

ANNUITY

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
AAA LIFE INSURANCE COMPANY	150	0	0	NA
ACACIA LIFE INSURANCE COMPANY	1,387	0	0	NA
AETNA LIFE INSURANCE COMPANY	-54,472	0	0	NA
AIG ANNUITY INSURANCE COMPANY	58,996,830	1	1	0.65
AIG LIFE INSURANCE COMPANY	2,928,941	0	0	0.00
AIG SUNAMERICA LIFE ASSURANCE COMPANY	38,974,509	1	1	0.98
ALLIANZ LIFE INSURANCE COMPANY OF NORTH AMERICA	13,718,913	1	1	2.79
ALLSTATE LIFE INSURANCE COMPANY	15,269,185	0	0	0.00
AMERICAN BANKERS LIFE ASSURANCE CO OF FLORIDA	2,804	0	0	NA
AMERICAN EQUITY INVESTMENT LIFE INSURANCE COMPANY	9,337,127	0	0	0.00
AMERICAN FAMILY LIFE INSURANCE COMPANY	816,803	0	0	0.00
AMERICAN FIDELITY ASSURANCE COMPANY	2,054,125	0	0	0.00
AMERICAN FIDELITY LIFE INSURANCE COMPANY	129	0	0	NA
AMERICAN GENERAL LIFE AND ACCIDENT INSURANCE COMPANY	1,344	0	0	NA
AMERICAN GENERAL LIFE INSURANCE COMPANY	2,616,297	2	2	29.23
AMERICAN HERITAGE LIFE INSURANCE COMPANY	600	0	0	NA
AMERICAN INTERNATIONAL LIFE ASSURANCE COMPANY OF NEW YORK	811,973	0	0	0.00
AMERICAN INVESTORS LIFE INSURANCE COMPANY, INC.	3,395,032	1	1	11.26
AMERICAN MEMORIAL LIFE INSURANCE COMPANY	114,744	0	0	0.00

ANNUITY (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
AMERICAN NATIONAL INSURANCE COMPANY	6,742,532	0	0	0.00
AMERICAN SLOVENIAN CATHOLIC UNION KSKJ (IL)	7,306	0	0	NA
AMERICAN UNITED LIFE INSURANCE COMPANY	1,102,833	0	0	0.00
AMERICAN-AMICABLE LIFE INSURANCE COMPANY OF TEXAS	2,865	0	0	NA
AMERICO FINANCIAL LIFE AND ANNUITY INSURANCE COMPANY	41,894	1	1	NA
AMERITAS LIFE INSURANCE CORPORATION	10,551,447	0	0	0.00
AMICA LIFE INSURANCE COMPANY	19,800	0	0	NA
ANNUITY & LIFE REASSURANCE AMERICA, INC.	392	0	0	NA
ANNUITY INVESTORS LIFE INSURANCE COMPANY	535,188	0	0	0.00
ASSURITY LIFE INSURANCE COMPANY	17,666	0	0	NA
AVIVA LIFE AND ANNUITY COMPANY	2,565,659	1	1	14.90
AVIVA LIFE INSURANCE COMPANY	812,610	1	1	47.05
AXA EQUITABLE LIFE INSURANCE COMPANY	90,693,070	1	1	0.42
BANKERS LIFE AND CASUALTY COMPANY	31,081,812	12	12	14.76
BAPTIST LIFE ASSOCIATION	1,284	0	0	NA
BENEFICIAL LIFE INSURANCE COMPANY	13,733,130	0	0	0.00
C. M. LIFE INSURANCE COMPANY	4,632,353	0	0	0.00
CANADA LIFE ASSURANCE COMPANY (THE)	360	0	0	NA
CATHOLIC ORDER OF FORESTERS	81,680	0	0	NA
CENTURION LIFE INSURANCE COMPANY	212,061	0	0	0.00

ANNUITY (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
CHESAPEAKE LIFE INSURANCE COMPANY (THE)	1,717	0	0	NA
COLORADO BANKERS LIFE INSURANCE COMPANY	9,450	0	0	NA
COMMONWEALTH ANNUITY AND LIFE INSURANCE COMPANY	387,662	0	0	0.00
CONNECTICUT GENERAL LIFE INSURANCE COMPANY	5,000	0	0	NA
CONSECO INSURANCE COMPANY	708,395	1	1	53.98
CONSECO LIFE INSURANCE COMPANY	2,900	1	1	NA
CONTINENTAL GENERAL INSURANCE COMPANY	4,878	0	0	NA
COUNTRY INVESTORS LIFE ASSURANCE COMPANY	2,306,562	0	0	0.00
COUNTRY LIFE INSURANCE COMPANY	400	0	0	NA
CUNA MUTUAL INSURANCE SOCIETY	9,187,610	0	0	0.00
DEGREE OF HONOR PROTECTIVE ASSOCIATION	1,327	0	0	NA
EMC NATIONAL LIFE COMPANY	11,040	0	0	NA
EQUITRUST LIFE INSURANCE COMPANY	5,417,827	0	0	0.00
FARM BUREAU LIFE INSURANCE COMPANY	18,750	0	0	NA
FARMERS NEW WORLD LIFE INSURANCE COMPANY	5,821,245	0	0	0.00
FIDELITY INVESTMENTS LIFE INSURANCE COMPANY	20,341,279	0	0	0.00
FIRST ALLMERICA FINANCIAL LIFE INSURANCE COMPANY	431	0	0	NA
FIRST INVESTORS LIFE INSURANCE COMPANY	375,802	0	0	0.00
FIRST PENN-PACIFIC LIFE INSURANCE COMPANY	15	0	0	NA
FORETHOUGHT LIFE INSURANCE COMPANY	2,530,194	0	0	0.00

ANNUITY (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
FORT DEARBORN LIFE INSURANCE COMPANY	70,000	0	0	NA
FUNERAL DIRECTORS LIFE INSURANCE COMPANY	910,204	0	0	0.00
GENERAL AMERICAN LIFE INSURANCE COMPANY	7,700	0	0	NA
GENWORTH LIFE AND ANNUITY INSURANCE COMPANY	19,813,159	0	0	0.00
GENWORTH LIFE INSURANCE COMPANY	2,572,267	1	1	14.87
GOLDEN RULE INSURANCE COMPANY	1,083,523	0	0	0.00
GOVERNMENT PERSONNEL MUTUAL LIFE INSURANCE COMPANY	1,765	0	0	NA
GREAT AMERICAN LIFE INSURANCE COMPANY	66,482,858	3	3	1.73
GREAT SOUTHERN LIFE INSURANCE COMPANY	704	0	0	NA
GREAT-WEST LIFE & ANNUITY INSURANCE COMPANY	50,371,260	0	0	0.00
GUARANTEE TRUST LIFE INSURANCE COMPANY	1,521	0	0	NA
GUARANTY INCOME LIFE INSURANCE COMPANY	1,391,292	1	1	27.48
GUARDIAN INSURANCE & ANNUITY COMPANY, INC. (THE)	12,543,527	0	0	0.00
GUARDIAN LIFE INSURANCE COMPANY OF AMERICA (THE)	125,610	0	0	0.00
HARTFORD LIFE AND ANNUITY INSURANCE COMPANY	1,896,729	1	1	20.16
HARTFORD LIFE INSURANCE COMPANY	3,132,442	0	0	0.00
HCC LIFE INSURANCE COMPANY	71,968	0	0	NA
HOMESTEADERS LIFE COMPANY	17,790	0	0	NA
HORACE MANN LIFE INSURANCE COMPANY	2,211,557	0	0	0.00
HUMANADENTAL INSURANCE COMPANY (SEE MSG)	532	0	0	NA

