
ALLIANZ LIFE INSURANCE COMPANY OF NORTH AMERICA	7,906,631	2	2	9.08
ALLSTATE LIFE INSURANCE COMPANY	47,910,452	2	2	1.50
AMERICAN BANKERS LIFE ASSURANCE CO OF FLORIDA	8,395	0	0	NA
AMERICAN EQUITY INVESTMENT LIFE INSURANCE COMPANY	8,187,581	1	1	4.38
AMERICAN FAMILY LIFE INSURANCE COMPANY	1,068,170	0	0	0.00
AMERICAN FIDELITY ASSURANCE COMPANY	1,798,632	0	0	0.00
AMERICAN FIDELITY LIFE INSURANCE COMPANY	121	0	0	NA
AMERICAN GENERAL LIFE AND ACCIDENT INSURANCE COMPANY	1,424	0	0	NA
AMERICAN GENERAL LIFE INSURANCE COMPANY	5,160,129	0	0	0.00
AMERICAN HERITAGE LIFE INSURANCE COMPANY	900	0	0	NA
AMERICAN INVESTORS LIFE INSURANCE COMPANY, INC.	-28,748	0	0	NA
AMERICAN MEMORIAL LIFE INSURANCE COMPANY	73,758	0	0	NA
AMERICAN NATIONAL INSURANCE COMPANY	6,186,052	1	1	5.80
AMERICAN SLOVENIAN CATHOLIC UNION KSKJ (IL)	2,800	0	0	NA

ANNUITY (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
AMERICAN UNITED LIFE INSURANCE COMPANY	914,720	0	0	0.00
AMERICAN-AMICABLE LIFE INSURANCE COMPANY OF TEXAS	3,186	0	0	NA
AMERICO FINANCIAL LIFE AND ANNUITY INSURANCE COMPANY	184,639	0	0	0.00
AMERICOM LIFE & ANNUITY INSURANCE COMPANY	138,596	0	0	0.00
AMERITAS LIFE INSURANCE CORPORATION	10,593,829	0	0	0.00
AMERITAS VARIABLE LIFE INSURANCE COMPANY	2,274,506	0	0	0.00
AMICA LIFE INSURANCE COMPANY	12,225	0	0	NA
ANNUITY INVESTORS LIFE INSURANCE COMPANY	306,094	0	0	0.00
ASSURITY LIFE INSURANCE COMPANY	2,823	0	0	NA
AVIVA LIFE AND ANNUITY COMPANY	2,363,887	0	0	0.00
AVIVA LIFE INSURANCE COMPANY	1,545,273	0	0	0.00
AXA EQUITABLE LIFE INSURANCE COMPANY	64,867,798	0	0	0.00
BANKERS LIFE AND CASUALTY COMPANY	39,785,876	9	8	7.22
BAPTIST LIFE ASSOCIATION	1,304	0	0	NA
BENEFICIAL LIFE INSURANCE COMPANY	10,614,881	0	0	0.00
C. M. LIFE INSURANCE COMPANY	7,012,990	0	0	0.00
CANADA LIFE ASSURANCE COMPANY (THE)	360	0	0	NA
CANADA LIFE INSURANCE COMPANY OF AMERICA	19,196	0	0	NA
CATHOLIC ORDER OF FORESTERS	184,498	0	0	0.00
CENTRAL SECURITY LIFE INSURANCE COMPANY	1,059	0	0	NA

ANNUITY (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
CHASE INSURANCE LIFE AND ANNUITY COMPANY	72,337	0	0	NA
CHESAPEAKE LIFE INSURANCE COMPANY (THE)	2,157	0	0	NA
CICA LIFE INSURANCE COMPANY OF AMERICA	797	0	0	NA
COLORADO BANKERS LIFE INSURANCE COMPANY	9,189	0	0	NA
COLUMBUS LIFE INSURANCE COMPANY	6,500	0	0	NA
COMMONWEALTH ANNUITY AND LIFE INSURANCE COMPANY	943,361	0	0	0.00
CONSECO INSURANCE COMPANY	3,456,121	1	1	10.38
CONSECO LIFE INSURANCE COMPANY	900	1	1	NA
CONTINENTAL ASSURANCE COMPANY	2,500	1	1	NA
CONTINENTAL GENERAL INSURANCE COMPANY	5,125	0	0	NA
COUNTRY INVESTORS LIFE ASSURANCE COMPANY	1,651,148	0	0	0.00
CUNA MUTUAL INSURANCE SOCIETY	4,691,167	0	0	0.00
CUNA MUTUAL LIFE INSURANCE COMPANY	12,932,938	0	0	0.00
DEGREE OF HONOR PROTECTIVE ASSOCIATION	1,276	1	1	NA
EMC NATIONAL LIFE COMPANY	1,050	0	0	NA
EQUITRUST LIFE INSURANCE COMPANY	2,809,263	0	0	0.00
FAMILY SERVICE LIFE INSURANCE COMPANY	29	0	0	NA
FARM BUREAU LIFE INSURANCE COMPANY	23,450	0	0	NA
FARMERS NEW WORLD LIFE INSURANCE COMPANY	4,928,803	0	0	0.00
FEDERAL HOME LIFE INSURANCE COMPANY	4,400	0	0	NA

ANNUITY (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
FIDELITY INVESTMENTS LIFE INSURANCE COMPANY	11,733,346	0	0	0.00
FIRST ALLMERICA FINANCIAL LIFE INSURANCE COMPANY	90	0	0	NA
FIRST COLONY LIFE INSURANCE COMPANY	1,180,629	0	0	0.00
FIRST INVESTORS LIFE INSURANCE COMPANY	845,974	0	0	0.00
FIRST PENN-PACIFIC LIFE INSURANCE COMPANY	134,239	0	0	0.00
FUNERAL DIRECTORS LIFE INSURANCE COMPANY	631,261	0	0	0.00
GENWORTH LIFE AND ANNUITY INSURANCE COMPANY	17,364,272	0	0	0.00
GENWORTH LIFE INSURANCE COMPANY	4,346,886	0	0	0.00
GOLDEN RULE INSURANCE COMPANY	299,855	0	0	0.00
GOVERNMENT PERSONNEL MUTUAL LIFE INSURANCE COMPANY	1,719	0	0	NA
GREAT AMERICAN LIFE INSURANCE COMPANY	33,895,904	0	0	0.00
GREAT SOUTHERN LIFE INSURANCE COMPANY	704	0	0	NA
GREAT-WEST LIFE & ANNUITY INSURANCE COMPANY	31,101,392	0	0	0.00
GUARANTEE TRUST LIFE INSURANCE COMPANY	1,338	0	0	NA
GUARANTY INCOME LIFE INSURANCE COMPANY	2,718,235	0	0	0.00
GUARDIAN INSURANCE & ANNUITY COMPANY, INC. (THE)	11,841,090	0	0	0.00
GUARDIAN LIFE INSURANCE COMPANY OF AMERICA (THE)	65,425	0	0	NA
HARTFORD LIFE AND ANNUITY INSURANCE COMPANY	2,560,480	5	4	56.06
HARTFORD LIFE INSURANCE COMPANY	2,726,174	3	3	39.49
HCC LIFE INSURANCE COMPANY	158,864	0	0	0.00

ANNUITY (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
HOMESTEADERS LIFE COMPANY	234	0	0	NA
HORACE MANN LIFE INSURANCE COMPANY	1,788,675	0	0	0.00
HUMANADENTAL INSURANCE COMPANY (SEE MSG)	3,495	0	0	NA
ILLINOIS MUTUAL LIFE INSURANCE COMPANY	4,500	0	0	NA
INDEPENDENT ORDER OF FORESTERS	1,291,872	0	0	0.00
INDIVIDUAL ASSURANCE COMPANY LIFE, HEALTH AND ACCIDENT	200	0	0	NA
ING LIFE INSURANCE AND ANNUITY COMPANY	112,646,428	1	1	0.32
ING USA ANNUITY & LIFE INSURANCE COMPANY	50,573,076	1	1	0.71
INTEGRITY LIFE INSURANCE COMPANY	12,947,769	0	0	0.00
INVESTORS GUARANTY LIFE INSURANCE COMPANY	498	0	0	NA
INVESTORS LIFE INSURANCE COMPANY OF NORTH AMERICA (SEE MSG)	7,656	0	0	NA
JACKSON NATIONAL LIFE INSURANCE COMPANY	110,013,853	0	0	0.00
JEFFERSON NATIONAL LIFE INSURANCE COMPANY	3,662,805	0	0	0.00
JEFFERSON PILOT FINANCIAL INSURANCE COMPANY	74,522	0	0	NA
JEFFERSON-PILOT LIFE INSURANCE COMPANY	1,629,169	0	0	0.00
JOHN ALDEN LIFE INSURANCE COMPANY	15,500	0	0	NA
JOHN HANCOCK LIFE INSURANCE COMPANY	8,788,183	2	2	8.17
KANSAS CITY LIFE INSURANCE COMPANY	3,288,718	0	0	0.00
KEMPER INVESTORS LIFE INSURANCE COMPANY	1,313,953	0	0	0.00

ANNUITY (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
LAFAYETTE LIFE INSURANCE COMPANY (THE)	4,021,612	0	0	0.00
LIBERTY BANKERS LIFE INSURANCE COMPANY	736,292	0	0	0.00
LIBERTY LIFE ASSURANCE COMPANY OF BOSTON	-7,260	0	0	NA
LIBERTY LIFE INSURANCE COMPANY	15,838,575	0	0	0.00
LIFE INSURANCE COMPANY OF THE SOUTHWEST	409,223	0	0	0.00
LIFE INVESTORS INSURANCE COMPANY OF AMERICA	447,694	0	0	0.00
LIFESecure INSURANCE COMPANY	779	0	0	NA
LINCOLN BENEFIT LIFE COMPANY	44,630,175	4	4	3.22
LINCOLN HERITAGE LIFE INSURANCE COMPANY	29,013	0	0	NA
LINCOLN LIFE & ANNUITY COMPANY OF NEW YORK	1,216,027	0	0	0.00
LINCOLN NATIONAL LIFE INSURANCE COMPANY (THE)	132,282,334	0	0	0.00
MADISON NATIONAL LIFE INSURANCE COMPANY, INC.	47,840	0	0	NA
MASSACHUSETTS MUTUAL LIFE INSURANCE COMPANY	28,039,264	0	0	0.00
MAYFLOWER NATIONAL LIFE INSURANCE COMPANY	354,535	0	0	0.00
MEGA LIFE AND HEALTH INSURANCE COMPANY (THE)	170	0	0	NA
MENNONITE MUTUAL AID ASSOCIATION	335,428	0	0	0.00
MERRILL LYNCH LIFE INSURANCE COMPANY	5,487,959	0	0	0.00
METLIFE INSURANCE COMPANY OF CONNECTICUT	4,451,922	0	0	0.00
METLIFE INVESTORS INSURANCE COMPANY	16,431,586	0	0	0.00
METLIFE INVESTORS USA INSURANCE COMPANY	117,937,989	0	0	0.00

ANNUITY (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
METLIFE LIFE AND ANNUITY COMPANY OF CONNECTICUT	7,899,079	0	0	0.00
METROPOLITAN LIFE INSURANCE COMPANY	26,170,344	0	0	0.00
METROPOLITAN TOWER LIFE INSURANCE COMPANY	5,600	0	0	NA
MIDLAND NATIONAL LIFE INSURANCE COMPANY	2,323,149	0	0	0.00
MINNESOTA LIFE INSURANCE COMPANY	6,995,378	0	0	0.00
MML BAY STATE LIFE INSURANCE COMPANY	3,000	0	0	NA
MODERN WOODMEN OF AMERICA	606,382	0	0	0.00
MONUMENTAL LIFE INSURANCE COMPANY	21,508	0	0	NA
MONY LIFE INSURANCE COMPANY	-47	0	0	NA
MONY LIFE INSURANCE COMPANY OF AMERICA	229,464	0	0	0.00
MTL INSURANCE COMPANY	302,796	0	0	0.00
MUTUAL OF AMERICA LIFE INSURANCE COMPANY	463,580	0	0	0.00
MUTUAL SERVICE LIFE INSURANCE COMPANY	400	0	0	NA
NATIONAL CATHOLIC SOCIETY OF FORESTERS	723,074	0	0	0.00
NATIONAL LIFE INSURANCE COMPANY	1,408,062	0	0	0.00
NATIONAL WESTERN LIFE INSURANCE COMPANY	81,423	1	0	NA
NATIONWIDE LIFE AND ANNUITY COMPANY OF AMERICA	-130,399	0	0	NA
NATIONWIDE LIFE AND ANNUITY INSURANCE COMPANY	400,986	0	0	0.00
NATIONWIDE LIFE INSURANCE COMPANY	3,001,106	1	1	11.96
NATIONWIDE LIFE INSURANCE COMPANY OF AMERICA	10,711	1	1	NA

ANNUITY (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
NEW ENGLAND LIFE INSURANCE COMPANY	130,554	0	0	0.00
NEW YORK LIFE INSURANCE AND ANNUITY CORPORATION	77,012,251	1	1	0.47
NEW YORK LIFE INSURANCE COMPANY	1,066,090	1	0	0.00
NORTH AMERICAN COMPANY FOR LIFE AND HEALTH INSURANCE	1,082,001	0	0	0.00
NORTH COAST LIFE INSURANCE COMPANY	621,680	0	0	0.00
NORTHWESTERN MUTUAL LIFE INSURANCE CO	9,702,452	1	1	3.70
OHIO NATIONAL LIFE INSURANCE COMPANY (THE)	15,976,458	0	0	0.00
OM FINANCIAL LIFE INSURANCE COMPANY	3,668,124	4	4	39.13
OMAHA WOODMEN LIFE INSURANCE SOCIETY	75,426	0	0	NA
PACIFIC LIFE & ANNUITY COMPANY	98,125	0	0	NA
PACIFIC LIFE INSURANCE COMPANY	242,567	2	2	295.88
PENN MUTUAL LIFE INSURANCE COMPANY	51,936	0	0	NA
PEOPLES BENEFIT LIFE INSURANCE COMPANY	9,180,161	0	0	0.00
PHL VARIABLE INSURANCE COMPANY	11,658,740	0	0	0.00
PHOENIX LIFE INSURANCE COMPANY	19,610	0	0	NA
PHYSICIANS LIFE INSURANCE COMPANY	789,673	0	0	0.00
PIONEER MUTUAL LIFE INSURANCE COMPANY	112,996	0	0	0.00
POLISH NATIONAL ALLIANCE OF THE UNITED STATES	19,630	0	0	NA
PRESIDENTIAL LIFE INSURANCE COMPANY	3,030,373	1	1	11.84
PRIMERICA LIFE INSURANCE COMPANY	8,215	0	0	NA

ANNUITY (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
PRINCIPAL LIFE INSURANCE COMPANY	26,845,785	0	0	0.00
PROTECTIVE LIFE INSURANCE COMPANY	18,099,908	0	0	0.00
PRUCO LIFE INSURANCE COMPANY	1,701,140	0	0	0.00
PRUDENTIAL ANNUITIES LIFE ASSURANCE CORPORATION	99,216,264	1	1	0.36
PRUDENTIAL INSURANCE COMPANY OF AMERICA	86,826,517	0	0	0.00
PYRAMID LIFE INSURANCE COMPANY	260,878	0	0	0.00
REASSURE AMERICA LIFE INSURANCE COMPANY	47,679	0	0	NA
REASSURE AMERICA LIFE INSURANCE COMPANY	47,679	0	0	NA
RELIANCE STANDARD LIFE INSURANCE COMPANY	467,986	0	0	0.00
RELIASTAR LIFE INSURANCE COMPANY	2,616,156	0	0	0.00
RELIASTAR LIFE INSURANCE COMPANY OF NEW YORK	36,945	0	0	NA
RIVERSOURCE LIFE INSURANCE COMPANY	89,216,016	0	0	0.00
ROYAL NEIGHBORS OF AMERICA	12,668	0	0	NA
SAGICOR LIFE INSURANCE COMPANY	8,000	0	0	NA
SECURITY BENEFIT LIFE INSURANCE COMPANY	26,567,196	0	0	0.00
SECURITY FINANCIAL LIFE INSURANCE CO.	2,009	0	0	NA
SECURITY LIFE INSURANCE COMPANY OF AMERICA	412	0	0	NA
SECURITY LIFE OF DENVER INSURANCE COMPANY	68,508	0	0	NA
SECURITY MUTUAL LIFE INSURANCE COMPANY OF NEW YORK	176,678	0	0	0.00
SENTRY LIFE INSURANCE COMPANY	3,191,287	0	0	0.00