ANNUITY (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
ILLINOIS MUTUAL LIFE INSURANCE COMPANY	5,000	0	0	NA
INDEPENDENT ORDER OF FORESTERS	579,910	0	0	0.00
INDIVIDUAL ASSURANCE COMPANY LIFE, HEALTH AND ACCIDENT	200	0	0	NA
INDUSTRIAL ALLIANCE PACIFIC INSURANCE AND FINANCIAL SERVICES, INC. (SEE MSG)	38,720	0	0	NA
ING LIFE INSURANCE AND ANNUITY COMPANY	121,161,339	0	0	0.00
ING USA ANNUITY & LIFE INSURANCE COMPANY	57,510,551	0	0	0.00
INTEGRITY LIFE INSURANCE COMPANY	15,026,365	1	1	2.54
INVESTORS GUARANTY LIFE INSURANCE COMPANY	332	0	0	NA
INVESTORS LIFE INSURANCE COMPANY OF NORTH AMERICA (SEE MSG)	108	0	0	NA
JACKSON NATIONAL LIFE INSURANCE COMPANY	100,135,590	6	6	2.29
JEFFERSON NATIONAL LIFE INSURANCE COMPANY	1,120,723	0	0	0.00
JOHN ALDEN LIFE INSURANCE COMPANY	20,855	0	0	NA
JOHN HANCOCK LIFE INSURANCE COMPANY	493,300	0	0	0.00
KANSAS CITY LIFE INSURANCE COMPANY	5,614,886	0	0	0.00
KEMPER INVESTORS LIFE INSURANCE COMPANY	811,917	0	0	0.00
LAFAYETTE LIFE INSURANCE COMPANY (THE)	560,280	0	0	0.00
LIBERTY BANKERS LIFE INSURANCE COMPANY	2,178,032	0	0	0.00
LIBERTY LIFE ASSURANCE COMPANY OF BOSTON	7,465	0	0	NA

ANNUITY (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
LIBERTY LIFE INSURANCE COMPANY	10,364,770	1	1	3.69
LIFE INSURANCE COMPANY OF THE SOUTHWEST	285,986	0	0	0.00
LIFE INVESTORS INSURANCE COMPANY OF AMERICA	106,230	0	0	0.00
LIFESecure INSURANCE COMPANY	747	0	0	NA
LINCOLN BENEFIT LIFE COMPANY	21,848,294	3	3	5.25
LINCOLN HERITAGE LIFE INSURANCE COMPANY	3,072	0	0	NA
LINCOLN LIFE & ANNUITY COMPANY OF NEW YORK	319,166	0	0	0.00
LINCOLN NATIONAL LIFE INSURANCE COMPANY (THE)	151,074,385	0	0	0.00
LOYAL AMERICAN LIFE INSURANCE COMPANY	217,705	0	0	0.00
MADISON NATIONAL LIFE INSURANCE COMPANY, INC.	50,578	0	0	NA
MASSACHUSETTS MUTUAL LIFE INSURANCE COMPANY	14,956,243	0	0	0.00
MEGA LIFE AND HEALTH INSURANCE COMPANY (THE)	170	0	0	NA
MENNONITE MUTUAL AID ASSOCIATION	293,408	0	0	0.00
MERRILL LYNCH LIFE INSURANCE COMPANY	2,958,936	0	0	0.00
METLIFE INSURANCE COMPANY OF CONNECTICUT	9,882,912	1	1	3.87
METLIFE INVESTORS INSURANCE COMPANY	8,874,530	0	0	0.00
METLIFE INVESTORS USA INSURANCE COMPANY	97,037,122	0	0	0.00
METROPOLITAN LIFE INSURANCE COMPANY	30,623,227	0	0	0.00
METROPOLITAN TOWER LIFE INSURANCE COMPANY	600	0	0	NA
MIDLAND NATIONAL LIFE INSURANCE COMPANY	2,184,886	0	0	0.00

ANNUITY (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
MINNESOTA LIFE INSURANCE COMPANY	4,863,092	0	0	0.00
MML BAY STATE LIFE INSURANCE COMPANY	5,000	0	0	NA
MODERN WOODMEN OF AMERICA	246,356	0	0	0.00
MONUMENTAL LIFE INSURANCE COMPANY	13,117,941	0	0	0.00
MONY LIFE INSURANCE COMPANY	382	0	0	NA
MONY LIFE INSURANCE COMPANY OF AMERICA	297,586	0	0	0.00
MUTUAL OF AMERICA LIFE INSURANCE COMPANY	131,232	0	0	0.00
NATIONAL CATHOLIC SOCIETY OF FORESTERS	193,741	0	0	0.00
NATIONAL LIFE INSURANCE COMPANY	648,402	0	0	0.00
NATIONAL WESTERN LIFE INSURANCE COMPANY	106,716	0	0	0.00
NATIONWIDE LIFE AND ANNUITY COMPANY OF AMERICA	30,572	0	0	NA
NATIONWIDE LIFE AND ANNUITY INSURANCE COMPANY	263,976	1	1	144.85
NATIONWIDE LIFE INSURANCE COMPANY	4,612,827	0	0	0.00
NATIONWIDE LIFE INSURANCE COMPANY OF AMERICA	8,758	0	0	NA
NEW ENGLAND LIFE INSURANCE COMPANY	400,254	0	0	0.00
NEW YORK LIFE INSURANCE AND ANNUITY CORPORATION	84,404,589	3	3	1.36
NEW YORK LIFE INSURANCE COMPANY	844,189	0	0	0.00
NORTH AMERICAN COMPANY FOR LIFE AND HEALTH INSURANCE	3,165,115	0	0	0.00
NORTH COAST LIFE INSURANCE COMPANY	492,646	0	0	0.00
NORTHWESTERN MUTUAL LIFE INSURANCE CO	7,227,974	0	0	0.00

ANNUITY (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
OHIO NATIONAL LIFE INSURANCE COMPANY (THE)	36,128,678	1	1	1.06
OM FINANCIAL LIFE INSURANCE COMPANY	1,498,135	0	0	0.00
OMAHA WOODMEN LIFE INSURANCE SOCIETY	85,005	0	0	NA
PACIFIC LIFE INSURANCE COMPANY	118,023,304	1	1	0.32
PHL VARIABLE INSURANCE COMPANY	17,337,133	0	0	0.00
PHOENIX LIFE INSURANCE COMPANY	17,208	0	0	NA
PHYSICIANS LIFE INSURANCE COMPANY	100,000	0	0	0.00
PIONEER MUTUAL LIFE INSURANCE COMPANY	106,766	0	0	0.00
POLISH NATIONAL ALLIANCE OF THE UNITED STATES	8,535	0	0	NA
PRESIDENTIAL LIFE INSURANCE COMPANY	354,506	0	0	0.00
PRIMERICA LIFE INSURANCE COMPANY	7,348	0	0	NA
PRINCIPAL LIFE INSURANCE COMPANY	49,033,963	0	0	0.00
PROTECTIVE LIFE INSURANCE COMPANY	16,462,862	0	0	0.00
PRUCO LIFE INSURANCE COMPANY	2,740,862	0	0	0.00
PRUDENTIAL ANNUITIES LIFE ASSURANCE CORPORATION	139,752,718	0	0	0.00
PRUDENTIAL INSURANCE COMPANY OF AMERICA	2,053,358	0	0	0.00
PRUDENTIAL RETIREMENT INSURANCE AND ANNUITY COMPANY	8,522	0	0	NA
PYRAMID LIFE INSURANCE COMPANY	1,490	0	0	NA
REASSURE AMERICA LIFE INSURANCE COMPANY	35,074	0	0	NA
RELIANCE STANDARD LIFE INSURANCE COMPANY	1,525,677	0	0	0.00

ANNUITY (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
RELIASTAR LIFE INSURANCE COMPANY	2,374,357	0	0	0.00
RELIASTAR LIFE INSURANCE COMPANY OF NEW YORK	6,200	0	0	NA
RIVERSOURCE LIFE INSURANCE COMPANY	114,409,276	1	1	0.33
ROYAL NEIGHBORS OF AMERICA	64,514	1	1	NA
SAGICOR LIFE INSURANCE COMPANY	8,000	0	0	NA
SECURITY BENEFIT LIFE INSURANCE COMPANY	20,391,541	0	0	0.00
SECURITY LIFE INSURANCE COMPANY OF AMERICA	412	0	0	NA
SECURITY LIFE OF DENVER INSURANCE COMPANY	1	0	0	NA
SECURITY MUTUAL LIFE INSURANCE COMPANY OF NEW YORK	121,486	0	0	0.00
SECURITY NATIONAL LIFE INSURANCE COMPANY	830	0	0	NA
SENTRY LIFE INSURANCE COMPANY	1,520,654	0	0	0.00
SONS OF NORWAY	405,077	0	0	0.00
STANDARD INSURANCE COMPANY	33,134,425	0	0	0.00
STANDARD LIFE INSURANCE COMPANY OF INDIANA	151,852	0	0	0.00
STATE FARM LIFE INSURANCE COMPANY	7,778,720	0	0	0.00
STATE MUTUAL INSURANCE COMPANY	613	0	0	NA
SUN LIFE ASSURANCE COMPANY OF CANADA	60	0	0	NA
SUN LIFE ASSURANCE COMPANY OF CANADA (U.S.)	38,931,090	0	0	0.00
SUNAMERICA LIFE INSURANCE COMPANY	32,407	5	5	NA
SUNSET LIFE INSURANCE COMPANY OF AMERICA	124,475	0	0	0.00

ANNUITY (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
SURETY LIFE INSURANCE COMPANY	1,670	0	0	NA
SYMETRA LIFE INSURANCE COMPANY	23,923,809	1	1	1.60
TEACHERS INSURANCE AND ANNUITY ASSOCIATION OF AMERICA	66,818,769	0	0	0.00
THRIVENT FINANCIAL FOR LUTHERANS	25,648,813	0	0	0.00
THRIVENT LIFE INSURANCE COMPANY	1,059,785	0	0	0.00
TIAA-CREF LIFE INSURANCE COMPANY	360,957	0	0	0.00
TRANS WORLD ASSURANCE COMPANY	119	0	0	NA
TRANSAMERICA FINANCIAL LIFE INSURANCE COMPANY	5,633,351	0	0	0.00
TRANSAMERICA LIFE INSURANCE COMPANY	34,746,186	0	0	0.00
TRANSAMERICA OCCIDENTAL LIFE INSURANCE COMPANY	1,250,418	0	0	0.00
TRUSTMARK INSURANCE COMPANY	3,813	0	0	NA
UNION CENTRAL LIFE INSURANCE COMPANY	6,907,052	0	0	0.00
UNION FIDELITY LIFE INSURANCE COMPANY	564	0	0	NA
UNION LABOR LIFE INSURANCE COMPANY	2,500	0	0	NA
UNION SECURITY INSURANCE COMPANY	209,863	0	0	0.00
UNITED AMERICAN INSURANCE COMPANY	2,236,933	0	0	0.00
UNITED FIDELITY LIFE INSURANCE COMPANY	7,780	0	0	NA
UNITED HERITAGE LIFE INSURANCE COMPANY	3,428,460	0	0	0.00
UNITED INVESTORS LIFE INSURANCE COMPANY	10,848	0	0	NA
UNITED OF OMAHA LIFE INSURANCE COMPANY	1,263,596	0	0	0.00

ANNUITY (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
UNITED STATES LIFE INSURANCE COMPANY IN THE CITY OF NEW YORK (THE)	110	0	0	NA
UNITED TEACHER ASSOCIATES INSURANCE COMPANY	-159	0	0	NA
UNITY MUTUAL LIFE INSURANCE COMPANY	1,125	0	0	NA
UNIVERSAL GUARANTY LIFE INSURANCE COMPANY	300	0	0	NA
USAA LIFE INSURANCE COMPANY	4,083,537	0	0	0.00
VARIABLE ANNUITY LIFE INSURANCE COMPANY	95,713,072	0	0	0.00
WASHINGTON NATIONAL INSURANCE COMPANY	1,566	0	0	NA
WESTERN RESERVE LIFE ASSURANCE CO. OF OHIO	10,756,932	0	0	0.00
WESTERN UNITED LIFE ASSURANCE COMPANY	22,683,904	2	2	3.37
WESTERN-SOUTHERN LIFE ASSURANCE COMPANY	7,143,317	0	0	0.00
WOODMEN OF THE WORLD	28,198	0	0	NA
Total for ANNUITY	2,217,735,465	58	58	

AUTO

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
21ST CENTURY INSURANCE COMPANY	829,945	1	1	1.85
AIG CASUALTY COMPANY	1,814,855	1	1	0.85
AIG CENTENNIAL INSURANCE COMPANY	107,401	1	1	14.33
AIG INDEMNITY INSURANCE COMPANY	472,867	1	0	0.00
AIG NATIONAL INSURANCE COMPANY, INC.	6,332,175	9	9	2.19
AIG PREFERRED INSURANCE COMPANY	1,679,782	1	1	0.92
AIG PREMIER INSURANCE COMPANY	1,047,617	2	2	2.94
AIU INSURANCE COMPANY	1,319,766	11	10	11.66
ALLIED PROPERTY AND CASUALTY INSURANCE COMPANY	89,631	10	9	NA
ALLSTATE INDEMNITY COMPANY	13,256,084	6	5	0.58
ALLSTATE INSURANCE COMPANY	82,477,258	82	74	1.38
ALLSTATE PROPERTY AND CASUALTY INSURANCE COMPANY	54,424,688	24	18	0.51
ALPHA PROPERTY & CASUALTY INSURANCE COMPANY	5,869,007	4	4	1.05
AMCO INSURANCE COMPANY	8,158,118	8	6	1.13
AMERICAN BANKERS INSURANCE COMPANY OF FLORIDA	522,931	0	0	0.00
AMERICAN COMMERCE INSURANCE COMPANY	17,654,036	25	24	2.09
AMERICAN FAMILY HOME INSURANCE COMPANY	812,633	0	0	0.00
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	76,667,551	58	51	1.02
AMERICAN FEDERATION INSURANCE COMPANY	279,924	0	0	0.00
AMERICAN FIRE AND CASUALTY COMPANY	136,789	0	0	0.00