ANNUITY (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
SONS OF NORWAY	261,842	0	0	0.00
STANDARD INSURANCE COMPANY	49,582,984	1	1	0.72
STANDARD LIFE AND ACCIDENT INSURANCE COMPANY	139,651	0	0	0.00
STANDARD LIFE INSURANCE COMPANY OF INDIANA	18,123	0	0	NA
STATE FARM LIFE INSURANCE COMPANY	9,957,598	1	0	0.00
STATE LIFE INSURANCE COMPANY (THE)	40	0	0	NA
STATE MUTUAL INSURANCE COMPANY	247	0	0	NA
SUN LIFE ASSURANCE COMPANY OF CANADA	24,070	1	1	NA
SUN LIFE ASSURANCE COMPANY OF CANADA (U.S.)	27,710,816	0	0	0.00
SUNAMERICA LIFE INSURANCE COMPANY	94,702	0	0	NA
SUNSET LIFE INSURANCE COMPANY OF AMERICA	148,365	0	0	0.00
SURETY LIFE INSURANCE COMPANY	4,470	0	0	NA
SYMETRA LIFE INSURANCE COMPANY	28,305,395	0	0	0.00
TEACHERS INSURANCE AND ANNUITY ASSOCIATION OF AMERICA	63,886,393	0	0	0.00
THRIVENT FINANCIAL FOR LUTHERANS	30,847,264	1	1	1.16
THRIVENT LIFE INSURANCE COMPANY	2,534,035	0	0	0.00
TIAA-CREF LIFE INSURANCE COMPANY	5,023	1	1	NA
TRANS WORLD ASSURANCE COMPANY	77,445	0	0	NA
TRANSAMERICA FINANCIAL LIFE INSURANCE COMPANY	9,819,655	0	0	0.00
TRANSAMERICA LIFE INSURANCE COMPANY	33,661,585	2	1	1.07

ANNUITY (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
TRANSAMERICA OCCIDENTAL LIFE INSURANCE COMPANY	1,363,818	1	0	0.00
TRUSTMARK INSURANCE COMPANY	5,600	0	0	NA
UNION CENTRAL LIFE INSURANCE COMPANY	8,488,788	0	0	0.00
UNION FIDELITY LIFE INSURANCE COMPANY	454	0	0	NA
UNION LABOR LIFE INSURANCE COMPANY	2,500	0	0	NA
UNION SECURITY INSURANCE COMPANY	204,605	0	0	0.00
UNITED AMERICAN INSURANCE COMPANY	51,668	0	0	NA
UNITED FAMILY LIFE INSURANCE COMPANY	120	0	0	NA
UNITED FIDELITY LIFE INSURANCE COMPANY	8,124	0	0	NA
UNITED HERITAGE LIFE INSURANCE COMPANY	1,676,193	0	0	0.00
UNITED INVESTORS LIFE INSURANCE COMPANY	24,018	0	0	NA
UNITED OF OMAHA LIFE INSURANCE COMPANY	4,512,308	0	0	0.00
UNITED TEACHER ASSOCIATES INSURANCE COMPANY	478	0	0	NA
UNIVERSAL GUARANTY LIFE INSURANCE COMPANY	300	0	0	NA
USAA LIFE INSURANCE COMPANY	2,550,356	0	0	0.00
VARIABLE ANNUITY LIFE INSURANCE COMPANY	78,107,722	0	0	0.00
WASHINGTON NATIONAL INSURANCE COMPANY	101,638	0	0	0.00
WESTERN RESERVE LIFE ASSURANCE CO. OF OHIO	10,686,919	0	0	0.00
WESTERN UNITED LIFE ASSURANCE COMPANY	11,723,100	2	2	6.12
WESTERN-SOUTHERN LIFE ASSURANCE COMPANY	7,656,120	1	1	4.69

ANNUITY (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
WOODMEN OF THE WORLD	94,887	0	0	NA
Total for ANNUITY	2,081,372,199	65	58	

AUTO

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
21ST CENTURY INSURANCE COMPANY	862,291	6	4	6.94
ACE AMERICAN INSURANCE COMPANY	5,846	1	1	NA
AIG CASUALTY COMPANY	2,177,875	2	2	1.37
AIG CENTENNIAL INSURANCE COMPANY	111,937	0	0	0.00
AIG INDEMNITY INSURANCE COMPANY	594,521	0	0	0.00
AIG NATIONAL INSURANCE COMPANY, INC.	9,688,511	12	11	1.70
AIG PREFERRED INSURANCE COMPANY	1,920,797	2	2	1.56
AIG PREMIER INSURANCE COMPANY	1,267,551	0	0	0.00
AIU INSURANCE COMPANY	1,607,087	16	15	13.96
ALLIED PROPERTY AND CASUALTY INSURANCE COMPANY	198,542	5	5	37.67
ALLSTATE INDEMNITY COMPANY	14,631,323	6	4	0.41
ALLSTATE INSURANCE COMPANY	94,072,362	72	63	1.00
ALLSTATE PROPERTY AND CASUALTY INSURANCE COMPANY	60,304,612	24	19	0.47
ALPHA PROPERTY & CASUALTY INSURANCE COMPANY	5,668,733	4	4	1.06
AMCO INSURANCE COMPANY	7,099,370	2	2	0.42
AMERICAN BANKERS INSURANCE COMPANY OF FLORIDA	505,062	0	0	0.00
AMERICAN COMMERCE INSURANCE COMPANY	15,245,735	14	11	1.08
AMERICAN FAMILY HOME INSURANCE COMPANY	777,552	0	0	0.00
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	74,554,376	85	75	1.50
AMERICAN FEDERATION INSURANCE COMPANY	292,449	0	0	0.00

AUTO (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
AMERICAN FIRE AND CASUALTY COMPANY	150,249	0	0	0.00
AMERICAN HOME ASSURANCE COMPANY	2,998,846	2	2	1.00
AMERICAN INSURANCE COMPANY (THE)	872,248	1	1	1.72
AMERICAN INTERNATIONAL SOUTH INSURANCE COMPANY	113,388	8	7	92.35
AMERICAN MODERN HOME INSURANCE COMPANY	1,117,997	1	1	1.34
AMERICAN MODERN SELECT INSURANCE COMPANY	13,360	0	0	NA
AMERICAN NATIONAL GENERAL INSURANCE COMPANY	110,158	0	0	0.00
AMERICAN NATIONAL PROPERTY AND CASUALTY COMPANY	2,965,454	5	3	1.51
AMERICAN RELIABLE INSURANCE COMPANY	266,545	0	0	0.00
AMERICAN SECURITY INSURANCE COMPANY	125,503	0	0	0.00
AMERICAN STANDARD INSURANCE COMPANY OF WISCONSIN	19,416,221	11	9	0.69
AMEX ASSURANCE COMPANY	11,196,040	18	16	2.14
AMICA MUTUAL INSURANCE COMPANY	7,574,281	2	2	0.40
ARROWOOD INDEMNITY COMPANY	8,624	0	0	NA
ATLANTIC MUTUAL INSURANCE COMPANY	493	0	0	NA
AUSTIN MUTUAL INSURANCE COMPANY	1,351,010	0	0	0.00
AUTOMOBILE INSURANCE COMPANY OF HARTFORD, CONNECTICUT	2,022,724	0	0	0.00
CALIFORNIA CASUALTY GENERAL INSURANCE COMPANY OF OREGON	13,267,238	4	2	0.23
CALIFORNIA CASUALTY INDEMNITY EXCHANGE	1,153,740	10	10	12.97

AUTO (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
CHARTER OAK FIRE INSURANCE COMPANY	1,510,596	0	0	0.00
CIVIL SERVICE EMPLOYEES INSURANCE COMPANY	63,626	0	0	NA
CLARENDON NATIONAL INSURANCE COMPANY	2,985	1	1	NA
COAST NATIONAL INSURANCE COMPANY	3,968,290	5	4	1.51
COMMERCE AND INDUSTRY INSURANCE COMPANY	28,984	0	0	NA
COMMERCE WEST INSURANCE COMPANY	2,091,740	3	3	2.15
COUNTRY CASUALTY INSURANCE COMPANY	2,951,084	3	3	1.52
COUNTRY MUTUAL INSURANCE COMPANY	42,366,474	32	25	0.88
COUNTRY PREFERRED INSURANCE COMPANY	23,473,752	11	9	0.57
DAIRYLAND INSURANCE COMPANY	3,960,242	8	6	2.27
DEERBROOK INSURANCE COMPANY	899,102	2	0	0.00
DEPOSITORS INSURANCE COMPANY	4,809,001	3	3	0.93
ECONOMY PREMIER ASSURANCE COMPANY	4,435,220	2	2	0.67
ELECTRIC INSURANCE COMPANY	508,944	0	0	0.00
ENCOMPASS INDEMNITY COMPANY	3,117,585	6	6	2.88
ENCOMPASS INSURANCE COMPANY OF AMERICA	3,184,340	6	5	2.35
ENUMCLAW PROPERTY AND CASUALTY INSURANCE COMPANY	5,482,609	2	1	0.27
ESURANCE INSURANCE COMPANY	165,262	0	0	0.00
FARMERS INSURANCE COMPANY OF OREGON	264,294,091	247	207	1.17
FEDERAL INSURANCE COMPANY	447,808	1	1	3.34

AUTO (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
FIDELITY NATIONAL PROPERTY AND CASUALTY INSURANCE COMPANY	430,862	0	0	0.00
FINANCIAL INDEMNITY COMPANY	10,549,376	34	31	4.40
FIRST LIBERTY INSURANCE CORPORATION (THE)	566,373	0	0	0.00
FOREMOST INSURANCE COMPANY	3,829,632	4	2	0.78
FOREMOST PROPERTY AND CASUALTY INSURANCE COMPANY	901	0	0	NA
GARRISON PROPERTY AND CASUALTY INSURANCE COMPANY	594,739	0	0	0.00
GEICO CASUALTY COMPANY	5,278,582	4	3	0.85
GEICO GENERAL INSURANCE COMPANY	43,852,952	26	21	0.72
GEICO INDEMNITY COMPANY	13,427,243	11	8	0.89
GOVERNMENT EMPLOYEES INSURANCE COMPANY	13,172,863	32	28	3.18
GRANGE INSURANCE ASSOCIATION	1,978,530	3	1	0.76
GRANITE STATE INSURANCE COMPANY	2	1	0	NA
GREAT AMERICAN ASSURANCE COMPANY	80	0	0	NA
GREAT AMERICAN INSURANCE COMPANY	248,017	0	0	0.00
GREAT AMERICAN INSURANCE COMPANY OF NEW YORK	420	0	0	NA
GREAT NORTHERN INSURANCE COMPANY	14,138	0	0	NA
GREAT NORTHWEST INSURANCE COMPANY	191,590	0	0	0.00
GUIDEONE AMERICA INSURANCE COMPANY	428,868	0	0	0.00
GUIDEONE ELITE INSURANCE COMPANY	478,312	0	0	0.00
GUIDEONE MUTUAL INSURANCE COMPANY	461,494	0	0	0.00

AUTO (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
HARTFORD ACCIDENT AND INDEMNITY COMPANY	1,138,178	5	5	6.57
HARTFORD CASUALTY INSURANCE COMPANY	186,437	1	1	8.02
HARTFORD FIRE INSURANCE COMPANY	334,294	0	0	0.00
HARTFORD INSURANCE COMPANY OF THE MIDWEST	16,292,222	24	20	1.84
HARTFORD UNDERWRITERS INSURANCE COMPANY	2,990	0	0	NA
HORACE MANN INSURANCE COMPANY	682,816	2	1	2.19
HORACE MANN PROPERTY & CASUALTY INSURANCE COMPANY	648,943	1	1	2.31
IDS PROPERTY CASUALTY INSURANCE COMPANY	1,715,943	1	1	0.87
ILLINOIS NATIONAL INSURANCE CO.	371,754	2	2	8.05
INFINITY AUTO INSURANCE COMPANY	21,540	0	0	NA
INFINITY INSURANCE COMPANY	34,898	0	0	NA
INFINITY SECURITY INSURANCE COMPANY	40,558	0	0	NA
INFINITY STANDARD INSURANCE COMPANY	64,289	0	0	NA
INSURANCE COMPANY OF THE STATE OF PENNSYLVANIA	6,116,790	6	4	0.98
KEMPER INDEPENDENCE INSURANCE COMPANY	6,491,820	1	1	0.23
LIBERTY INSURANCE CORPORATION	1,275,201	1	1	1.17
LIBERTY MUTUAL FIRE INSURANCE COMPANY	27,645,855	17	17	0.92
LIBERTY NORTHWEST INSURANCE CORPORATION	3,681,104	5	4	1.63
LINCOLN GENERAL INSURANCE COMPANY	13,027	0	0	NA
MARKEL AMERICAN INSURANCE COMPANY	381,063	0	0	0.00

AUTO (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
MENDOTA INSURANCE COMPANY	243,707	0	0	0.00
MERASTAR INSURANCE COMPANY	66,523	0	0	NA
MERITPLAN INSURANCE COMPANY	1,054,577	3	3	4.26
METROPOLITAN CASUALTY INSURANCE COMPANY	176,479	0	0	0.00
METROPOLITAN DIRECT PROPERTY AND CASUALTY INSURANCE COMPANY	4,404,944	4	3	1.02
METROPOLITAN GENERAL INSURANCE COMPANY	406,267	1	1	3.68
METROPOLITAN PROPERTY AND CASUALTY INSURANCE COMPANY	11,300,339	13	11	1.46
MID-CENTURY INSURANCE COMPANY	62,322,752	44	38	0.91
MUTUAL OF ENUMCLAW INSURANCE COMPANY	17,029,882	5	4	0.35
NATIONAL GENERAL ASSURANCE COMPANY	7,747,578	4	4	0.77
NATIONAL GENERAL INSURANCE COMPANY	1,340,185	4	4	4.46
NATIONAL INTERSTATE INSURANCE COMPANY	1,397,172	0	0	0.00
NATIONAL UNION FIRE INSURANCE COMPANY OF PITTSBURG	2,559,339	2	2	1.17
NATIONWIDE ASSURANCE COMPANY	1,558,935	2	2	1.92
NATIONWIDE INSURANCE COMPANY OF AMERICA	4,458,032	4	4	1.34
NATIONWIDE MUTUAL FIRE INSURANCE COMPANY	1,757,162	9	8	6.81
NATIONWIDE MUTUAL INSURANCE COMPANY	39,843,427	47	40	1.50
NATIONWIDE PROPERTY AND CASUALTY INSURANCE COMPANY	2,298,620	1	1	0.65

AUTO (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
NORTH PACIFIC INSURANCE COMPANY	19,924,998	7	7	0.53
NORTHBROOK INDEMNITY COMPANY	622,711	0	0	0.00
NORTHWESTERN PACIFIC INDEMNITY COMPANY	2,271,651	0	0	0.00
OHIO CASUALTY INSURANCE COMPANY	71,256	3	3	NA
OMNI INSURANCE COMPANY	276,241	1	1	5.42
OREGON AUTOMOBILE INSURANCE COMPANY	148,210	1	1	10.09
OREGON MUTUAL INSURANCE COMPANY	10,330,436	11	6	0.87
PACIFIC INDEMNITY COMPANY	41,754	0	0	NA
PACIFIC SPECIALTY INSURANCE COMPANY	11,315	0	0	NA
PEAK PROPERTY AND CASUALTY INSURANCE CORPORATION	3,445,930	6	4	1.74
PHARMACISTS MUTUAL INSURANCE COMPANY	48,986	0	0	NA
PHILADELPHIA INDEMNITY INSURANCE COMPANY	16,493	1	1	NA
PHOENIX INSURANCE COMPANY	523,061	1	1	2.86
PROGRESSIVE CASUALTY INSURANCE COMPANY	48,577,236	35	23	0.71
PROGRESSIVE CLASSIC INSURANCE COMPANY	1,792,946	1	1	0.83
PROGRESSIVE DIRECT INSURANCE COMPANY	21,718,910	54	44	3.03
PROGRESSIVE NORTHERN INSURANCE COMPANY	36,219,216	29	26	1.07
PROGRESSIVE PREFERRED INSURANCE COMPANY	3,539,291	3	3	1.27
PROGRESSIVE SPECIALTY INSURANCE COMPANY	429,134	1	1	3.49
PROGRESSIVE UNIVERSAL INSURANCE COMPANY	47,385,391	24	22	0.69