AUTO (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
AMERICAN HOME ASSURANCE COMPANY	2,442,405	1	1	0.63
AMERICAN INSURANCE COMPANY (THE)	893,635	1	1	1.72
AMERICAN INTERNATIONAL SOUTH INSURANCE COMPANY	42,963	3	2	NA
AMERICAN MODERN HOME INSURANCE COMPANY	986,810	0	0	0.00
AMERICAN MODERN SELECT INSURANCE COMPANY	141,810	0	0	0.00
AMERICAN NATIONAL GENERAL INSURANCE COMPANY	89,620	0	0	NA
AMERICAN NATIONAL PROPERTY AND CASUALTY COMPANY	2,717,060	5	5	2.83
AMERICAN RELIABLE INSURANCE COMPANY	237,474	0	0	0.00
AMERICAN SECURITY INSURANCE COMPANY	535,181	0	0	0.00
AMERICAN STANDARD INSURANCE COMPANY OF WISCONSIN	18,889,309	17	16	1.30
AMEX ASSURANCE COMPANY	347,204	9	9	39.89
AMICA MUTUAL INSURANCE COMPANY	7,549,894	1	1	0.20
ARGONAUT INSURANCE COMPANY	2	0	0	NA
ASSURANCE COMPANY OF AMERICA	1	0	0	NA
AUSTIN MUTUAL INSURANCE COMPANY	1,754,555	3	1	0.88
AUTOMOBILE INSURANCE COMPANY OF HARTFORD, CONNECTICUT	557,260	0	0	0.00
AUTOONE INSURANCE COMPANY	251	0	0	NA
CALIFORNIA CASUALTY GENERAL INSURANCE COMPANY OF OREGON	13,153,372	10	9	1.05
CHARTER OAK FIRE INSURANCE COMPANY	320,938	2	2	9.59

AUTO (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
CIVIL SERVICE EMPLOYEES INSURANCE COMPANY	59,001	0	0	NA
COAST NATIONAL INSURANCE COMPANY	5,788,218	19	18	4.79
COMMERCE AND INDUSTRY INSURANCE COMPANY	221,305	0	0	0.00
COMMERCE WEST INSURANCE COMPANY	3,042,596	3	3	1.52
COUNTRY CASUALTY INSURANCE COMPANY	2,774,731	0	0	0.00
COUNTRY MUTUAL INSURANCE COMPANY	41,202,117	33	31	1.16
COUNTRY PREFERRED INSURANCE COMPANY	26,706,189	9	8	0.46
DAIRYLAND INSURANCE COMPANY	3,170,104	4	4	1.94
DEERBROOK INSURANCE COMPANY	626,297	0	0	0.00
DEPOSITORS INSURANCE COMPANY	5,477,144	5	5	1.40
EAGLE WEST INSURANCE COMPANY	474	0	0	NA
ECONOMY PREMIER ASSURANCE COMPANY	3,959,374	0	0	0.00
ELECTRIC INSURANCE COMPANY	452,791	1	1	3.40
ENCOMPASS INDEMNITY COMPANY	3,370,703	3	3	1.37
ENCOMPASS INSURANCE COMPANY OF AMERICA	2,312,779	3	3	2.00
ENUMCLAW PROPERTY AND CASUALTY INSURANCE COMPANY	4,906,864	3	3	0.94
ESURANCE INSURANCE COMPANY	4,314,306	6	6	2.14
FARMERS INSURANCE COMPANY OF OREGON	274,531,027	211	187	1.05
FEDERAL INSURANCE COMPANY	290,676	0	0	0.00
FIDELITY NATIONAL PROPERTY AND CASUALTY INSURANCE COMPANY	262,880	0	0	0.00

AUTO (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
FINANCIAL INDEMNITY COMPANY	11,556,544	14	14	1.86
FIRST LIBERTY INSURANCE CORPORATION (THE)	729,300	0	0	0.00
FOREMOST INSURANCE COMPANY	3,801,195	3	2	0.81
FOREMOST PROPERTY AND CASUALTY INSURANCE COMPANY	46,110	0	0	NA
GARRISON PROPERTY AND CASUALTY INSURANCE COMPANY	1,743,512	0	0	0.00
GEICO CASUALTY COMPANY	6,584,564	3	3	0.70
GEICO GENERAL INSURANCE COMPANY	47,891,777	42	37	1.19
GEICO INDEMNITY COMPANY	16,211,262	16	16	1.52
GOVERNMENT EMPLOYEES INSURANCE COMPANY	13,547,783	23	20	2.27
GRANGE INSURANCE ASSOCIATION	2,085,096	1	1	0.74
GREAT AMERICAN ASSURANCE COMPANY	146,246	0	0	0.00
GREAT AMERICAN INSURANCE COMPANY	100,123	0	0	0.00
GREAT AMERICAN INSURANCE COMPANY OF NEW YORK	98	0	0	NA
GREAT NORTHERN INSURANCE COMPANY	13,784	0	0	NA
GREAT NORTHWEST INSURANCE COMPANY	118,738	0	0	0.00
GUIDEONE AMERICA INSURANCE COMPANY	487,381	0	0	0.00
GUIDEONE ELITE INSURANCE COMPANY	513,430	0	0	0.00
GUIDEONE MUTUAL INSURANCE COMPANY	404,620	2	2	7.61
GUIDEONE SPECIALTY MUTUAL INSURANCE COMPANY	9,332	0	0	NA
HALLMARK INSURANCE COMPANY	322,008	1	1	4.78

AUTO (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
HARTFORD ACCIDENT AND INDEMNITY COMPANY	907,026	2	2	3.39
HARTFORD CASUALTY INSURANCE COMPANY	152,082	1	1	10.12
HARTFORD FIRE INSURANCE COMPANY	270,750	2	2	11.37
HARTFORD INSURANCE COMPANY OF THE MIDWEST	14,828,049	17	16	1.66
HORACE MANN INSURANCE COMPANY	529,788	3	3	8.71
HORACE MANN PROPERTY & CASUALTY INSURANCE COMPANY	991,673	2	2	3.10
IDS PROPERTY CASUALTY INSURANCE COMPANY	13,736,257	3	3	0.34
ILLINOIS NATIONAL INSURANCE CO.	169,176	0	0	0.00
INFINITY AUTO INSURANCE COMPANY	12	0	0	NA
INFINITY INSURANCE COMPANY	151,803	1	0	0.00
INFINITY SECURITY INSURANCE COMPANY	12,774	0	0	NA
INFINITY STANDARD INSURANCE COMPANY	455	1	1	NA
INSURANCE COMPANY OF THE STATE OF PENNSYLVANIA	6,478,664	3	3	0.71
KEMPER INDEPENDENCE INSURANCE COMPANY	5,682,024	2	2	0.54
LIBERTY INSURANCE CORPORATION	911,199	0	0	0.00
LIBERTY MUTUAL FIRE INSURANCE COMPANY	28,691,444	18	17	0.91
LIBERTY NORTHWEST INSURANCE CORPORATION	7,680,760	7	5	1.00
LINCOLN GENERAL INSURANCE COMPANY	1,770	0	0	NA
MARKEL AMERICAN INSURANCE COMPANY	361,479	0	0	0.00
MENDOTA INSURANCE COMPANY	100,631	0	0	0.00

AUTO (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index	
MERASTAR INSURANCE COMPANY	59,483	0	0	NA	
MERITPLAN INSURANCE COMPANY	2,066,216	6	5	3.72	
METROPOLITAN CASUALTY INSURANCE COMPANY	156,785	0	0	0.00	
METROPOLITAN DIRECT PROPERTY AND CASUALTY INSURANCE COMPANY	4,609,498	6	5	1.67	
METROPOLITAN GENERAL INSURANCE COMPANY	231,877	0	0	0.00	
METROPOLITAN PROPERTY AND CASUALTY INSURANCE COMPANY	13,460,261	13	11	1.26	
MID-CENTURY INSURANCE COMPANY	62,819,079	23	23	0.56	
MUTUAL OF ENUMCLAW INSURANCE COMPANY	18,788,286	7	7	0.57	
NATIONAL GENERAL ASSURANCE COMPANY	7,826,484	5	5	0.98	
NATIONAL GENERAL INSURANCE COMPANY	1,072,099	0	0	0.00	
NATIONAL INTERSTATE INSURANCE COMPANY	1,395,330	1	0	0.00	
NATIONAL UNION FIRE INSURANCE COMPANY OF PITTSBURG	1,981,031	4	4	3.11	
NATIONWIDE ASSURANCE COMPANY	812,143	5	5	9.47	
NATIONWIDE INSURANCE COMPANY OF AMERICA	26,373,685	9	9	0.53	
NATIONWIDE MUTUAL FIRE INSURANCE COMPANY	726,660	3	3	6.35	
NATIONWIDE MUTUAL INSURANCE COMPANY	17,148,645	31	29	2.60	
NATIONWIDE PROPERTY AND CASUALTY INSURANCE COMPANY	520,609	1	1	2.96	
NEW HAMPSHIRE INSURANCE COMPANY		2	2	2	NA

AUTO (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
NEWPORT INSURANCE COMPANY	64,875	0	0	NA
NORTH PACIFIC INSURANCE COMPANY	17,389,100	3	2	0.18
NORTHBROOK INDEMNITY COMPANY	709,539	0	0	0.00
NORTHWESTERN PACIFIC INDEMNITY COMPANY	2,309,451	0	0	0.00
OHIO CASUALTY INSURANCE COMPANY	46,368	0	0	NA
OMNI INSURANCE COMPANY	72,352	0	0	NA
OREGON AUTOMOBILE INSURANCE COMPANY	96,409	0	0	NA
OREGON MUTUAL INSURANCE COMPANY	12,339,417	7	6	0.75
PACIFIC INDEMNITY COMPANY	31,481	0	0	NA
PACIFIC SPECIALTY INSURANCE COMPANY	15,968	0	0	NA
PEAK PROPERTY AND CASUALTY INSURANCE CORPORATION	1,159,395	5	4	5.31
PHARMACISTS MUTUAL INSURANCE COMPANY	47,719	0	0	NA
PHILADELPHIA INDEMNITY INSURANCE COMPANY	269,700	0	0	0.00
PHOENIX INSURANCE COMPANY	123,187	0	0	0.00
PROGRESSIVE CASUALTY INSURANCE COMPANY	39,024,068	36	33	1.30
PROGRESSIVE CLASSIC INSURANCE COMPANY	24,697,517	8	6	0.37
PROGRESSIVE DIRECT INSURANCE COMPANY	1,205,308	34	30	38.30
PROGRESSIVE NORTHERN INSURANCE COMPANY	23,899,406	6	6	0.39
PROGRESSIVE PREFERRED INSURANCE COMPANY	2,605,311	1	0	0.00
PROGRESSIVE SPECIALTY INSURANCE COMPANY	282,405	1	1	5.45

AUTO (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
PROGRESSIVE UNIVERSAL INSURANCE COMPANY	70,257,793	59	51	1.12
PROGRESSIVE WEST INSURANCE COMPANY	1,371,808	2	2	2.24
PROPERTY AND CASUALTY INSURANCE COMPANY OF HARTFORD	21,897,566	13	12	0.84
QBE INSURANCE CORPORATION	2,131	0	0	NA
RESPONSE WORLDWIDE INSURANCE COMPANY	239,011	1	0	0.00
ROCKY MOUNTAIN FIRE & CASUALTY COMPANY	2,273,609	1	1	0.68
SAFECO INSURANCE COMPANY OF AMERICA	133,320	0	0	0.00
SAFECO INSURANCE COMPANY OF OREGON	143,064,062	96	86	0.93
SAGAMORE INSURANCE COMPANY	53,478	0	0	NA
SECURITY NATIONAL INSURANCE COMPANY	13,644	0	0	NA
SENTINEL INSURANCE COMPANY, LTD.	3,322,877	1	1	0.46
SENTRY INSURANCE A MUTUAL COMPANY	27,665	0	0	NA
STANDARD FIRE INSURANCE COMPANY (THE)	800,277	1	1	1.92
STANDARD GUARANTY INSURANCE COMPANY	12,361	0	0	NA
STATE FARM FIRE AND CASUALTY COMPANY	27,486,581	2	2	0.11
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	344,701,743	119	109	0.49
SUBLIMITY INSURANCE COMPANY	4,553,831	1	1	0.34
TEACHERS INSURANCE COMPANY	1,552,204	2	1	0.99
TIG INSURANCE COMPANY	1,277	0	0	NA
TOKIO MARINE & NICHIDO FIRE INSURANCE CO., LTD.	153,288	0	0	0.00