AUTO (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
PROGRESSIVE WEST INSURANCE COMPANY	1,967,939	1	1	0.76
PROPERTY AND CASUALTY INSURANCE COMPANY OF HARTFORD	17,483,503	9	9	0.77
QBE INSURANCE CORPORATION	265,949	1	1	5.62
RESPONSE WORLDWIDE INSURANCE COMPANY	231,075	1	1	6.47
ROCKY MOUNTAIN FIRE & CASUALTY COMPANY	2,440,763	0	0	0.00
SAFECO INSURANCE COMPANY OF AMERICA	143,261	3	3	31.33
SAFECO INSURANCE COMPANY OF OREGON	147,822,559	105	93	0.94
SAGAMORE INSURANCE COMPANY	66,011	0	0	NA
SECURITY INSURANCE COMPANY OF HARTFORD	103,712	0	0	0.00
SECURITY NATIONAL INSURANCE COMPANY	517,790	0	0	0.00
SENTINEL INSURANCE COMPANY, LTD.	3,353,215	2	1	0.45
SENTRY INSURANCE A MUTUAL COMPANY	47,849	0	0	NA
STANDARD FIRE INSURANCE COMPANY (THE)	2,926,188	1	1	0.51
STATE FARM FIRE AND CASUALTY COMPANY	26,791,405	0	0	0.00
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	336,863,210	142	110	0.49
SUBLIMITY INSURANCE COMPANY	3,731,729	2	2	0.80
TEACHERS INSURANCE COMPANY	1,624,569	2	2	1.84
TOKIO MARINE & NICHIDO FIRE INSURANCE CO., LTD.	173,723	0	0	0.00
TRAVELERS COMMERCIAL INSURANCE COMPANY	1,366,636	0	0	0.00
TRAVELERS HOME AND MARINE INSURANCE COMPANY (THE)	3,060,947	1	1	0.49

AUTO (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
TRAVELERS INDEMNITY COMPANY (THE)	218,017	5	5	34.31
TRAVELERS INDEMNITY COMPANY OF AMERICA	3,780,267	3	2	0.79
TRAVELERS INDEMNITY COMPANY OF CONNECTICUT (THE)	272,288	0	0	0.00
TRINITY UNIVERSAL INSURANCE COMPANY	6,844	0	0	NA
TRINITY UNIVERSAL INSURANCE COMPANY OF KANSAS, INC	129,498	0	0	0.00
TRUMBULL INSURANCE COMPANY	218,034	0	0	0.00
TWIN CITY FIRE INSURANCE COMPANY	1,788,422	1	1	0.84
UNIGARD INDEMNITY COMPANY	221,260	0	0	0.00
UNIGARD INSURANCE COMPANY	6,737,362	3	3	0.67
UNITED SERVICES AUTOMOBILE ASSOCIATION	28,022,896	10	6	0.32
UNITRIN AUTO AND HOME INSURANCE COMPANY	249,849	3	3	17.96
UNITRIN DIRECT PROPERTY & CASUALTY COMPANY	3,379,663	4	4	1.77
UNIVERSAL CASUALTY COMPANY	46,597	0	0	NA
UNIVERSAL UNDERWRITERS INSURANCE COMPANY	22,727	4	4	NA
USAA CASUALTY INSURANCE COMPANY	30,502,787	7	7	0.34
USAA GENERAL INDEMNITY COMPANY	1,127,144	2	2	2.65
VALLEY PROPERTY & CASUALTY INSURANCE COMPANY	11,839,376	9	9	1.14
VICTORIA SELECT INSURANCE COMPANY	6,007,394	11	6	1.49
VIKING INSURANCE COMPANY OF WISCONSIN	6,584,107	15	13	2.95
VOYAGER PROPERTY AND CASUALTY INSURANCE COMPANY	246,926	0	0	0.00

AUTO (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
WARNER INSURANCE COMPANY	30,211	0	0	NA
WAWANESA GENERAL INSURANCE COMPANY	4,517,181	9	5	1.66
WEST AMERICAN INSURANCE COMPANY	2,137,670	0	0	0.00
WESTERN NATIONAL ASSURANCE COMPANY	70,598	0	0	NA
WESTERN PROTECTORS INSURANCE COMPANY	8,842,248	3	3	0.51
WESTERN UNITED INSURANCE COMPANY (SEE MSG)	5,549,830	7	5	1.35
WORKMEN'S AUTO INSURANCE COMPANY	3,189,378	13	11	5.16
Total for AUTO		1,920,798,775	1,528	1,284

HEALTH

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
5 STAR LIFE INSURANCE COMPANY	1,611	0	0	NA
AAA LIFE INSURANCE COMPANY	436,256	0	0	0.00
ACACIA LIFE INSURANCE COMPANY	310	0	0	NA
ACE AMERICAN INSURANCE COMPANY	3,215,449	1	0	0.00
ADVANTAGE DENTAL PLAN, INC.	13,009,324	4	3	2.68
AETNA LIFE INSURANCE COMPANY	44,243,869	9	7	1.84
AF&L INSURANCE COMPANY	40,199	0	0	NA
AIG LIFE INSURANCE COMPANY	1,495,011	1	0	0.00
AIG PREMIER INSURANCE COMPANY	7,228	0	0	NA
ALLIANZ LIFE INSURANCE COMPANY OF NORTH AMERICA	2,341,285	0	0	0.00
ALLSTATE LIFE INSURANCE COMPANY	111,050	0	0	0.00
ALTA HEALTH & LIFE INSURANCE COMPANY	90,811	0	0	NA
AMERICAN BANKERS INSURANCE COMPANY OF FLORIDA	1,944,892	0	0	0.00
AMERICAN BANKERS LIFE ASSURANCE CO OF FLORIDA	1,896,918	0	0	0.00
AMERICAN CAPITOL INSURANCE COMPANY	1,439	0	0	NA
AMERICAN CASUALTY COMPANY OF READING, PENNSYLVANIA	57	0	0	NA
AMERICAN COMMUNITY MUTUAL INSURANCE COMPANY	1,665	0	0	NA
AMERICAN FAMILY LIFE ASSURANCE COMPANY OF COLUMBUS	53,871,476	20	19	4.10
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	1,566,865	2	0	0.00
AMERICAN FIDELITY ASSURANCE COMPANY	3,098,327	1	0	0.00

HEALTH (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
AMERICAN GENERAL ASSURANCE COMPANY	1,116,465	3	3	31.27
AMERICAN GENERAL LIFE AND ACCIDENT INSURANCE COMPANY	7,720	0	0	NA
AMERICAN GENERAL LIFE INSURANCE COMPANY	101,739	3	3	343.17
AMERICAN HEALTH AND LIFE INSURANCE COMPANY	427,808	0	0	0.00
AMERICAN HERITAGE LIFE INSURANCE COMPANY	2,232,790	1	1	5.21
AMERICAN HOME ASSURANCE COMPANY	3,257	0	0	NA
AMERICAN INCOME LIFE INSURANCE COMPANY	1,100,697	1	1	10.57
AMERICAN INSURANCE COMPANY OF TEXAS (SEE MSG)	9,145	0	0	NA
AMERICAN MEDICAL AND LIFE INSURANCE COMPANY	160	0	0	NA
AMERICAN MEDICAL SECURITY LIFE INSURANCE COMPANY	438	0	0	NA
AMERICAN MEMORIAL LIFE INSURANCE COMPANY	1,290	0	0	NA
AMERICAN MODERN LIFE INSURANCE COMPANY	1,041,678	1	1	11.17
AMERICAN NATIONAL INSURANCE COMPANY	237,863	0	0	0.00
AMERICAN NATIONAL LIFE INSURANCE COMPANY OF TEXAS	109,677	0	0	0.00
AMERICAN NETWORK INSURANCE COMPANY	19,038	0	0	NA
AMERICAN PIONEER LIFE INSURANCE COMPANY	595,560	0	0	0.00
AMERICAN PROGRESSIVE LIFE AND HEALTH INSURANCE COMPANY OF NEW YORK	9,226	0	0	NA
AMERICAN PUBLIC LIFE INSURANCE COMPANY	40,549	0	0	NA
AMERICAN RELIABLE INSURANCE COMPANY	387,626	0	0	0.00

HEALTH (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
AMERICAN REPUBLIC INSURANCE COMPANY	9,915,038	4	3	3.52
AMERICAN SECURITY INSURANCE COMPANY	1,679,753	0	0	0.00
AMERICAN SENTINEL INSURANCE COMPANY	23,855	0	0	NA
AMERICAN SLOVENIAN CATHOLIC UNION KSKJ (IL)	310	0	0	NA
AMERICAN SPECIALTY HEALTH INSURANCE COMPANY	173,127	0	0	0.00
AMERICAN STATES INSURANCE COMPANY	97,938	0	0	NA
AMERICAN UNDERWRITERS LIFE INSURANCE COMPANY	61,751	0	0	NA
AMERICAN UNITED LIFE INSURANCE COMPANY	321,863	0	0	0.00
AMERICOM LIFE & ANNUITY INSURANCE COMPANY	120	0	0	NA
AMERITAS LIFE INSURANCE CORPORATION	2,380,155	0	0	0.00
AMEX ASSURANCE COMPANY	1,054,114	0	0	0.00
ANTHEM LIFE INSURANCE COMPANY	1,057	0	0	NA
ARCH INSURANCE COMPANY	19,541	0	0	NA
ASSURITY LIFE INSURANCE COMPANY	401,128	3	3	87.04
ATRIO HEALTH PLANS, INC.	38,918,365	0	0	0.00
AVIVA LIFE AND ANNUITY COMPANY	2,619	0	0	NA
AXA EQUITABLE LIFE INSURANCE COMPANY	327,814	1	1	35.50
BALBOA INSURANCE COMPANY	143	0	0	NA
BALBOA LIFE INSURANCE COMPANY	222,007	0	0	0.00
BALTIMORE LIFE INSURANCE COMPANY (THE)	1,542	0	0	NA

HEALTH (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
BANKERS FIDELITY LIFE INSURANCE COMPANY	80,742	1	1	NA
BANKERS LIFE AND CASUALTY COMPANY	11,937,521	16	13	12.67
BANNER LIFE INSURANCE COMPANY	81	0	0	NA
BCS INSURANCE COMPANY	303,557	0	0	0.00
BCS LIFE INSURANCE COMPANY	80,523	0	0	NA
BENEFICIAL LIFE INSURANCE COMPANY	630	0	0	NA
BERKSHIRE LIFE INSURANCE COMPANY OF AMERICA	3,182,744	0	0	0.00
BEST LIFE AND HEALTH INSURANCE COMPANY	1,881,271	0	0	0.00
BOSTON MUTUAL LIFE INSURANCE COMPANY	30,655	0	0	NA
BROKERS NATIONAL LIFE ASSURANCE COMPANY	2,995,698	0	0	0.00
CANADA LIFE ASSURANCE COMPANY (THE)	49,585	0	0	NA
CAPITOL INDEMNITY CORPORATION	102,033	0	0	0.00
CATHOLIC ORDER OF FORESTERS	0	0	0	NA
CELTIC INSURANCE COMPANY	50,139	0	0	NA
CENTRAL OREGON INDEPENDENT HEALTH SERVICES, INC. (SEE MSG)	119,712,939	1	1	0.10
CENTRAL RESERVE LIFE INSURANCE COMPANY	69,076	0	0	NA
CENTRAL SECURITY LIFE INSURANCE COMPANY	2,118	0	0	NA
CENTRAL STATES HEALTH & LIFE CO OF OMAHA	203,342	0	0	0.00
CENTRAL STATES INDEMNITY CO. OF OMAHA	421,200	2	0	0.00
CENTRAL UNITED LIFE INSURANCE COMPANY	35,351	0	0	NA

HEALTH (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
CENTRE LIFE INSURANCE COMPANY	715,914	1	1	16.26
CENTURION LIFE INSURANCE COMPANY	-53,479	0	0	NA
CHASE LIFE & ANNUITY COMPANY	3,117	0	0	NA
CHESAPEAKE LIFE INSURANCE COMPANY (THE)	77,048	0	0	NA
CHRISTIAN FIDELITY LIFE INSURANCE COMPANY	19,829	0	0	NA
CICA LIFE INSURANCE COMPANY OF AMERICA	453	0	0	NA
CINCINNATI LIFE INSURANCE COMPANY (THE)	2,294	0	0	NA
CLARENDON NATIONAL INSURANCE COMPANY	2,683	0	0	NA
COLONIAL LIFE & ACCIDENT INSURANCE COMPANY	3,979,130	1	0	0.00
COLONIAL PENN LIFE INSURANCE COMPANY	68,161	0	0	NA
COLORADO BANKERS LIFE INSURANCE COMPANY	1,834	0	0	NA
COLUMBIAN LIFE INSURANCE COMPANY	243,064	0	0	0.00
COLUMBIAN MUTUAL LIFE INSURANCE COMPANY	10	0	0	NA
COLUMBUS LIFE INSURANCE COMPANY	2,077	0	0	NA
COMBINED INSURANCE COMPANY OF AMERICA	11,764,924	3	3	2.97
COMMERCIAL GUARANTY CASUALTY INSURANCE COMPANY	25,365	0	0	NA
COMMERCIAL TRAVELERS MUTUAL INSURANCE COMPANY	26,351	0	0	NA
COMMONWEALTH ANNUITY AND LIFE INSURANCE COMPANY	129,041	0	0	0.00
COMPANION LIFE INSURANCE COMPANY	1,692,707	0	0	0.00
CONNECTICUT GENERAL LIFE INSURANCE COMPANY	23,225,565	6	2	1.00

HEALTH (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
CONSECO HEALTH INSURANCE COMPANY	1,298,123	4	3	26.90
CONSECO INSURANCE COMPANY	842,477	1	1	13.81
CONSECO LIFE INSURANCE COMPANY	7,187	0	0	NA
CONSECO SENIOR HEALTH INSURANCE COMPANY	28,995	3	0	NA
CONSTITUTION LIFE INSURANCE COMPANY	17,786	0	0	NA
CONTINENTAL AMERICAN INSURANCE COMPANY	22,072	0	0	NA
CONTINENTAL ASSURANCE COMPANY	398,335	1	1	29.22
CONTINENTAL CASUALTY COMPANY	-8,301,370	0	0	NA
CONTINENTAL GENERAL INSURANCE COMPANY	311,821	0	0	0.00
COUNTRY LIFE INSURANCE COMPANY	969,137	0	0	0.00
CROATIAN FRATERNAL UNION OF AMERICA	246	0	0	NA
CROWN LIFE INSURANCE COMPANY	29,967	0	0	NA
CUNA MUTUAL INSURANCE SOCIETY	6,805,225	3	3	5.13
CUNA MUTUAL LIFE INSURANCE COMPANY	373,466	2	2	62.32
DELOS INSURANCE COMPANY	187,605	0	0	0.00
DENTEGRA INSURANCE COMPANY	1,242,349	0	0	0.00
EMC NATIONAL LIFE COMPANY	52,023	0	0	NA
ENTERPRISE LIFE INSURANCE COMPANY	-70,865	0	0	NA
EQUITABLE LIFE AND CASUALTY INSURANCE COMPANY	6,750,967	3	1	1.72
FAIRMONT PREMIER INSURANCE COMPANY	958,882	0	0	0.00