AUTO (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
TRAVELERS COMMERCIAL INSURANCE COMPANY	5,002,938	5	5	1.54
TRAVELERS HOME AND MARINE INSURANCE COMPANY (THE)	8,517,787	7	7	1.26
TRAVELERS INDEMNITY COMPANY (THE)	54,698	2	2	NA
TRAVELERS INDEMNITY COMPANY OF AMERICA	818,978	1	1	1.88
TRAVELERS INDEMNITY COMPANY OF CONNECTICUT (THE)	57,298	0	0	NA
TRINITY UNIVERSAL INSURANCE COMPANY	64	0	0	NA
TRINITY UNIVERSAL INSURANCE COMPANY OF KANSAS, INC	2,401	0	0	NA
TRUMBULL INSURANCE COMPANY	52,908	1	1	NA
TWIN CITY FIRE INSURANCE COMPANY	1,528,155	3	3	3.02
UNIGARD INDEMNITY COMPANY	28,782	0	0	NA
UNIGARD INSURANCE COMPANY	7,219,262	5	5	1.07
UNITED SERVICES AUTOMOBILE ASSOCIATION	27,312,764	25	23	1.30
UNITRIN AUTO AND HOME INSURANCE COMPANY	329,335	1	1	4.67
UNITRIN DIRECT PROPERTY & CASUALTY COMPANY	4,842,599	8	8	2.54
UNIVERSAL CASUALTY COMPANY	1,374,480	2	2	2.24
UNIVERSAL UNDERWRITERS INSURANCE COMPANY	16,469	3	1	NA
USAA CASUALTY INSURANCE COMPANY	28,986,557	8	7	0.37
USAA GENERAL INDEMNITY COMPANY	1,287,525	0	0	0.00
VALLEY PROPERTY & CASUALTY INSURANCE COMPANY	13,158,697	8	7	0.82
VICTORIA SELECT INSURANCE COMPANY	7,048,851	11	10	2.18

AUTO (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
VIGILANT INSURANCE COMPANY	14	0	0	NA
VIKING INSURANCE COMPANY OF WISCONSIN	5,325,254	14	11	3.18
VOYAGER PROPERTY AND CASUALTY INSURANCE COMPANY	234,982	0	0	0.00
WAWANESA GENERAL INSURANCE COMPANY	4,623,465	7	6	2.00
WEST AMERICAN INSURANCE COMPANY	1,913,011	0	0	0.00
WESTERN GENERAL INSURANCE COMPANY	80,528	0	0	NA
WESTERN NATIONAL ASSURANCE COMPANY	51,484	0	0	NA
WESTERN PROTECTORS INSURANCE COMPANY	8,559,351	1	1	0.18
WESTERN UNITED INSURANCE COMPANY (SEE MSG)	7,203,214	3	2	0.43
WORKMEN'S AUTO INSURANCE COMPANY	3,469,665	6	6	2.66
Total for AUTO	1,943,510,288	1,403	1,263	

HEALTH

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
AAA LIFE INSURANCE COMPANY	534,585	0	0	0.00
ACACIA LIFE INSURANCE COMPANY	310	0	0	NA
ACE AMERICAN INSURANCE COMPANY	3,240,863	2	2	6.89
ADVANTAGE DENTAL PLAN, INC.	13,523,390	3	3	2.48
AETNA LIFE INSURANCE COMPANY	54,601,153	23	16	3.27
AF&L INSURANCE COMPANY	30,055	0	0	NA
AIG LIFE INSURANCE COMPANY	1,717,361	3	3	19.49
AIG PREMIER INSURANCE COMPANY	5,133	0	0	NA
ALLIANZ LIFE INSURANCE COMPANY OF NORTH AMERICA	865,067	0	0	0.00
ALLSTATE LIFE INSURANCE COMPANY	104,336	0	0	0.00
ALTA HEALTH & LIFE INSURANCE COMPANY	95,804	0	0	NA
AMERICAN BANKERS INSURANCE COMPANY OF FLORIDA	1,957,042	0	0	0.00
AMERICAN BANKERS LIFE ASSURANCE CO OF FLORIDA	1,727,870	2	1	6.46
AMERICAN CAPITOL INSURANCE COMPANY	341	0	0	NA
AMERICAN CASUALTY COMPANY OF READING, PENNSYLVANIA	57	0	0	NA
AMERICAN COMMUNITY MUTUAL INSURANCE COMPANY	3,160	0	0	NA
AMERICAN FAMILY LIFE ASSURANCE COMPANY OF COLUMBUS	59,923,969	13	11	2.05
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	1,740,125	1	1	6.41
AMERICAN FIDELITY ASSURANCE COMPANY	4,104,051	1	1	2.72
AMERICAN GENERAL ASSURANCE COMPANY	517,261	1	1	21.57

HEALTH (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
AMERICAN GENERAL LIFE AND ACCIDENT INSURANCE COMPANY	5,584	0	0	NA
AMERICAN GENERAL LIFE INSURANCE COMPANY	265,075	2	2	84.18
AMERICAN HEALTH AND LIFE INSURANCE COMPANY	986,747	1	0	0.00
AMERICAN HERITAGE LIFE INSURANCE COMPANY	1,743,209	2	1	6.40
AMERICAN HOME ASSURANCE COMPANY	2,905	0	0	NA
AMERICAN INCOME LIFE INSURANCE COMPANY	1,190,473	0	0	0.00
AMERICAN MEDICAL AND LIFE INSURANCE COMPANY	3,647	0	0	NA
AMERICAN MEMORIAL LIFE INSURANCE COMPANY	1,374	0	0	NA
AMERICAN MODERN LIFE INSURANCE COMPANY	1,128,204	0	0	0.00
AMERICAN NATIONAL INSURANCE COMPANY	179,619	0	0	0.00
AMERICAN NATIONAL LIFE INSURANCE COMPANY OF TEXAS	2,141	0	0	NA
AMERICAN NETWORK INSURANCE COMPANY	14,806	0	0	NA
AMERICAN PIONEER LIFE INSURANCE COMPANY	530,057	0	0	0.00
AMERICAN PROGRESSIVE LIFE AND HEALTH INSURANCE COMPANY OF NEW YORK	50,001	0	0	NA
AMERICAN PUBLIC LIFE INSURANCE COMPANY	37,331	0	0	NA
AMERICAN RELIABLE INSURANCE COMPANY	473,426	0	0	0.00
AMERICAN REPUBLIC INSURANCE COMPANY	8,925,145	2	2	2.50
AMERICAN SECURITY INSURANCE COMPANY	1,484,125	0	0	0.00
AMERICAN SENTINEL INSURANCE COMPANY	8,019	0	0	NA

HEALTH (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
AMERICAN SLOVENIAN CATHOLIC UNION KSKJ (IL)	160	0	0	NA
AMERICAN SPECIALTY HEALTH INSURANCE COMPANY	59,779	0	0	NA
AMERICAN STATES INSURANCE COMPANY	65,542	0	0	NA
AMERICAN UNDERWRITERS LIFE INSURANCE COMPANY	54,421	0	0	NA
AMERICAN UNITED LIFE INSURANCE COMPANY	231,254	0	0	0.00
AMERITAS LIFE INSURANCE CORPORATION	2,859,009	1	0	0.00
AMEX ASSURANCE COMPANY	1,064,393	0	0	0.00
ANTHEM LIFE INSURANCE COMPANY	1,431	0	0	NA
ASSURITY LIFE INSURANCE COMPANY	420,447	0	0	0.00
ASURIS NORTHWEST HEALTH (SEE MSG)	20,960,124	0	0	0.00
AVIVA LIFE AND ANNUITY COMPANY	2,495	0	0	NA
AXA EQUITABLE LIFE INSURANCE COMPANY	290,099	1	1	38.46
BALBOA LIFE INSURANCE COMPANY	221,139	0	0	0.00
BALTIMORE LIFE INSURANCE COMPANY (THE)	-1,055	0	0	NA
BANKERS FIDELITY LIFE INSURANCE COMPANY	99,770	0	0	NA
BANKERS LIFE AND CASUALTY COMPANY	12,230,258	10	9	8.21
BANNER LIFE INSURANCE COMPANY	34	0	0	NA
BCS INSURANCE COMPANY	1,204,078	1	1	9.27
BCS LIFE INSURANCE COMPANY	137,375	0	0	0.00
BENEFICIAL LIFE INSURANCE COMPANY	630	0	0	NA