HEALTH (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
FAMILY HERITAGE LIFE INSURANCE COMPANY OF AMERICA	135,122	0	0	0.00
FAMILY LIFE INSURANCE COMPANY	215	0	0	NA
FAMILYCARE HEALTH PLANS, INC.	10,506,458	0	0	0.00
FARM BUREAU LIFE INSURANCE COMPANY	19,220	0	0	NA
FARMERS NEW WORLD LIFE INSURANCE COMPANY	136,112	0	0	0.00
FEDERAL HOME LIFE INSURANCE COMPANY	884,025	0	0	0.00
FEDERAL INSURANCE COMPANY	215,696	0	0	0.00
FEDERAL LIFE INSURANCE COMPANY (MUTUAL)	624	0	0	NA
FEDERATED LIFE INSURANCE COMPANY	8,971	0	0	NA
FIDELITY SECURITY LIFE INSURANCE COMPANY	712,873	0	0	0.00
FIRST ALLMERICA FINANCIAL LIFE INSURANCE COMPANY	26,669	0	0	NA
FIRST HEALTH LIFE & HEALTH INSURANCE COMPANY	5,556,739	1	0	0.00
FORT DEARBORN LIFE INSURANCE COMPANY	368,237	0	0	0.00
FREEDOM LIFE INSURANCE COMPANY OF AMERICA	534	0	0	NA
GENERAL AMERICAN LIFE INSURANCE COMPANY	136,782	0	0	0.00
GENERAL FIDELITY LIFE INSURANCE COMPANY	-26,283	0	0	NA
GENWORTH LIFE AND ANNUITY INSURANCE COMPANY	0	0	0	NA
GENWORTH LIFE INSURANCE COMPANY	0	0	0	NA
GERBER LIFE INSURANCE COMPANY	2,473,561	0	0	0.00
GLOBE LIFE AND ACCIDENT INSURANCE COMPANY	588,671	0	0	0.00

HEALTH (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
GOLDEN RULE INSURANCE COMPANY	244,297	1	0	0.00
GOVERNMENT PERSONNEL MUTUAL LIFE INSURANCE COMPANY	12,374	0	0	NA
GREAT AMERICAN INSURANCE COMPANY	20,440	0	0	NA
GREAT AMERICAN LIFE INSURANCE COMPANY	564	0	0	NA
GREAT REPUBLIC LIFE INSURANCE COMPANY	244,738	0	0	0.00
GREAT SOUTHERN LIFE INSURANCE COMPANY	4,702	0	0	NA
GREAT-WEST LIFE & ANNUITY INSURANCE COMPANY	20,867,959	0	0	0.00
GREAT-WEST LIFE ASSURANCE COMPANY (THE)	362,164	1	1	32.13
GUARANTEE TRUST LIFE INSURANCE COMPANY	210,303	0	0	0.00
GUARANTY INCOME LIFE INSURANCE COMPANY	0	0	0	NA
GUARDIAN LIFE INSURANCE COMPANY OF AMERICA (THE)	15,379,727	3	2	1.51
HARTFORD FIRE INSURANCE COMPANY	7,400	0	0	NA
HARTFORD LIFE AND ACCIDENT INSURANCE COMPANY	15,930,451	3	2	1.46
HARTFORD LIFE AND ANNUITY INSURANCE COMPANY	7,978	0	0	NA
HARTFORD LIFE INSURANCE COMPANY	2,752,025	0	0	0.00
HCC LIFE INSURANCE COMPANY	2,921,475	0	0	0.00
HEALTH CARE SERVICE CORPORATION, A MUTUAL LEGAL RESERVE COMPANY	275,257	0	0	0.00
HEALTH NET HEALTH PLAN OF OREGON, INC.	366,560,246	64	48	1.52
HEALTH NET LIFE INSURANCE COMPANY	161,258,625	1	0	0.00

HEALTH (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
HEALTH PLAN OF CAREOREGON, INC.	67,124,329	0	0	0.00
HM LIFE INSURANCE COMPANY	1,599,424	0	0	0.00
HORACE MANN LIFE INSURANCE COMPANY	5,436	0	0	NA
HOUSEHOLD LIFE INSURANCE COMPANY	942,083	0	0	0.00
HUMANA INSURANCE COMPANY	35,232,070	6	3	0.99
HUMANADENTAL INSURANCE COMPANY (SEE MSG)	209	0	0	NA
IDEALIFE INSURANCE COMPANY	418	0	0	NA
ILLINOIS MUTUAL LIFE INSURANCE COMPANY	567,879	0	0	0.00
INDEPENDENT ORDER OF FORESTERS	1,872	0	0	NA
INDIANAPOLIS LIFE INSURANCE COMPANY	5,319	0	0	NA
INDIVIDUAL ASSURANCE COMPANY LIFE, HEALTH AND ACCIDENT	239,437	0	0	0.00
ING USA ANNUITY & LIFE INSURANCE COMPANY	12,144	0	0	NA
INVESTORS LIFE INSURANCE COMPANY OF NORTH AMERICA (SEE MSG)	1,856	0	0	NA
JACKSON NATIONAL LIFE INSURANCE COMPANY	3,435	0	0	NA
JEFFERSON NATIONAL LIFE INSURANCE COMPANY	5,207	0	0	NA
JEFFERSON PILOT FINANCIAL INSURANCE COMPANY	15,650,778	5	5	3.72
JEFFERSON-PILOT LIFE INSURANCE COMPANY	42,930	0	0	NA
JMIC LIFE INSURANCE COMPANY	348,220	0	0	0.00
JOHN ALDEN LIFE INSURANCE COMPANY	2,692,841	2	1	4.32

HEALTH (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
JOHN HANCOCK LIFE INSURANCE COMPANY	315,542	0	0	0.00
JOHN HANCOCK LIFE INSURANCE COMPANY (U.S.A.)	474	0	0	NA
KAISER FOUNDATION HEALTH PLAN OF THE NORTHWEST (SEE MSG)	1,618,455,682	66	49	0.35
KAISER PERMANENTE INSURANCE COMPANY	2,196	0	0	NA
KANAWHA INSURANCE COMPANY	750,807	0	0	0.00
KANSAS CITY LIFE INSURANCE COMPANY	1,311,977	0	0	0.00
KNIGHTS OF COLUMBUS	1,876	0	0	NA
LAFAYETTE LIFE INSURANCE COMPANY (THE)	123,849	0	0	0.00
LANDCAR LIFE INSURANCE COMPANY	1,003	0	0	NA
LEWER LIFE INSURANCE COMPANY	6,762	0	0	NA
LIBERTY LIFE ASSURANCE COMPANY OF BOSTON	451,701	0	0	0.00
LIBERTY LIFE INSURANCE COMPANY	843,742	0	0	0.00
LIBERTY NATIONAL LIFE INSURANCE COMPANY	5,538	0	0	NA
LIFE INSURANCE COMPANY OF NORTH AMERICA	10,810,943	2	1	1.08
LIFE INVESTORS INSURANCE COMPANY OF AMERICA	1,034,270	0	0	0.00
LIFESecure INSURANCE COMPANY	1,798	0	0	NA
LIFEWISE ASSURANCE COMPANY	690,308	0	0	0.00
LIFEWISE HEALTH PLAN OF OREGON INC. (SEE MSG)	325,286,247	81	52	1.86
LINCOLN BENEFIT LIFE COMPANY	0	0	0	NA
LINCOLN HERITAGE LIFE INSURANCE COMPANY	431,461	0	0	0.00

HEALTH (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
LINCOLN LIFE & ANNUITY COMPANY OF NEW YORK	14	0	0	NA
LINCOLN NATIONAL LIFE INSURANCE COMPANY (THE)	560,162	0	0	0.00
LOYAL AMERICAN LIFE INSURANCE COMPANY	33,118	0	0	NA
MADISON NATIONAL LIFE INSURANCE COMPANY, INC.	1,676,340	2	1	6.94
MARION POLK COMMUNITY HEALTH PLAN ADVANTAGE, INC.	49,892,655	0	0	0.00
MARKEL INSURANCE COMPANY	473,469	0	0	0.00
MARQUETTE NATIONAL LIFE INSURANCE COMPANY	360,617	0	0	0.00
MASSACHUSETTS MUTUAL LIFE INSURANCE COMPANY	2,786,101	0	0	0.00
MEDAMERICA INSURANCE COMPANY	274,642	0	0	0.00
MEDCO CONTAINMENT LIFE INSURANCE COMPANY	835,731	0	0	0.00
MEDICO INSURANCE COMPANY	108,739	1	1	107.03
MEDICO LIFE INSURANCE COMPANY	148,217	0	0	0.00
MEGA LIFE AND HEALTH INSURANCE COMPANY (THE)	29,621,970	20	16	6.29
MEMBERS LIFE INSURANCE COMPANY	50	0	0	NA
MENNONITE MUTUAL AID ASSOCIATION	142,004	0	0	0.00
MERIT LIFE INSURANCE COMPANY	954,305	0	0	0.00
METLIFE INSURANCE COMPANY OF CONNECTICUT	125,047	0	0	0.00
METROPOLITAN LIFE INSURANCE COMPANY	34,288,318	13	10	3.39
METROPOLITAN PROPERTY AND CASUALTY INSURANCE COMPANY	94,306	0	0	NA

HEALTH (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
MID ROGUE INDEPENDENT PHYSICIAN ASSOCIATION, INC. (SEE MSG)	31,129,517	0	0	0.00
MID-WEST NATIONAL LIFE INSURANCE COMPANY OF TENNESSEE	443,632	0	0	0.00
MIDLAND NATIONAL LIFE INSURANCE COMPANY	3,258	0	0	NA
MINNESOTA LIFE INSURANCE COMPANY	3,565,530	0	0	0.00
MODERN WOODMEN OF AMERICA	2,388	0	0	NA
MONARCH LIFE INSURANCE COMPANY	237,838	0	0	0.00
MONUMENTAL LIFE INSURANCE COMPANY	1,329,294	1	1	8.76
MONY LIFE INSURANCE COMPANY	1,312,968	0	0	0.00
MUTUAL OF AMERICA LIFE INSURANCE COMPANY	10,946	0	0	NA
MUTUAL OF OMAHA INSURANCE COMPANY	27,800,384	7	5	2.09
NATIONAL BENEFIT LIFE INSURANCE COMPANY	3,274	0	0	NA
NATIONAL CASUALTY COMPANY	38,606	0	0	NA
NATIONAL FOUNDATION LIFE INSURANCE COMPANY	136,781	0	0	0.00
NATIONAL GUARDIAN LIFE INSURANCE COMPANY	243,945	0	0	0.00
NATIONAL HEALTH INSURANCE COMPANY	5,635,671	2	2	4.13
NATIONAL LIFE INSURANCE COMPANY	178,067	0	0	0.00
NATIONAL STATES INSURANCE COMPANY	350,452	0	0	0.00
NATIONAL TEACHERS ASSOCIATES LIFE INSURANCE COMPANY	8,368	0	0	NA
NATIONAL UNION FIRE INSURANCE COMPANY OF PITTSBURG	395,998	1	1	29.39

HEALTH (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
NATIONWIDE LIFE INSURANCE COMPANY	167,703	0	0	0.00
NATIONWIDE LIFE INSURANCE COMPANY OF AMERICA	3,433	0	0	NA
NEW ENGLAND LIFE INSURANCE COMPANY	208,117	0	0	0.00
NEW YORK LIFE INSURANCE COMPANY	3,986,110	0	0	0.00
NORTH AMERICAN COMPANY FOR LIFE AND HEALTH INSURANCE	81	0	0	NA
NORTH AMERICAN INSURANCE COMPANY	6,238	0	0	NA
NORTH COAST LIFE INSURANCE COMPANY	658	0	0	NA
NORTHWESTERN LONG TERM CARE INSURANCE COMPANY	0	0	0	NA
NORTHWESTERN MUTUAL LIFE INSURANCE CO	9,745,136	1	0	0.00
ODS HEALTH PLAN, INC.	144,178,471	33	27	2.18
OHIO CASUALTY INSURANCE COMPANY	1,686	0	0	NA
OHIO NATIONAL LIFE ASSURANCE CORPORATION	414,715	0	0	0.00
OHIO NATIONAL LIFE INSURANCE COMPANY (THE)	244,219	0	0	0.00
OLD AMERICAN INSURANCE COMPANY	4,271	0	0	NA
OLD REPUBLIC INSURANCE COMPANY	871,102	1	1	13.36
OLD REPUBLIC LIFE INSURANCE COMPANY	-1,640	0	0	NA
OMAHA WOODMEN LIFE INSURANCE SOCIETY	2,888	0	0	NA
OXFORD LIFE INSURANCE COMPANY	65,150	0	0	NA
PACIFIC GUARDIAN LIFE INSURANCE COMPANY, LIMITED	1,070	0	0	NA
PACIFIC LIFE & ANNUITY COMPANY	41,719	0	0	NA

HEALTH (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
PACIFIC LIFE INSURANCE COMPANY	456,028	0	0	0.00
PACIFICARE LIFE AND HEALTH INSURANCE COMPANY	36,817,694	0	0	0.00
PACIFICARE LIFE ASSURANCE COMPANY	77,437,255	19	18	2.71
PACIFICARE OF OREGON, INC.	326,012,446	29	23	0.82
PACIFCSOURCE HEALTH PLANS	436,482,824	16	7	0.19
PAN-AMERICAN LIFE INSURANCE COMPANY	688,346	0	0	0.00
PAUL REVERE LIFE INSURANCE COMPANY	2,815,755	0	0	0.00
PENN MUTUAL LIFE INSURANCE COMPANY	106,518	0	0	0.00
PENN TREATY NETWORK AMERICA INSURANCE COMPANY	0	1	1	NA
PENNSYLVANIA LIFE INSURANCE COMPANY	9,328,256	1	0	0.00
PEOPLES BENEFIT LIFE INSURANCE COMPANY	240,548	0	0	0.00
PERICO LIFE INSURANCE COMPANY	212,115	0	0	0.00
PHILADELPHIA AMERICAN LIFE INSURANCE COMPANY	85,212	0	0	NA
PHOENIX LIFE INSURANCE COMPANY	26,875	0	0	NA
PHYSICIANS LIFE INSURANCE COMPANY	103,213	0	0	0.00
PHYSICIANS MUTUAL INSURANCE COMPANY	953,240	0	0	0.00
PIONEER MUTUAL LIFE INSURANCE COMPANY	1,881	0	0	NA
PREFERRED HEALTH PLAN, INC.	22,247,477	4	2	1.05
PRIMERICA LIFE INSURANCE COMPANY	2,058	0	0	NA
PRINCIPAL LIFE INSURANCE COMPANY	11,343,665	2	1	1.03

HEALTH (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
PROFESSIONAL INSURANCE COMPANY	63,272	0	0	NA
PROTECTIVE LIFE INSURANCE COMPANY	457,691	0	0	0.00
PROVIDENCE HEALTH PLAN	743,050,804	60	35	0.55
PROVIDENT AMERICAN LIFE & HEALTH INSURANCE COMPANY	762,136	0	0	0.00
PROVIDENT LIFE & ACCIDENT INSURANCE COMPANY	6,437,218	1	1	1.81
PRUDENTIAL INSURANCE COMPANY OF AMERICA	4,333,488	3	3	8.06
PYRAMID LIFE INSURANCE COMPANY	7,115,547	4	2	3.27
QBE INSURANCE CORPORATION	1,863,722	0	0	0.00
REASSURE AMERICA LIFE INSURANCE COMPANY	1,119,396	0	0	0.00
REASSURE AMERICA LIFE INSURANCE COMPANY	979,810	0	0	0.00
REGENCE BLUECROSS BLUESHIELD OF OREGON	1,845,120,841	241	167	1.05
REGENCE LIFE AND HEALTH INSURANCE COMPANY	128,730,323	3	2	0.18
RELIABLE LIFE INSURANCE COMPANY (THE)	108	0	0	NA
RELIANCE STANDARD LIFE INSURANCE COMPANY	4,270,082	1	0	0.00
RELIASTAR LIFE INSURANCE COMPANY	2,082,501	0	0	0.00
RELIASTAR LIFE INSURANCE COMPANY OF NEW YORK	91,532	0	0	NA
REPUBLIC WESTERN INSURANCE COMPANY	74,054	0	0	NA
RESERVE NATIONAL INSURANCE COMPANY	30,359	0	0	NA
RESOURCE LIFE INSURANCE COMPANY	143,901	1	0	0.00
RIVERSOURCE LIFE INSURANCE COMPANY	1,644,536	0	0	0.00