HEALTH (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
BERKSHIRE LIFE INSURANCE COMPANY OF AMERICA	3,806,792	0	0	0.00
BEST LIFE AND HEALTH INSURANCE COMPANY	2,261,900	1	1	4.93
BOSTON MUTUAL LIFE INSURANCE COMPANY	41,529	0	0	NA
BROKERS NATIONAL LIFE ASSURANCE COMPANY	2,867,073	1	0	0.00
CANADA LIFE ASSURANCE COMPANY (THE)	908,912	0	0	0.00
CAPITOL INDEMNITY CORPORATION	167,130	0	0	0.00
CATHOLIC ORDER OF FORESTERS	0	0	0	NA
CELTIC INSURANCE COMPANY	56,814	0	0	NA
CENTRAL RESERVE LIFE INSURANCE COMPANY	91,185	0	0	NA
CENTRAL SECURITY LIFE INSURANCE COMPANY	1,523	0	0	NA
CENTRAL STATES HEALTH & LIFE CO OF OMAHA	497,923	0	0	0.00
CENTRAL STATES INDEMNITY CO. OF OMAHA	396,888	0	0	0.00
CENTRAL UNITED LIFE INSURANCE COMPANY	28,666	0	0	NA
CENTRE LIFE INSURANCE COMPANY	672,890	0	0	0.00
CENTURION LIFE INSURANCE COMPANY	-5,780	0	0	NA
CHESAPEAKE LIFE INSURANCE COMPANY (THE)	71,674	1	1	NA
CHRISTIAN FIDELITY LIFE INSURANCE COMPANY	14,900	0	0	NA
CICA LIFE INSURANCE COMPANY OF AMERICA	431	0	0	NA
CINCINNATI LIFE INSURANCE COMPANY (THE)	4,282	0	0	NA
CLEAR CHOICE HEALTH PLANS, INC.	130,693,769	6	5	0.43

HEALTH (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
COLONIAL LIFE & ACCIDENT INSURANCE COMPANY	4,573,654	1	1	2.44
COLONIAL PENN LIFE INSURANCE COMPANY	66,285	0	0	NA
COLORADO BANKERS LIFE INSURANCE COMPANY	1,748	0	0	NA
COLUMBIAN LIFE INSURANCE COMPANY	128,363	0	0	0.00
COLUMBIAN MUTUAL LIFE INSURANCE COMPANY	10	0	0	NA
COLUMBUS LIFE INSURANCE COMPANY	2,009	0	0	NA
COMBINED INSURANCE COMPANY OF AMERICA	15,277,381	1	1	0.73
COMMERCIAL GUARANTY CASUALTY INSURANCE COMPANY	30,025	0	0	NA
COMMERCIAL TRAVELERS MUTUAL INSURANCE COMPANY	19,011	0	0	NA
COMMONWEALTH ANNUITY AND LIFE INSURANCE COMPANY	128,964	0	0	0.00
COMPANION LIFE INSURANCE COMPANY	928,330	0	0	0.00
CONNECTICUT GENERAL LIFE INSURANCE COMPANY	35,575,846	12	6	1.88
CONSECO HEALTH INSURANCE COMPANY	1,178,065	1	1	9.47
CONSECO INSURANCE COMPANY	1,196,757	1	1	9.32
CONSECO LIFE INSURANCE COMPANY	7,110	0	0	NA
CONSECO SENIOR HEALTH INSURANCE COMPANY	28,074	1	1	NA
CONSTITUTION LIFE INSURANCE COMPANY	31,952	0	0	NA
CONTINENTAL AMERICAN INSURANCE COMPANY	35,138	0	0	NA
CONTINENTAL ASSURANCE COMPANY	33,956	0	0	NA
CONTINENTAL CASUALTY COMPANY	-8,753,513	3	3	NA

HEALTH (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
CONTINENTAL GENERAL INSURANCE COMPANY	296,628	0	0	0.00
COUNTRY LIFE INSURANCE COMPANY	1,022,215	0	0	0.00
CROATIAN FRATERNAL UNION OF AMERICA	244	0	0	NA
CROWN LIFE INSURANCE COMPANY	26,726	0	0	NA
CUNA MUTUAL INSURANCE SOCIETY	7,295,981	0	0	0.00
DELOS INSURANCE COMPANY	270,369	0	0	0.00
DENTEGRA INSURANCE COMPANY	1,522,379	0	0	0.00
EMC NATIONAL LIFE COMPANY	87,694	0	0	NA
ENTERPRISE LIFE INSURANCE COMPANY	-21,141	0	0	NA
EQUITABLE LIFE AND CASUALTY INSURANCE COMPANY	6,384,391	0	0	0.00
EXECUTIVE RISK INDEMNITY INC.	237,918	0	0	0.00
FAIRMONT PREMIER INSURANCE COMPANY	25,785	0	0	NA
FAMILY HERITAGE LIFE INSURANCE COMPANY OF AMERICA	199,331	0	0	0.00
FAMILYCARE HEALTH PLANS, INC.	14,290,333	0	0	0.00
FARM BUREAU LIFE INSURANCE COMPANY	15,469	0	0	NA
FARMERS NEW WORLD LIFE INSURANCE COMPANY	710,792	0	0	0.00
FEDERAL INSURANCE COMPANY	554,846	0	0	0.00
FEDERAL LIFE INSURANCE COMPANY (MUTUAL)	599	0	0	NA
FEDERATED LIFE INSURANCE COMPANY	40,945	1	0	NA
FIDELITY SECURITY LIFE INSURANCE COMPANY	773,158	0	0	0.00

HEALTH (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
FIRST ALLMERICA FINANCIAL LIFE INSURANCE COMPANY	3,859	0	0	NA
FIRST HEALTH LIFE & HEALTH INSURANCE COMPANY	17,610,619	1	0	0.00
FORT DEARBORN LIFE INSURANCE COMPANY	442,686	0	0	0.00
FREEDOM LIFE INSURANCE COMPANY OF AMERICA	572	0	0	NA
GENERAL AMERICAN LIFE INSURANCE COMPANY	108,159	0	0	0.00
GENERAL FIDELITY LIFE INSURANCE COMPANY	-11,837	0	0	NA
GENWORTH LIFE AND ANNUITY INSURANCE COMPANY	1,595,185	0	0	0.00
GENWORTH LIFE INSURANCE COMPANY	1,646	0	0	NA
GERBER LIFE INSURANCE COMPANY	2,558,314	0	0	0.00
GLOBE LIFE AND ACCIDENT INSURANCE COMPANY	593,540	1	0	0.00
GOLDEN RULE INSURANCE COMPANY	229,264	0	0	0.00
GOVERNMENT PERSONNEL MUTUAL LIFE INSURANCE COMPANY	14,541	0	0	NA
GREAT AMERICAN INSURANCE COMPANY	214,407	3	2	104.07
GREAT AMERICAN LIFE INSURANCE COMPANY	565	0	0	NA
GREAT SOUTHERN LIFE INSURANCE COMPANY	5,485	0	0	NA
GREAT-WEST LIFE & ANNUITY INSURANCE COMPANY	20,374,098	0	0	0.00
GREAT-WEST LIFE ASSURANCE COMPANY (THE)	364,914	4	2	61.15
GUARANTEE TRUST LIFE INSURANCE COMPANY	260,462	0	0	0.00
GUARANTY INCOME LIFE INSURANCE COMPANY	0	0	0	NA
GUARDIAN LIFE INSURANCE COMPANY OF AMERICA (THE)	14,586,991	2	1	0.76