HEALTH (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
SAFEHEALTH LIFE INSURANCE COMPANY	67,007	0	0	NA
SAGICOR LIFE INSURANCE COMPANY	107	0	0	NA
SEARS LIFE INSURANCE COMPANY	780,244	0	0	0.00
SECURIAN LIFE INSURANCE COMPANY	1,275,828	0	0	0.00
SECURITY FINANCIAL LIFE INSURANCE CO.	43,600	0	0	NA
SECURITY LIFE INSURANCE COMPANY OF AMERICA	1,854,440	1	1	6.28
SECURITY LIFE OF DENVER INSURANCE COMPANY	4,551	0	0	NA
SECURITY MUTUAL LIFE INSURANCE COMPANY OF NEW YORK	26,459	0	0	NA
SECURITY NATIONAL LIFE INSURANCE COMPANY	1,561	0	0	NA
SENTRY INSURANCE A MUTUAL COMPANY	-12,419	0	0	NA
SENTRY LIFE INSURANCE COMPANY	224,640	0	0	0.00
SIERRA HEALTH AND LIFE INSURANCE COMPANY, INC.	2,990,423	0	0	0.00
SONS OF NORWAY	478	0	0	NA
STANDARD GUARANTY INSURANCE COMPANY	374,401	0	0	0.00
STANDARD INSURANCE COMPANY	63,654,745	28	20	3.66
STANDARD LIFE AND ACCIDENT INSURANCE COMPANY	685,615	0	0	0.00
STANDARD SECURITY LIFE INSURANCE COMPANY OF NEW YORK	125,975	0	0	0.00
STARMOUNT LIFE INSURANCE COMPANY	85	0	0	NA
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	7,665,202	1	1	1.52
STATE LIFE INSURANCE COMPANY (THE)	7,413	0	0	NA

HEALTH (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
STATE MUTUAL INSURANCE COMPANY	405,185	0	0	0.00
STERLING INVESTORS LIFE INSURANCE COMPANY	573	0	0	NA
STERLING LIFE INSURANCE COMPANY	5,129,724	0	0	0.00
STONEBRIDGE CASUALTY INSURANCE COMPANY	119	0	0	NA
STONEBRIDGE LIFE INSURANCE COMPANY	3,343,533	2	2	6.96
SUN LIFE AND HEALTH INSURANCE COMPANY (U.S.)	679,461	0	0	0.00
SUN LIFE ASSURANCE COMPANY OF CANADA	4,871,942	0	0	0.00
SUNAMERICA LIFE INSURANCE COMPANY	567	0	0	NA
SUNSET LIFE INSURANCE COMPANY OF AMERICA	1,130	0	0	NA
SURETY LIFE INSURANCE COMPANY	4,642	0	0	NA
SYMETRA LIFE INSURANCE COMPANY	11,769,686	0	0	0.00
TEACHERS INSURANCE AND ANNUITY ASSOCIATION OF AMERICA	0	0	0	NA
THRIVENT FINANCIAL FOR LUTHERANS	919,845	0	0	0.00
THRIVENT LIFE INSURANCE COMPANY	108	0	0	NA
TIAA-CREF LIFE INSURANCE COMPANY	0	0	0	NA
TIMBER PRODUCTS MANUFACTURERS TRUST	5,061,600	0	0	0.00
TIME INSURANCE COMPANY	41,634,848	40	33	9.22
TRANSAMERICA FINANCIAL LIFE INSURANCE COMPANY	13,011	0	0	NA
TRANSAMERICA LIFE INSURANCE COMPANY	636,663	0	0	0.00
TRANSAMERICA OCCIDENTAL LIFE INSURANCE COMPANY	5,961	0	0	NA

HEALTH (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
TRUSTMARK INSURANCE COMPANY	446,753	0	0	0.00
TRUSTMARK LIFE INSURANCE COMPANY	26,101	0	0	NA
UNICARE LIFE & HEALTH INSURANCE COMPANY	7,288,103	1	1	1.60
UNIFIED LIFE INSURANCE COMPANY	596,172	0	0	0.00
UNION BANKERS INSURANCE COMPANY	174,507	1	1	66.69
UNION CENTRAL LIFE INSURANCE COMPANY	777,655	0	0	0.00
UNION FIDELITY LIFE INSURANCE COMPANY	0	0	0	NA
UNION LABOR LIFE INSURANCE COMPANY	208,645	0	0	0.00
UNION SECURITY INSURANCE COMPANY	7,707,067	1	0	0.00
UNITED AMERICAN INSURANCE COMPANY	5,269,025	3	3	6.63
UNITED COMMERCIAL TRAVELERS OF AMERICA(THE ORDER OF)	57,052	0	0	NA
UNITED CONCORDIA INSURANCE COMPANY	2,569,752	5	4	18.12
UNITED HEALTHCARE INSURANCE COMPANY	113,723,510	11	6	0.61
UNITED HERITAGE LIFE INSURANCE COMPANY	69,581	0	0	NA
UNITED HOME LIFE INSURANCE COMPANY	363	0	0	NA
UNITED INSURANCE COMPANY OF AMERICA	254	0	0	NA
UNITED OF OMAHA LIFE INSURANCE COMPANY	5,559,553	2	0	0.00
UNITED STATES FIRE INSURANCE COMPANY	1,148,913	0	0	0.00
UNITED STATES LIFE INSURANCE COMPANY IN THE CITY OF NEW YORK (THE)	3,070,012	0	0	0.00

HEALTH (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
UNITED TEACHER ASSOCIATES INSURANCE COMPANY	858,685	0	0	0.00
UNITED WORLD LIFE INSURANCE COMPANY	822,637	0	0	0.00
UNIVERSAL UNDERWRITERS LIFE INSURANCE COMPANY	11,912	0	0	NA
UNUM LIFE INSURANCE COMPANY OF AMERICA	28,411,716	8	6	2.46
USAA LIFE INSURANCE COMPANY	1,214,462	0	0	0.00
USABLE LIFE DBA USABLE LIFE INSURANCE COMPANY	19,039	0	0	NA
VETERANS LIFE INSURANCE COMPANY	23,601	0	0	NA
VISION SERVICE PLAN INSURANCE COMPANY	17,361,248	1	0	0.00
WASHINGTON NATIONAL INSURANCE COMPANY	1,929,925	2	1	6.03
WEST COAST LIFE INSURANCE COMPANY	2,745	0	0	NA
WESTERN AND SOUTHERN LIFE INSURANCE COMPANY (THE)	7,205	0	0	NA
WESTPORT INSURANCE CORPORATION	816,941	0	0	0.00
WESTWARD LIFE INSURANCE COMPANY	11,283	0	0	NA
WILLAMETTE DENTAL INSURANCE, INC.	17,769,961	1	1	0.65
WILTON REASSURANCE LIFE COMPANY OF NEW YORK	141	0	0	NA
WOODMEN OF THE WORLD	675	0	0	NA
WORLD INSURANCE COMPANY	169,264	0	0	0.00
ZURICH AMERICAN INSURANCE COMPANY	170,982	0	0	0.00
Total for HEALTH	7,599,620,919	924	653	

HOMEOWNER

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
ACA INSURANCE COMPANY (SEE MSG)	816,738	0	0	0.00
ACE AMERICAN INSURANCE COMPANY	554	0	0	NA
AEGIS SECURITY INSURANCE COMPANY	2,217	0	0	NA
AFFILIATED FM INSURANCE COMPANY	3,738	0	0	NA
AIG CENTENNIAL INSURANCE COMPANY	2,806	0	0	NA
AIU INSURANCE COMPANY	621,001	0	0	0.00
ALLIED PROPERTY AND CASUALTY INSURANCE COMPANY	2,969,146	1	0	0.00
ALLSTATE INDEMNITY COMPANY	20,107,122	8	6	0.94
ALLSTATE INSURANCE COMPANY	28,820,480	14	12	1.32
ALLSTATE PROPERTY AND CASUALTY INSURANCE COMPANY	5,743,639	7	7	3.85
AMCO INSURANCE COMPANY	3,632,320	2	2	1.74
AMERICAN AUTOMOBILE INSURANCE COMPANY	355,701	0	0	0.00
AMERICAN BANKERS INSURANCE COMPANY OF FLORIDA	742,475	2	1	4.25
AMERICAN COMMERCE INSURANCE COMPANY	3,836,087	1	1	0.82
AMERICAN FAMILY HOME INSURANCE COMPANY	149,470	2	1	21.14
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	22,771,616	17	14	1.94
AMERICAN FEDERATION INSURANCE COMPANY	472,846	0	0	0.00
AMERICAN FIRE AND CASUALTY COMPANY	147,627	0	0	0.00
AMERICAN HOME ASSURANCE COMPANY	485	0	0	NA
AMERICAN INSURANCE COMPANY (THE)	1,194,882	1	0	0.00

HOMEOWNER (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
AMERICAN MODERN HOME INSURANCE COMPANY	3,935	1	1	NA
AMERICAN NATIONAL GENERAL INSURANCE COMPANY	28,927	0	0	NA
AMERICAN NATIONAL PROPERTY AND CASUALTY COMPANY	1,037,436	0	0	0.00
AMERICAN RELIABLE INSURANCE COMPANY	24,515	0	0	NA
AMERICAN SECURITY INSURANCE COMPANY	132,096	0	0	0.00
AMEX ASSURANCE COMPANY	2,207,586	0	0	0.00
AMICA MUTUAL INSURANCE COMPANY	2,994,429	0	0	0.00
ARMED FORCES INSURANCE EXCHANGE	254,491	0	0	0.00
ASSOCIATED INDEMNITY CORPORATION	17,861	0	0	NA
AUSTIN MUTUAL INSURANCE COMPANY	957,971	1	1	3.30
AUTOMOBILE INSURANCE COMPANY OF HARTFORD, CONNECTICUT	4,046,639	1	1	0.78
BALBOA INSURANCE COMPANY	497,050	1	1	6.36
CALIFORNIA CASUALTY GENERAL INSURANCE COMPANY OF OREGON	2,965,394	0	0	0.00
CALIFORNIA CASUALTY INDEMNITY EXCHANGE	256,858	0	0	0.00
CALIFORNIA CASUALTY INSURANCE COMPANY	35,292	0	0	NA
CENTENNIAL INSURANCE COMPANY	414	0	0	NA
CENTURY-NATIONAL INSURANCE COMPANY	113,356	0	0	0.00
CHURCH MUTUAL INSURANCE COMPANY	5,389	0	0	NA
CINCINNATI INSURANCE COMPANY (THE)	682	0	0	NA

HOMEOWNER (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
CIVIL SERVICE EMPLOYEES INSURANCE COMPANY	8,062	0	0	NA
COUNTRY CASUALTY INSURANCE COMPANY	14,476	0	0	NA
COUNTRY MUTUAL INSURANCE COMPANY	19,940,087	6	4	0.63
COUNTRY PREFERRED INSURANCE COMPANY	125,927	0	0	0.00
CSE SAFEGUARD INSURANCE COMPANY	10,327	0	0	NA
DELOS INSURANCE COMPANY	891	0	0	NA
DEPOSITORS INSURANCE COMPANY	534,198	0	0	0.00
EAGLE WEST INSURANCE COMPANY	12	0	0	NA
ECONOMY PREMIER ASSURANCE COMPANY	2,768,950	0	0	0.00
ELECTRIC INSURANCE COMPANY	91,057	0	0	NA
EMPIRE FIRE AND MARINE INSURANCE COMPANY	174,585	0	0	0.00
ENCOMPASS INDEMNITY COMPANY	1,324,004	2	1	2.39
ENCOMPASS INSURANCE COMPANY OF AMERICA	1,793,469	1	1	1.76
ENUMCLAW PROPERTY AND CASUALTY INSURANCE COMPANY	1,933,736	0	0	0.00
FARMERS INSURANCE COMPANY OF OREGON	72,890,044	36	29	1.26
FARMERS INSURANCE EXCHANGE	1,198,799	1	1	2.64
FEDERAL INSURANCE COMPANY	298,784	0	0	0.00
FIDELITY AND DEPOSIT COMPANY OF MARYLAND	98,267	1	1	NA
FIDELITY NATIONAL PROPERTY AND CASUALTY INSURANCE COMPANY	833,030	2	2	7.58
FIREMAN'S FUND INSURANCE COMPANY	451,996	0	0	0.00

HOMEOWNER (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
FIRST AMERICAN PROPERTY & CASUALTY INSURANCE COMPANY	52,035	0	0	NA
FIRST LIBERTY INSURANCE CORPORATION (THE)	15,515	0	0	NA
FOREMOST INSURANCE COMPANY	5,150,134	10	9	5.52
FOREMOST PROPERTY AND CASUALTY INSURANCE COMPANY	2,493,463	0	0	0.00
FOREMOST SIGNATURE INSURANCE COMPANY	18,073,279	4	4	0.70
GARRISON PROPERTY AND CASUALTY INSURANCE COMPANY	137,238	0	0	0.00
GRANGE INSURANCE ASSOCIATION	1,608,630	0	0	0.00
GREAT NORTHERN INSURANCE COMPANY	178,714	0	0	0.00
GREAT NORTHWEST INSURANCE COMPANY	176,594	0	0	0.00
GUIDEONE AMERICA INSURANCE COMPANY	918	0	0	NA
GUIDEONE MUTUAL INSURANCE COMPANY	456,706	0	0	0.00
GUIDEONE SPECIALTY MUTUAL INSURANCE COMPANY	3,666	0	0	NA
HARTFORD CASUALTY INSURANCE COMPANY	665,714	0	0	0.00
HARTFORD FIRE INSURANCE COMPANY	174,406	1	1	18.11
HARTFORD INSURANCE COMPANY OF THE MIDWEST	3,776,908	4	4	3.35
HARTFORD UNDERWRITERS INSURANCE COMPANY	410,158	0	0	0.00
HOMESITE INSURANCE COMPANY OF THE MIDWEST	1,344,800	2	2	4.70
HORACE MANN INSURANCE COMPANY	681,274	1	1	4.64
IDS PROPERTY CASUALTY INSURANCE COMPANY	156,869	0	0	0.00
KEMPER INDEPENDENCE INSURANCE COMPANY	2,700,112	0	0	0.00

HOMEOWNER (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
LIBERTY MUTUAL FIRE INSURANCE COMPANY	8,314,621	3	2	0.76
LIBERTY NORTHWEST INSURANCE CORPORATION	170,985	0	0	0.00
MARKEL AMERICAN INSURANCE COMPANY	268,801	0	0	0.00
MASSACHUSETTS BAY INSURANCE COMPANY	494	0	0	NA
MERASTAR INSURANCE COMPANY	6,901	0	0	NA
METROPOLITAN DIRECT PROPERTY AND CASUALTY INSURANCE COMPANY	1,118,128	0	0	0.00
METROPOLITAN PROPERTY AND CASUALTY INSURANCE COMPANY	4,660,375	4	4	2.71
MUTUAL OF ENUMCLAW INSURANCE COMPANY	10,285,339	4	2	0.61
NATIONWIDE INSURANCE COMPANY OF AMERICA	926,959	0	0	0.00
NATIONWIDE MUTUAL FIRE INSURANCE COMPANY	6,020,670	1	1	0.52
NATIONWIDE MUTUAL INSURANCE COMPANY	1,256	1	1	NA
NORTH PACIFIC INSURANCE COMPANY	8,437,390	0	0	0.00
NORTHWESTERN PACIFIC INDEMNITY COMPANY	7,717,688	1	1	0.41
OHIO CASUALTY INSURANCE COMPANY	186,929	1	0	0.00
OREGON AUTOMOBILE INSURANCE COMPANY	1,070,332	0	0	0.00
OREGON MUTUAL INSURANCE COMPANY	7,599,794	1	0	0.00
PACIFIC INDEMNITY COMPANY	61,764	0	0	NA
PHARMACISTS MUTUAL INSURANCE COMPANY	14,743	0	0	NA

HOMEOWNER (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
PROPERTY AND CASUALTY INSURANCE COMPANY OF HARTFORD	4,371,786	0	0	0.00
REDLAND INSURANCE COMPANY	251	0	0	NA
ROCKY MOUNTAIN FIRE & CASUALTY COMPANY	995,550	0	0	0.00
SAFECO INSURANCE COMPANY OF AMERICA	79	0	0	NA
SAFECO INSURANCE COMPANY OF OREGON	34,673,700	14	5	0.46
SECURITY NATIONAL INSURANCE COMPANY	244,735	0	0	0.00
SENTINEL INSURANCE COMPANY, LTD.	845,453	0	0	0.00
SENTRY INSURANCE A MUTUAL COMPANY	21,708	0	0	NA
STANDARD FIRE INSURANCE COMPANY (THE)	2,297,433	1	1	1.38
STANDARD GUARANTY INSURANCE COMPANY	47,959	0	0	NA
STATE FARM FIRE AND CASUALTY COMPANY	132,516,833	34	27	0.64
SUBLIMITY INSURANCE COMPANY	3,168,870	0	0	0.00
SUTTER INSURANCE COMPANY	196,718	0	0	0.00
TEACHERS INSURANCE COMPANY	185,875	0	0	0.00
TOKIO MARINE & NICHIDO FIRE INSURANCE CO., LTD.	14,138	0	0	NA
TRAVELERS INDEMNITY COMPANY OF AMERICA	2,279,592	1	0	0.00
TRINITY UNIVERSAL INSURANCE COMPANY	7,266	0	0	NA
TRINITY UNIVERSAL INSURANCE COMPANY OF KANSAS, INC	63,639	0	0	NA
TWIN CITY FIRE INSURANCE COMPANY	531,446	0	0	0.00
UNIGARD INDEMNITY COMPANY	2,699,928	2	1	1.17

HOMEOWNER (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
UNIGARD INSURANCE COMPANY	1,578,979	0	0	0.00
UNITED HERITAGE PROPERTY & CASUALTY COMPANY	2,361,553	1	1	1.34
UNITED SERVICES AUTOMOBILE ASSOCIATION	11,608,464	2	2	0.54
UNITRIN AUTO AND HOME INSURANCE COMPANY	84,326	0	0	NA
USAA CASUALTY INSURANCE COMPANY	9,400,861	1	1	0.34
USAA GENERAL INDEMNITY COMPANY	22,217	0	0	NA
VALLEY PROPERTY & CASUALTY INSURANCE COMPANY	6,253,870	4	4	2.02
VOYAGER PROPERTY AND CASUALTY INSURANCE COMPANY	295,349	2	2	21.39
WEST AMERICAN INSURANCE COMPANY	1,234,122	0	0	0.00
WESTERN NATIONAL ASSURANCE COMPANY	20,844	0	0	NA
WESTERN PROTECTORS INSURANCE COMPANY	1,964,733	1	0	0.00
Total for HOMEOWNER	527,570,551	213	167	

LIFE

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
5 STAR LIFE INSURANCE COMPANY	1,316,868	0	0	0.00
AAA LIFE INSURANCE COMPANY	1,154,013	1	1	8.75
ACACIA LIFE INSURANCE COMPANY	343,100	0	0	0.00
AETNA LIFE INSURANCE COMPANY	2,337,510	1	1	4.32
AGL LIFE ASSURANCE COMPANY	6,571	0	0	NA
AIG ANNUITY INSURANCE COMPANY	19,399	1	1	NA
AIG LIFE INSURANCE COMPANY	629,258	0	0	0.00
AIG SUNAMERICA LIFE ASSURANCE COMPANY	241,149	0	0	0.00
ALLIANZ LIFE INSURANCE COMPANY OF NORTH AMERICA	855,339	0	0	0.00
ALLSTATE LIFE INSURANCE COMPANY	9,314,052	2	1	1.08
ALTA HEALTH & LIFE INSURANCE COMPANY	4,044	0	0	NA
AMERICAN BANKERS LIFE ASSURANCE CO OF FLORIDA	1,740,265	0	0	0.00
AMERICAN CAPITOL INSURANCE COMPANY	5,463	0	0	NA
AMERICAN EQUITY INVESTMENT LIFE INSURANCE COMPANY	135,047	0	0	0.00
AMERICAN FAMILY LIFE ASSURANCE COMPANY OF COLUMBUS	927,957	1	0	0.00
AMERICAN FAMILY LIFE INSURANCE COMPANY	5,223,424	0	0	0.00
AMERICAN FIDELITY ASSURANCE COMPANY	803,640	0	0	0.00
AMERICAN FIDELITY LIFE INSURANCE COMPANY	99,818	0	0	NA
AMERICAN GENERAL ASSURANCE COMPANY	1,198,247	0	0	0.00
AMERICAN GENERAL LIFE AND ACCIDENT INSURANCE COMPANY	142,702	1	1	70.79

LIFE (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
AMERICAN GENERAL LIFE INSURANCE COMPANY	26,834,279	4	3	1.13
AMERICAN HEALTH AND LIFE INSURANCE COMPANY	408,603	1	1	24.72
AMERICAN HERITAGE LIFE INSURANCE COMPANY	1,243,988	0	0	0.00
AMERICAN INCOME LIFE INSURANCE COMPANY	4,760,486	2	2	4.24
AMERICAN INTERNATIONAL LIFE ASSURANCE COMPANY OF NEW YORK	117,865	0	0	0.00
AMERICAN INVESTORS LIFE INSURANCE COMPANY, INC.	1,069	0	0	NA
AMERICAN MEDICAL SECURITY LIFE INSURANCE COMPANY	3,964	0	0	NA
AMERICAN MEMORIAL LIFE INSURANCE COMPANY	1,034,272	1	1	9.77
AMERICAN MODERN LIFE INSURANCE COMPANY	1,395,691	0	0	0.00
AMERICAN NATIONAL INSURANCE COMPANY	2,077,618	0	0	0.00
AMERICAN NATIONAL LIFE INSURANCE COMPANY OF TEXAS	7,420	0	0	NA
AMERICAN PIONEER LIFE INSURANCE COMPANY	4,110	0	0	NA
AMERICAN PROGRESSIVE LIFE AND HEALTH INSURANCE COMPANY OF NEW YORK	3,455	0	0	NA
AMERICAN PUBLIC LIFE INSURANCE COMPANY	177	0	0	NA
AMERICAN REPUBLIC INSURANCE COMPANY	201,717	0	0	0.00
AMERICAN SLOVENIAN CATHOLIC UNION KSKJ (IL)	660	0	0	NA
AMERICAN UNDERWRITERS LIFE INSURANCE COMPANY	47,398	0	0	NA
AMERICAN UNITED LIFE INSURANCE COMPANY	427,281	0	0	0.00
AMERICAN-AMICABLE LIFE INSURANCE COMPANY OF TEXAS	242,150	0	0	0.00

LIFE (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
AMERICO FINANCIAL LIFE AND ANNUITY INSURANCE COMPANY	884,418	3	3	34.27
AMERICOM LIFE & ANNUITY INSURANCE COMPANY	77,876	0	0	NA
AMERITAS LIFE INSURANCE CORPORATION	573,639	0	0	0.00
AMERITAS VARIABLE LIFE INSURANCE COMPANY	506,067	0	0	0.00
AMICA LIFE INSURANCE COMPANY	598,698	0	0	0.00
ANNUITY & LIFE REASSURANCE AMERICA, INC.	76,052	0	0	NA
ANTHEM LIFE INSURANCE COMPANY	15,853	0	0	NA
ASSURITY LIFE INSURANCE COMPANY	240,471	0	0	0.00
AURORA NATIONAL LIFE ASSURANCE COMPANY	557,264	0	0	0.00
AVIVA LIFE AND ANNUITY COMPANY	6,845,514	0	0	0.00
AVIVA LIFE INSURANCE COMPANY	62,860	0	0	NA
AXA EQUITABLE LIFE INSURANCE COMPANY	9,390,290	1	1	1.08
AXA LIFE AND ANNUITY COMPANY	131,570	0	0	0.00
BALBOA LIFE INSURANCE COMPANY	42,520	0	0	NA
BALTIMORE LIFE INSURANCE COMPANY (THE)	91,002	0	0	NA
BANKERS FIDELITY LIFE INSURANCE COMPANY	23,077	0	0	NA
BANKERS LIFE AND CASUALTY COMPANY	2,549,891	3	2	7.92
BANNER LIFE INSURANCE COMPANY	4,637,628	0	0	0.00
BAPTIST LIFE ASSOCIATION	3,651	0	0	NA
BCS LIFE INSURANCE COMPANY	3,270	0	0	NA

LIFE (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
BENEFICIAL LIFE INSURANCE COMPANY	3,838,679	1	1	2.63
BERKSHIRE LIFE INSURANCE COMPANY OF AMERICA	403,213	0	0	0.00
BEST LIFE AND HEALTH INSURANCE COMPANY	5,674	0	0	NA
BOSTON MUTUAL LIFE INSURANCE COMPANY	162,768	0	0	0.00
BROKERS NATIONAL LIFE ASSURANCE COMPANY	542	0	0	NA
C. M. LIFE INSURANCE COMPANY	2,119,967	0	0	0.00
CANADA LIFE ASSURANCE COMPANY (THE)	534,691	0	0	0.00
CANADA LIFE INSURANCE COMPANY OF AMERICA	2,217	0	0	NA
CATHOLIC ORDER OF FORESTERS	55,047	0	0	NA
CENTRAL RESERVE LIFE INSURANCE COMPANY	1,596	0	0	NA
CENTRAL SECURITY LIFE INSURANCE COMPANY	16,342	0	0	NA
CENTRAL STATES HEALTH & LIFE CO OF OMAHA	374,490	0	0	0.00
CENTRAL UNITED LIFE INSURANCE COMPANY	16,053	0	0	NA
CENTURION LIFE INSURANCE COMPANY	-21,523	0	0	NA
CHASE INSURANCE LIFE AND ANNUITY COMPANY	3,999,507	0	0	0.00
CHASE INSURANCE LIFE COMPANY	1,157,377	1	0	0.00
CHASE LIFE & ANNUITY COMPANY	2,088	0	0	NA
CHESAPEAKE LIFE INSURANCE COMPANY (THE)	282,396	0	0	0.00
CHRISTIAN FIDELITY LIFE INSURANCE COMPANY	817	0	0	NA
CICA LIFE INSURANCE COMPANY OF AMERICA	13,565	0	0	NA

LIFE (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
CINCINNATI LIFE INSURANCE COMPANY (THE)	225,494	0	0	0.00
COLONIAL LIFE & ACCIDENT INSURANCE COMPANY	453,379	0	0	0.00
COLONIAL PENN LIFE INSURANCE COMPANY	1,255,332	3	3	24.14
COLORADO BANKERS LIFE INSURANCE COMPANY	18,313	0	0	NA
COLUMBIAN LIFE INSURANCE COMPANY	137,832	0	0	0.00
COLUMBIAN MUTUAL LIFE INSURANCE COMPANY	20,438	0	0	NA
COLUMBUS LIFE INSURANCE COMPANY	1,202,273	0	0	0.00
COMBINED INSURANCE COMPANY OF AMERICA	1,190,450	1	1	8.49
COMMONWEALTH ANNUITY AND LIFE INSURANCE COMPANY	1,693,713	1	1	5.96
COMPANION LIFE INSURANCE COMPANY	9,690	0	0	NA
COMPBENEFITS INSURANCE COMPANY	1,407	0	0	NA
CONNECTICUT GENERAL LIFE INSURANCE COMPANY	2,207,272	2	0	0.00
CONSECO HEALTH INSURANCE COMPANY	14,273	0	0	NA
CONSECO INSURANCE COMPANY	116,378	0	0	0.00
CONSECO LIFE INSURANCE COMPANY	1,494,558	1	1	6.76
CONSECO SENIOR HEALTH INSURANCE COMPANY	31,096	1	1	NA
CONSTITUTION LIFE INSURANCE COMPANY	5,161	0	0	NA
CONTINENTAL ASSURANCE COMPANY	388,759	1	1	25.99
CONTINENTAL GENERAL INSURANCE COMPANY	170,171	0	0	0.00
COUNTRY INVESTORS LIFE ASSURANCE COMPANY	1,002,870	0	0	0.00

LIFE (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
COUNTRY LIFE INSURANCE COMPANY	11,355,317	0	0	0.00
CROATIAN FRATERNAL UNION OF AMERICA	10,818	0	0	NA
CROWN LIFE INSURANCE COMPANY	527,312	0	0	0.00
CUNA MUTUAL INSURANCE SOCIETY	5,492,316	1	0	0.00
CUNA MUTUAL LIFE INSURANCE COMPANY	1,483,489	1	0	0.00
DEGREE OF HONOR PROTECTIVE ASSOCIATION	86,005	0	0	NA
DELAWARE AMERICAN LIFE INSURANCE COMPANY	58,812	0	0	NA
EMC NATIONAL LIFE COMPANY	76,969	0	0	NA
EMPIRE GENERAL LIFE ASSURANCE CORPORATION	2,444,604	0	0	0.00
EMPLOYEES LIFE COMPANY (MUTUAL)	5,136	0	0	NA
ENTERPRISE LIFE INSURANCE COMPANY	-24,062	1	1	NA
EQUITABLE LIFE AND CASUALTY INSURANCE COMPANY	429,184	0	0	0.00
EQUITRUST LIFE INSURANCE COMPANY	34,659	0	0	NA
FAMILY LIFE INSURANCE COMPANY	64,663	0	0	NA
FARM BUREAU LIFE INSURANCE COMPANY	542,674	0	0	0.00
FARMERS NEW WORLD LIFE INSURANCE COMPANY	22,094,530	3	3	1.37
FEDERAL HOME LIFE INSURANCE COMPANY	114,248	0	0	0.00
FEDERAL LIFE INSURANCE COMPANY (MUTUAL)	11,082	0	0	NA
FEDERATED LIFE INSURANCE COMPANY	40,469	0	0	NA
FIDELITY INVESTMENTS LIFE INSURANCE COMPANY	155,926	0	0	0.00

LIFE (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
FIDELITY LIFE ASSOCIATION, A LEGAL RESERVE LIFE INSURANCE COMPANY	586,500	0	0	0.00
FIDELITY SECURITY LIFE INSURANCE COMPANY	98,843	0	0	NA
FIRST ALLMERICA FINANCIAL LIFE INSURANCE COMPANY	131,610	0	0	0.00
FIRST CATHOLIC SLOVAK LADIES ASSOCIATION OF THE UNITED STATES (SEE MSG)	2,580	0	0	NA
FIRST COLONY LIFE INSURANCE COMPANY	16,704,111	0	0	0.00
FIRST HEALTH LIFE & HEALTH INSURANCE COMPANY	321	0	0	NA
FIRST INVESTORS LIFE INSURANCE COMPANY	5,098,546	0	0	0.00
FIRST PENN-PACIFIC LIFE INSURANCE COMPANY	1,884,288	0	0	0.00
FORETHOUGHT LIFE INSURANCE COMPANY	4,063,953	1	0	0.00
FORT DEARBORN LIFE INSURANCE COMPANY	131,954	0	0	0.00
FUNERAL DIRECTORS LIFE INSURANCE COMPANY	423,215	0	0	0.00
GARDEN STATE LIFE INSURANCE COMPANY	325,973	0	0	0.00
GENERAL AMERICAN LIFE INSURANCE COMPANY	7,661,527	1	1	1.32
GENERAL FIDELITY LIFE INSURANCE COMPANY	-31,490	0	0	NA
GENWORTH LIFE AND ANNUITY INSURANCE COMPANY	547,798	0	0	0.00
GENWORTH LIFE INSURANCE COMPANY	993,343	2	2	20.34
GERBER LIFE INSURANCE COMPANY	1,332,371	0	0	0.00
GLOBE LIFE AND ACCIDENT INSURANCE COMPANY	3,028,767	3	2	6.67
GOLDEN RULE INSURANCE COMPANY	1,603,281	0	0	0.00

LIFE (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
GOVERNMENT PERSONNEL MUTUAL LIFE INSURANCE COMPANY	306,991	0	0	0.00
GREAT AMERICAN LIFE INSURANCE COMPANY	1,346,233	0	0	0.00
GREAT REPUBLIC LIFE INSURANCE COMPANY	15,230	0	0	NA
GREAT SOUTHERN LIFE INSURANCE COMPANY	550,742	0	0	0.00
GREAT WESTERN INSURANCE COMPANY	4,972,918	0	0	0.00
GREAT-WEST LIFE & ANNUITY INSURANCE COMPANY	4,085,732	0	0	0.00
GREAT-WEST LIFE ASSURANCE COMPANY (THE)	680,716	2	2	29.68
GUARANTEE TRUST LIFE INSURANCE COMPANY	196,574	0	0	0.00
GUARANTY INCOME LIFE INSURANCE COMPANY	1,786	0	0	NA
GUARDIAN INSURANCE & ANNUITY COMPANY, INC. (THE)	242,767	0	0	0.00
GUARDIAN LIFE INSURANCE COMPANY OF AMERICA (THE)	15,793,182	1	1	0.64
HARTFORD LIFE AND ACCIDENT INSURANCE COMPANY	3,915,916	2	2	5.16
HARTFORD LIFE AND ANNUITY INSURANCE COMPANY	14,152,804	0	0	0.00
HARTFORD LIFE INSURANCE COMPANY	5,793,502	4	4	6.98
HCC LIFE INSURANCE COMPANY	539,863	0	0	0.00
HEALTH NET LIFE INSURANCE COMPANY	18,842	0	0	NA
HERITAGE LIFE INSURANCE COMPANY	-305	0	0	NA
HM LIFE INSURANCE COMPANY	5,765	1	1	NA
HOMESTEADERS LIFE COMPANY	123,213	0	0	0.00
HORACE MANN LIFE INSURANCE COMPANY	1,129,388	0	0	0.00

LIFE (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
HOUSEHOLD LIFE INSURANCE COMPANY	473,688	0	0	0.00
HUMANA INSURANCE COMPANY	18,195	0	0	NA
HUMANADENTAL INSURANCE COMPANY (SEE MSG)	8,308	0	0	NA
IDEALIFE INSURANCE COMPANY	30,993	0	0	NA
ILLINOIS MUTUAL LIFE INSURANCE COMPANY	56,018	0	0	NA
INDEPENDENT ORDER OF FORESTERS	1,601,232	1	1	6.31
INDIANAPOLIS LIFE INSURANCE COMPANY	1,412,573	0	0	0.00
INDIVIDUAL ASSURANCE COMPANY LIFE, HEALTH AND ACCIDENT	530,682	0	0	0.00
INDUSTRIAL ALLIANCE PACIFIC INSURANCE AND FINANCIAL SERVICES, INC. (SEE MSG)	55,958	0	0	NA
ING LIFE INSURANCE AND ANNUITY COMPANY	664,707	0	0	0.00
ING USA ANNUITY & LIFE INSURANCE COMPANY	1,476,326	0	0	0.00
INTEGRITY LIFE INSURANCE COMPANY	14,231	0	0	NA
INTRAMERICA LIFE INSURANCE COMPANY	874	0	0	NA
INVESTORS GUARANTY LIFE INSURANCE COMPANY	4,416	0	0	NA
INVESTORS LIFE INSURANCE COMPANY OF NORTH AMERICA (SEE MSG)	83,813	0	0	NA
JACKSON NATIONAL LIFE INSURANCE COMPANY	8,389,177	1	1	1.20
JEFFERSON NATIONAL LIFE INSURANCE COMPANY	82,920	0	0	NA
JEFFERSON PILOT FINANCIAL INSURANCE COMPANY	9,885,090	2	1	1.02

LIFE (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
JEFFERSON-PILOT LIFE INSURANCE COMPANY	6,097,901	0	0	0.00
JMIC LIFE INSURANCE COMPANY	286,399	0	0	0.00
JOHN ALDEN LIFE INSURANCE COMPANY	153,680	0	0	0.00
JOHN HANCOCK LIFE INSURANCE COMPANY	8,447,283	0	0	0.00
JOHN HANCOCK LIFE INSURANCE COMPANY (U.S.A.)	23,941,313	0	0	0.00
JOHN HANCOCK VARIABLE LIFE INSURANCE COMPANY	13,125,953	0	0	0.00
KANAWHA INSURANCE COMPANY	1,499	0	0	NA
KANSAS CITY LIFE INSURANCE COMPANY	2,732,225	0	0	0.00
KEMPER INVESTORS LIFE INSURANCE COMPANY	3,147,589	1	1	3.21
KNIGHTS OF COLUMBUS	3,356,976	1	1	3.01
LAFAYETTE LIFE INSURANCE COMPANY (THE)	1,173,560	0	0	0.00
LANDCAR LIFE INSURANCE COMPANY	2,748	0	0	NA
LIBERTY LIFE ASSURANCE COMPANY OF BOSTON	2,649,240	0	0	0.00
LIBERTY LIFE INSURANCE COMPANY	2,476,553	1	1	4.08
LIBERTY NATIONAL LIFE INSURANCE COMPANY	492,567	0	0	0.00
LIFE INSURANCE COMPANY OF NORTH AMERICA	5,577,933	0	0	0.00
LIFE INSURANCE COMPANY OF THE SOUTHWEST	631,247	0	0	0.00
LIFE INVESTORS INSURANCE COMPANY OF AMERICA	1,137,755	0	0	0.00
LIFESECURE INSURANCE COMPANY	60,313	0	0	NA
LIFEWISE ASSURANCE COMPANY	775,354	0	0	0.00

LIFE (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
LINCOLN BENEFIT LIFE COMPANY	14,779,866	2	2	1.37
LINCOLN HERITAGE LIFE INSURANCE COMPANY	1,877,953	3	3	16.14
LINCOLN LIFE & ANNUITY COMPANY OF NEW YORK	3,963	1	1	NA
LINCOLN MUTUAL LIFE AND CASUALTY INSURANCE COMPANY	2,877	0	0	NA
LINCOLN NATIONAL LIFE INSURANCE COMPANY (THE)	15,976,453	1	1	0.63
LOYAL AMERICAN LIFE INSURANCE COMPANY	18,772	0	0	NA
MADISON NATIONAL LIFE INSURANCE COMPANY, INC.	431,064	1	1	23.44
MANHATTAN LIFE INSURANCE COMPANY (THE)	131,677	0	0	0.00
MANHATTAN NATIONAL LIFE INSURANCE COMPANY	292,841	0	0	0.00
MANULIFE INSURANCE COMPANY	10,874	0	0	NA
MASSACHUSETTS MUTUAL LIFE INSURANCE COMPANY	13,537,206	1	1	0.75
MAYFLOWER NATIONAL LIFE INSURANCE COMPANY	1,772,060	0	0	0.00
MEDICO LIFE INSURANCE COMPANY	36,118	0	0	NA
MEGA LIFE AND HEALTH INSURANCE COMPANY (THE)	211,117	0	0	0.00
MEMBERS LIFE INSURANCE COMPANY	16,030	0	0	NA
MENNONITE MUTUAL AID ASSOCIATION	101,055	0	0	0.00
MERIT LIFE INSURANCE COMPANY	882,225	0	0	0.00
MERRILL LYNCH LIFE INSURANCE COMPANY	278,921	0	0	0.00
METLIFE INSURANCE COMPANY OF CONNECTICUT	585,909	0	0	0.00
METLIFE INVESTORS INSURANCE COMPANY	260,317	0	0	0.00

LIFE (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
METLIFE INVESTORS USA INSURANCE COMPANY	1,025,391	0	0	0.00
METLIFE LIFE AND ANNUITY COMPANY OF CONNECTICUT	4,269,757	0	0	0.00
METROPOLITAN LIFE INSURANCE COMPANY	37,287,818	3	2	0.54
METROPOLITAN TOWER LIFE INSURANCE COMPANY	688,452	0	0	0.00
MID-WEST NATIONAL LIFE INSURANCE COMPANY OF TENNESSEE	82,214	0	0	NA
MIDLAND NATIONAL LIFE INSURANCE COMPANY	9,930,491	0	0	0.00
MIDWESTERN UNITED LIFE INSURANCE COMPANY	15,124	0	0	NA
MINNESOTA LIFE INSURANCE COMPANY	9,751,987	4	3	3.11
MML BAY STATE LIFE INSURANCE COMPANY	1,014,858	0	0	0.00
MODERN WOODMEN OF AMERICA	572,202	0	0	0.00
MOLINA HEALTHCARE INSURANCE COMPANY	7,820	0	0	NA
MONARCH LIFE INSURANCE COMPANY	21,887	0	0	NA
MONUMENTAL LIFE INSURANCE COMPANY	617,805	2	1	16.35
MONY LIFE INSURANCE COMPANY	5,218,828	1	1	1.94
MONY LIFE INSURANCE COMPANY OF AMERICA	2,265,882	0	0	0.00
MTL INSURANCE COMPANY	945,972	0	0	0.00
MUTUAL OF AMERICA LIFE INSURANCE COMPANY	41,950	0	0	NA
MUTUAL SERVICE LIFE INSURANCE COMPANY	13,864	0	0	NA
NATIONAL BENEFIT LIFE INSURANCE COMPANY	86,738	1	1	NA
NATIONAL CATHOLIC SOCIETY OF FORESTERS	136,773	0	0	0.00

LIFE (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
NATIONAL FARMERS UNION LIFE INSURANCE COMPANY	106,425	0	0	0.00
NATIONAL FOUNDATION LIFE INSURANCE COMPANY	137	0	0	NA
NATIONAL GUARDIAN LIFE INSURANCE COMPANY	140,314	0	0	0.00
NATIONAL LIFE INSURANCE COMPANY	3,198,734	0	0	0.00
NATIONAL STATES INSURANCE COMPANY	536,284	0	0	0.00
NATIONAL WESTERN LIFE INSURANCE COMPANY	66,736	0	0	NA
NATIONWIDE LIFE AND ANNUITY COMPANY OF AMERICA	3,832,412	0	0	0.00
NATIONWIDE LIFE AND ANNUITY INSURANCE COMPANY	881,486	0	0	0.00
NATIONWIDE LIFE INSURANCE COMPANY	4,178,013	1	1	2.42
NATIONWIDE LIFE INSURANCE COMPANY OF AMERICA	1,233,861	0	0	0.00
NEW ENGLAND LIFE INSURANCE COMPANY	4,124,454	0	0	0.00
NEW YORK LIFE INSURANCE AND ANNUITY CORPORATION	16,870,212	0	0	0.00
NEW YORK LIFE INSURANCE COMPANY	32,195,273	3	3	0.94
NORTH AMERICAN COMPANY FOR LIFE AND HEALTH INSURANCE	5,989,811	0	0	0.00
NORTH COAST LIFE INSURANCE COMPANY	423,995	0	0	0.00
NORTHWESTERN MUTUAL LIFE INSURANCE CO	77,306,755	1	1	0.13
NYLIFE INSURANCE COMPANY OF ARIZONA	940,470	0	0	0.00
OCCIDENTAL LIFE INSURANCE COMPANY OF NORTH CAROLINA	35,494	0	0	NA
OHIO NATIONAL LIFE ASSURANCE CORPORATION	3,634,602	0	0	0.00
OHIO NATIONAL LIFE INSURANCE COMPANY (THE)	1,162,276	0	0	0.00

LIFE (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
OHIO STATE LIFE INSURANCE COMPANY	280,729	0	0	0.00
OLD AMERICAN INSURANCE COMPANY	1,577,022	1	1	6.41
OLD REPUBLIC LIFE INSURANCE COMPANY	425,651	0	0	0.00
OM FINANCIAL LIFE INSURANCE COMPANY	2,456,850	0	0	0.00
OMAHA WOODMEN LIFE INSURANCE SOCIETY	370,566	0	0	0.00
OXFORD LIFE INSURANCE COMPANY	36,696	0	0	NA
PACIFIC GUARDIAN LIFE INSURANCE COMPANY, LIMITED	384,696	0	0	0.00
PACIFIC LIFE INSURANCE COMPANY	81,953,456	3	1	0.12
PAN-AMERICAN ASSURANCE COMPANY	192,146	0	0	0.00
PAN-AMERICAN LIFE INSURANCE COMPANY	27,684	0	0	NA
PARK AVENUE LIFE INSURANCE COMPANY	9,807	0	0	NA
PAUL REVERE LIFE INSURANCE COMPANY	58,714	0	0	NA
PAUL REVERE VARIABLE ANNUITY INSURANCE COMPANY	2,333	0	0	NA
PENN INSURANCE AND ANNUITY COMPANY (THE)	133,731	0	0	0.00
PENN MUTUAL LIFE INSURANCE COMPANY	2,280,327	0	0	0.00
PENN TREATY NETWORK AMERICA INSURANCE COMPANY	5,619	0	0	NA
PENNSYLVANIA LIFE INSURANCE COMPANY	31,109	1	1	NA
PEOPLES BENEFIT LIFE INSURANCE COMPANY	236,380	0	0	0.00
PERICO LIFE INSURANCE COMPANY	1,043	0	0	NA
PHARMACISTS LIFE INSURANCE COMPANY (THE)	21,083	0	0	NA

LIFE (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
PHILADELPHIA AMERICAN LIFE INSURANCE COMPANY	318	0	0	NA
PHL VARIABLE INSURANCE COMPANY	1,722,891	0	0	0.00
PHOENIX LIFE AND ANNUITY COMPANY	476,269	0	0	0.00
PHOENIX LIFE INSURANCE COMPANY	5,634,115	1	0	0.00
PHYSICIANS LIFE INSURANCE COMPANY	1,730,535	1	0	0.00
PIONEER AMERICAN INSURANCE COMPANY	24,859	0	0	NA
PIONEER MUTUAL LIFE INSURANCE COMPANY	1,482,158	0	0	0.00
PIONEER SECURITY LIFE INSURANCE COMPANY	24,269	0	0	NA
POLISH NATIONAL ALLIANCE OF THE UNITED STATES	2,089	0	0	NA
PRESIDENTIAL LIFE INSURANCE COMPANY	61,318	0	0	NA
PRIMERICA LIFE INSURANCE COMPANY	12,639,655	2	1	0.80
PRINCIPAL LIFE INSURANCE COMPANY	8,389,934	0	0	0.00
PROFESSIONAL INSURANCE COMPANY	2,470	0	0	NA
PROTECTIVE LIFE AND ANNUITY INSURANCE COMPANY	14,488	0	0	NA
PROTECTIVE LIFE INSURANCE COMPANY	5,301,136	0	0	0.00
PROVIDENT AMERICAN LIFE & HEALTH INSURANCE COMPANY	7,713	0	0	NA
PROVIDENT LIFE & ACCIDENT INSURANCE COMPANY	1,155,826	0	0	0.00
PRUCO LIFE INSURANCE COMPANY	7,688,665	0	0	0.00
PRUDENTIAL ANNUITIES LIFE ASSURANCE CORPORATION	50,638	0	0	NA
PRUDENTIAL INSURANCE COMPANY OF AMERICA	26,884,935	5	5	1.88

LIFE (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
PYRAMID LIFE INSURANCE COMPANY	204,430	0	0	0.00
REASSURE AMERICA LIFE INSURANCE COMPANY	7,455,812	3	3	4.06
REASSURE AMERICA LIFE INSURANCE COMPANY	7,455,812	3	3	4.06
REGENCE LIFE AND HEALTH INSURANCE COMPANY	11,541,651	0	0	0.00
RELIABLE LIFE INSURANCE COMPANY (THE)	2,463	0	0	NA
RELIANCE STANDARD LIFE INSURANCE COMPANY	1,834,347	0	0	0.00
RELIASTAR LIFE INSURANCE COMPANY	12,686,485	3	3	2.39
RELIASTAR LIFE INSURANCE COMPANY OF NEW YORK	86,234	0	0	NA
RENAISSANCE LIFE & HEALTH INSURANCE COMPANY OF AMERICA	21,648	0	0	NA
RESERVE NATIONAL INSURANCE COMPANY	-8	0	0	NA
RESOURCE LIFE INSURANCE COMPANY	139,238	1	1	72.56
RIVERSOURCE LIFE INSURANCE COMPANY	17,491,660	1	1	0.58
ROYAL NEIGHBORS OF AMERICA	171,526	0	0	0.00
S.USA LIFE INSURANCE COMPANY, INC.	31,128	0	0	NA
SAGICOR LIFE INSURANCE COMPANY	19,105	0	0	NA
SCOR LIFE INSURANCE COMPANY	11,126	0	0	NA
SEARS LIFE INSURANCE COMPANY	174,348	1	1	57.94
SECURIAN LIFE INSURANCE COMPANY	62	0	0	NA
SECURITY BENEFIT LIFE INSURANCE COMPANY	133,001	0	0	0.00
SECURITY FINANCIAL LIFE INSURANCE CO.	516,087	0	0	0.00

LIFE (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
SECURITY LIFE INSURANCE COMPANY OF AMERICA	12,130	0	0	NA
SECURITY LIFE OF DENVER INSURANCE COMPANY	6,464,588	2	1	1.56
SECURITY MUTUAL LIFE INSURANCE COMPANY OF NEW YORK	171,817	0	0	0.00
SECURITY NATIONAL LIFE INSURANCE COMPANY	13,951	0	0	NA
SENTINEL SECURITY LIFE INSURANCE COMPANY	103,541	0	0	0.00
SENTRY LIFE INSURANCE COMPANY	129,664	0	0	0.00
SETTLERS LIFE INSURANCE COMPANY	5,188	0	0	NA
SONS OF NORWAY	66,051	0	0	NA
STANDARD INSURANCE COMPANY	47,242,561	7	5	1.07
STANDARD LIFE AND ACCIDENT INSURANCE COMPANY	202,407	0	0	0.00
STANDARD LIFE INSURANCE COMPANY OF INDIANA	112,040	0	0	0.00
STANDARD SECURITY LIFE INSURANCE COMPANY OF NEW YORK	16,596	0	0	NA
STARMOUNT LIFE INSURANCE COMPANY	22,317	0	0	NA
STATE FARM LIFE INSURANCE COMPANY	40,380,518	3	3	0.75
STATE LIFE INSURANCE COMPANY (THE)	270,556	0	0	0.00
STATE MUTUAL INSURANCE COMPANY	39,070	0	0	NA
STERLING INVESTORS LIFE INSURANCE COMPANY	12,007	0	0	NA
STONEBRIDGE LIFE INSURANCE COMPANY	1,182,012	0	0	0.00
SUN LIFE AND HEALTH INSURANCE COMPANY (U.S.)	389,790	0	0	0.00
SUN LIFE ASSURANCE COMPANY OF CANADA	9,522,300	0	0	0.00

LIFE (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
SUN LIFE ASSURANCE COMPANY OF CANADA (U.S.)	144,193	1	0	0.00
SUNAMERICA LIFE INSURANCE COMPANY	202,112	0	0	0.00
SUNSET LIFE INSURANCE COMPANY OF AMERICA	1,169,087	0	0	0.00
SURETY LIFE INSURANCE COMPANY	1,133,314	1	1	8.91
SYMETRA LIFE INSURANCE COMPANY	10,540,112	1	0	0.00
SYMETRA NATIONAL LIFE INSURANCE COMPANY	15,341	0	0	NA
TEACHERS INSURANCE AND ANNUITY ASSOCIATION OF AMERICA	2,693,944	0	0	0.00
TEXAS LIFE INSURANCE COMPANY	268,233	0	0	0.00
THRIVENT FINANCIAL FOR LUTHERANS	12,436,170	0	0	0.00
THRIVENT LIFE INSURANCE COMPANY	93,150	0	0	NA
TIAA-CREF LIFE INSURANCE COMPANY	239,007	0	0	0.00
TIME INSURANCE COMPANY	242,542	1	1	41.65
TRANS WORLD ASSURANCE COMPANY	133,087	0	0	0.00
TRANSAMERICA FINANCIAL LIFE INSURANCE COMPANY	21,598	0	0	NA
TRANSAMERICA LIFE INSURANCE COMPANY	25,239,644	2	1	0.40
TRANSAMERICA OCCIDENTAL LIFE INSURANCE COMPANY	18,738,266	1	1	0.54
TRUSTMARK INSURANCE COMPANY	463,787	0	0	0.00
TRUSTMARK LIFE INSURANCE COMPANY	3,223	0	0	NA
U.S. FINANCIAL LIFE INSURANCE COMPANY	2,630,456	0	0	0.00
ULLICO LIFE INSURANCE COMPANY	19,291	0	0	NA

LIFE (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
UNICARE LIFE & HEALTH INSURANCE COMPANY	23,037	0	0	NA
UNIFIED LIFE INSURANCE COMPANY	42	0	0	NA
UNION BANKERS INSURANCE COMPANY	73,386	0	0	NA
UNION CENTRAL LIFE INSURANCE COMPANY	3,137,052	0	0	0.00
UNION FIDELITY LIFE INSURANCE COMPANY	299,375	0	0	0.00
UNION LABOR LIFE INSURANCE COMPANY	555,715	0	0	0.00
UNION SECURITY INSURANCE COMPANY	3,984,448	1	0	0.00
UNITED AMERICAN INSURANCE COMPANY	406,006	1	0	0.00
UNITED COMMERCIAL TRAVELERS OF AMERICA(THE ORDER OF)	6,869	0	0	NA
UNITED FAMILY LIFE INSURANCE COMPANY	3,617	0	0	NA
UNITED FIDELITY LIFE INSURANCE COMPANY	140,825	0	0	0.00
UNITED HEALTHCARE INSURANCE COMPANY	132,139	0	0	0.00
UNITED HERITAGE LIFE INSURANCE COMPANY	1,686,760	0	0	0.00
UNITED HOME LIFE INSURANCE COMPANY	13,810	0	0	NA
UNITED INSURANCE COMPANY OF AMERICA	12,133	0	0	NA
UNITED INVESTORS LIFE INSURANCE COMPANY	2,337,204	1	1	4.32
UNITED OF OMAHA LIFE INSURANCE COMPANY	9,705,342	1	1	1.04
UNITED STATES LIFE INSURANCE COMPANY IN THE CITY OF NEW YORK (THE)	476,675	0	0	0.00
UNITED TEACHER ASSOCIATES INSURANCE COMPANY	102,116	1	1	98.93

LIFE (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
UNITED WORLD LIFE INSURANCE COMPANY	17,447	0	0	NA
UNITY FINANCIAL LIFE INSURANCE COMPANY	18,684	0	0	NA
UNITY MUTUAL LIFE INSURANCE COMPANY	22,479	0	0	NA
UNIVERSAL GUARANTY LIFE INSURANCE COMPANY	12,634	0	0	NA
UNIVERSAL UNDERWRITERS LIFE INSURANCE COMPANY	365,342	0	0	0.00
UNUM LIFE INSURANCE COMPANY OF AMERICA	23,837,173	0	0	0.00
USAA LIFE INSURANCE COMPANY	6,079,014	0	0	0.00
VANTISLIFE INSURANCE COMPANY	3,054	0	0	NA
VETERANS LIFE INSURANCE COMPANY	119,927	0	0	0.00
WASHINGTON NATIONAL INSURANCE COMPANY	530,213	1	1	19.05
WEST COAST LIFE INSURANCE COMPANY	8,954,667	2	2	2.26
WESTERN AND SOUTHERN LIFE INSURANCE COMPANY (THE)	51,144	0	0	NA
WESTERN FRATERNAL LIFE ASSOCIATION	14,314	0	0	NA
WESTERN RESERVE LIFE ASSURANCE CO. OF OHIO	25,057,675	0	0	0.00
WESTERN UNITED LIFE ASSURANCE COMPANY	86,601	0	0	NA
WESTERN-SOUTHERN LIFE ASSURANCE COMPANY	132,215	0	0	0.00
WILLIAM PENN LIFE INSURANCE COMPANY OF NEW YORK	30,144	0	0	NA
WILTON REASSURANCE LIFE COMPANY OF NEW YORK	8,752	1	1	NA
WOMAN'S LIFE INSURANCE SOCIETY	2,611	0	0	NA
WOODMEN OF THE WORLD	137,117	0	0	0.00

Oregon Insurance Complaints - All

From Calendar Year 2006

Questions?

Contact
Ron Fredrickson
(503) 947-7277
ext

Insurance Division - Consumer Protection

04/14/2008

LIFE (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
WORLD INSURANCE COMPANY	2,961	0	0	NA
Total for LIFE	1,131,474,336	140	112	

LONG-TERM CARE

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
AETNA LIFE INSURANCE COMPANY	375,660	0	0	0.00
AF&L INSURANCE COMPANY	229,347	0	0	0.00
AIG LIFE INSURANCE COMPANY	279,895	0	0	0.00
ALLIANZ LIFE INSURANCE COMPANY OF NORTH AMERICA	2,108,952	0	0	0.00
ALLSTATE LIFE INSURANCE COMPANY	5,109	0	0	NA
AMERICAN FAMILY LIFE ASSURANCE COMPANY OF COLUMBUS	208,590	0	0	0.00
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	46,518	0	0	NA
AMERICAN FIDELITY ASSURANCE COMPANY	63,478	0	0	NA
AMERICAN HERITAGE LIFE INSURANCE COMPANY	4,409	0	0	NA
AMERICAN PIONEER LIFE INSURANCE COMPANY	486	0	0	NA
AMERICAN REPUBLIC INSURANCE COMPANY	298,143	0	0	0.00
BANKERS LIFE AND CASUALTY COMPANY	15,123,585	22	14	3.59
BERKSHIRE LIFE INSURANCE COMPANY OF AMERICA	60,678	0	0	NA
CATHOLIC ORDER OF FORESTERS	2,124	0	0	NA
CENTRAL STATES HEALTH & LIFE CO OF OMAHA	123,170	0	0	0.00
CHRISTIAN FIDELITY LIFE INSURANCE COMPANY	1,087	0	0	NA
CINCINNATI LIFE INSURANCE COMPANY (THE)	1,650	0	0	NA
CONNECTICUT GENERAL LIFE INSURANCE COMPANY	15,954	0	0	NA
CONSECO HEALTH INSURANCE COMPANY	2,980	1	0	NA
CONSECO LIFE INSURANCE COMPANY	1,279	0	0	NA

LONG-TERM CARE (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
CONSECO SENIOR HEALTH INSURANCE COMPANY	1,351,545	2	1	2.87
CONSTITUTION LIFE INSURANCE COMPANY	2,073	0	0	NA
CONTINENTAL CASUALTY COMPANY	10,621,194	1	1	0.36
CONTINENTAL GENERAL INSURANCE COMPANY	23,939	0	0	NA
COUNTRY LIFE INSURANCE COMPANY	432,000	0	0	0.00
EQUITABLE LIFE AND CASUALTY INSURANCE COMPANY	6,691,888	2	1	0.58
FARMERS NEW WORLD LIFE INSURANCE COMPANY	553,029	0	0	0.00
GENWORTH LIFE AND ANNUITY INSURANCE COMPANY	852,909	0	0	0.00
GENWORTH LIFE INSURANCE COMPANY	17,204,964	1	1	0.23
GERBER LIFE INSURANCE COMPANY	4,840	0	0	NA
GREAT AMERICAN LIFE INSURANCE COMPANY	330,722	0	0	0.00
GUARANTEE TRUST LIFE INSURANCE COMPANY	1,538	0	0	NA
GUARANTY INCOME LIFE INSURANCE COMPANY	14,530	0	0	NA
HARTFORD LIFE INSURANCE COMPANY	9,401	0	0	NA
JOHN ALDEN LIFE INSURANCE COMPANY	38,036	0	0	NA
JOHN HANCOCK LIFE INSURANCE COMPANY	10,835,640	2	2	0.72
KANAWHA INSURANCE COMPANY	49,834	0	0	NA
KNIGHTS OF COLUMBUS	220,790	0	0	0.00
LIFE INVESTORS INSURANCE COMPANY OF AMERICA	2,386,686	2	2	3.25
LINCOLN BENEFIT LIFE COMPANY	2,621,039	0	0	0.00

LONG-TERM CARE (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
LINCOLN NATIONAL LIFE INSURANCE COMPANY (THE)	78,464	0	0	NA
LOYAL AMERICAN LIFE INSURANCE COMPANY	5,012	0	0	NA
MASSACHUSETTS MUTUAL LIFE INSURANCE COMPANY	935,605	0	0	0.00
MEDICO INSURANCE COMPANY	4,997,211	3	3	2.33
MEDICO LIFE INSURANCE COMPANY	432,110	0	0	0.00
METLIFE INSURANCE COMPANY OF CONNECTICUT	1,002,370	1	1	3.87
METROPOLITAN LIFE INSURANCE COMPANY	5,014,945	1	1	0.77
MONUMENTAL LIFE INSURANCE COMPANY	331,626	0	0	0.00
MUTUAL OF OMAHA INSURANCE COMPANY	799,662	0	0	0.00
NATIONAL STATES INSURANCE COMPANY	11,864	0	0	NA
NEW YORK LIFE INSURANCE COMPANY	1,031,138	0	0	0.00
NORTHWESTERN LONG TERM CARE INSURANCE COMPANY	1,753,009	0	0	0.00
OLD AMERICAN INSURANCE COMPANY	61,242	0	0	NA
OMAHA WOODMEN LIFE INSURANCE SOCIETY	1,983	0	0	NA
PENN TREATY NETWORK AMERICA INSURANCE COMPANY	1,492,419	2	0	0.00
PENNSYLVANIA LIFE INSURANCE COMPANY	9,230	0	0	NA
PHYSICIANS MUTUAL INSURANCE COMPANY	729,102	0	0	0.00
PRINCIPAL LIFE INSURANCE COMPANY	4,182	0	0	NA
PROFESSIONAL INSURANCE COMPANY	25,070	0	0	NA
PROVIDENT LIFE & ACCIDENT INSURANCE COMPANY	502,056	0	0	0.00

LONG-TERM CARE (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
PRUDENTIAL INSURANCE COMPANY OF AMERICA	1,251,928	0	0	0.00
PYRAMID LIFE INSURANCE COMPANY	172,459	0	0	0.00
REASSURE AMERICA LIFE INSURANCE COMPANY	139,586	0	0	0.00
RELIASTAR LIFE INSURANCE COMPANY	13,015	0	0	NA
RIVERSOURCE LIFE INSURANCE COMPANY	3,560,521	0	0	0.00
SENTRY INSURANCE A MUTUAL COMPANY	18,288	0	0	NA
SENTRY LIFE INSURANCE COMPANY	462	0	0	NA
STANDARD LIFE AND ACCIDENT INSURANCE COMPANY	43,996	0	0	NA
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	4,455,506	0	0	0.00
STATE LIFE INSURANCE COMPANY (THE)	216,702	0	0	0.00
STONEBRIDGE LIFE INSURANCE COMPANY	16,464	0	0	NA
SUN LIFE AND HEALTH INSURANCE COMPANY (U.S.)	1,949,689	0	0	0.00
TEACHERS INSURANCE AND ANNUITY ASSOCIATION OF AMERICA	498,342	0	0	0.00
THRIVENT FINANCIAL FOR LUTHERANS	2,023,886	0	0	0.00
TIAA-CREF LIFE INSURANCE COMPANY	223,273	0	0	0.00
TIME INSURANCE COMPANY	343,846	0	0	0.00
TRANSAMERICA LIFE INSURANCE COMPANY	119,828	0	0	0.00
TRANSAMERICA OCCIDENTAL LIFE INSURANCE COMPANY	1,540,630	0	0	0.00
UNION FIDELITY LIFE INSURANCE COMPANY	905,678	0	0	0.00
UNION LABOR LIFE INSURANCE COMPANY	94	0	0	NA

LONG-TERM CARE (...continued)

Company Name	2006 premiums	Total complaints	Confirmed complaints	Complaint index
UNION SECURITY INSURANCE COMPANY	777,873	0	0	0.00
UNITED AMERICAN INSURANCE COMPANY	111,095	0	0	0.00
UNITED OF OMAHA LIFE INSURANCE COMPANY	116,801	0	0	0.00
UNITED TEACHER ASSOCIATES INSURANCE COMPANY	3,085	0	0	NA
UNUM LIFE INSURANCE COMPANY OF AMERICA	9,074,620	1	0	0.00
WASHINGTON NATIONAL INSURANCE COMPANY	107,945	0	0	0.00
Total for LONG-TERM CARE	120,103,603	45	31	