HEALTH (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
HARTFORD FIRE INSURANCE COMPANY	1,150	0	0	NA
HARTFORD LIFE AND ACCIDENT INSURANCE COMPANY	20,861,562	7	5	2.67
HARTFORD LIFE AND ANNUITY INSURANCE COMPANY	7,387	0	0	NA
HARTFORD LIFE INSURANCE COMPANY	1,923,923	1	1	5.80
HCC LIFE INSURANCE COMPANY	4,135,596	0	0	0.00
HEALTH CARE SERVICE CORPORATION, A MUTUAL LEGAL RESERVE COMPANY	290,770	0	0	0.00
HEALTH NET HEALTH PLAN OF OREGON, INC.	370,779,812	59	46	1.38
HEALTH NET LIFE INSURANCE COMPANY	168,836,528	2	2	0.13
HEALTH PLAN OF CAREOREGON, INC.	66,526,309	0	0	0.00
HERITAGE LIFE INSURANCE COMPANY	-23	0	0	NA
HM LIFE INSURANCE COMPANY	1,384,595	0	0	0.00
HORACE MANN LIFE INSURANCE COMPANY	5,290	0	0	NA
HOUSEHOLD LIFE INSURANCE COMPANY	919,803	1	1	12.13
HUMANA INSURANCE COMPANY	43,373,406	1	0	0.00
HUMANADENTAL INSURANCE COMPANY (SEE MSG)	209	1	1	NA
ILLINOIS MUTUAL LIFE INSURANCE COMPANY	593,515	0	0	0.00
INDEPENDENT ORDER OF FORESTERS	1,748	0	0	NA
INDIANAPOLIS LIFE INSURANCE COMPANY	4,063	0	0	NA
INDIVIDUAL ASSURANCE COMPANY LIFE, HEALTH AND ACCIDENT	164,823	0	0	0.00

HEALTH (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
ING USA ANNUITY & LIFE INSURANCE COMPANY	9,321	0	0	NA
INVESTORS LIFE INSURANCE COMPANY OF NORTH AMERICA (SEE MSG)	1,856	0	0	NA
JACKSON NATIONAL LIFE INSURANCE COMPANY	3,861	0	0	NA
JEFFERSON NATIONAL LIFE INSURANCE COMPANY	4,567	0	0	NA
JMIC LIFE INSURANCE COMPANY	-84,616	0	0	NA
JOHN ALDEN LIFE INSURANCE COMPANY	2,382,614	2	1	4.68
JOHN HANCOCK LIFE INSURANCE COMPANY	310,242	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)	1,757,518,502	76	62	0.39
KANAWHA INSURANCE COMPANY	581,380	0	0	0.00
KANSAS CITY LIFE INSURANCE COMPANY	1,477,547	0	0	0.00
KNIGHTS OF COLUMBUS	1,691	0	0	NA
LAFAYETTE LIFE INSURANCE COMPANY (THE)	75,721	0	0	NA
LANDCAR LIFE INSURANCE COMPANY	31,001	0	0	NA
LEWER LIFE INSURANCE COMPANY	5,310	0	0	NA
LIBERTY LIFE ASSURANCE COMPANY OF BOSTON	1,098,095	1	0	0.00
LIBERTY LIFE INSURANCE COMPANY	814,463	0	0	0.00
LIBERTY NATIONAL LIFE INSURANCE COMPANY	5,603	0	0	NA
LIFE INSURANCE COMPANY OF NORTH AMERICA	7,543,514	6	4	5.92

HEALTH (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
LIFE INVESTORS INSURANCE COMPANY OF AMERICA	924,990	1	0	0.00
LIFESECURE INSURANCE COMPANY	1,834	0	0	NA
LIFEWISE ASSURANCE COMPANY	894,758	0	0	0.00
LIFEWISE HEALTH PLAN OF OREGON INC. (SEE MSG)	322,135,373	67	56	1.94
LINCOLN BENEFIT LIFE COMPANY	0	0	0	NA
LINCOLN HERITAGE LIFE INSURANCE COMPANY	388,544	1	1	28.72
LINCOLN LIFE & ANNUITY COMPANY OF NEW YORK	69	0	0	NA
LINCOLN NATIONAL LIFE INSURANCE COMPANY (THE)	16,205,659	5	5	3.44
LOYAL AMERICAN LIFE INSURANCE COMPANY	45,713	0	0	NA
MADISON NATIONAL LIFE INSURANCE COMPANY, INC.	1,919,950	1	1	5.81
MARION POLK COMMUNITY HEALTH PLAN ADVANTAGE, INC.	43,169,793	0	0	0.00
MARKEL INSURANCE COMPANY	208,160	0	0	0.00
MARQUETTE NATIONAL LIFE INSURANCE COMPANY	20,480	0	0	NA
MASSACHUSETTS MUTUAL LIFE INSURANCE COMPANY	2,895,742	0	0	0.00
MEDAMERICA INSURANCE COMPANY	425,944	0	0	0.00
MEDCO CONTAINMENT LIFE INSURANCE COMPANY	680,034	0	0	0.00
MEDICO INSURANCE COMPANY	114,773	0	0	0.00
MEDICO LIFE INSURANCE COMPANY	168,181	0	0	0.00
MEGA LIFE AND HEALTH INSURANCE COMPANY (THE)	22,601,208	16	14	6.91
MENNONITE MUTUAL AID ASSOCIATION	129,618	0	0	0.00

HEALTH (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
MERIT LIFE INSURANCE COMPANY	695,148	0	0	0.00
METLIFE INSURANCE COMPANY OF CONNECTICUT	114,557	5	5	486.97
METROPOLITAN LIFE INSURANCE COMPANY	38,384,021	5	5	1.45
METROPOLITAN PROPERTY AND CASUALTY INSURANCE COMPANY	136,433	0	0	0.00
MID ROGUE INDEPENDENT PHYSICIAN ASSOCIATION, INC. (SEE MSG)	34,964,607	0	0	0.00
MID-VALLEY IPA EMPLOYEE BENEFIT TRUST	5,891,869	2	2	3.79
MID-WEST NATIONAL LIFE INSURANCE COMPANY OF TENNESSEE	614,282	3	3	54.49
MIDLAND NATIONAL LIFE INSURANCE COMPANY	2,460	0	0	NA
MINNESOTA LIFE INSURANCE COMPANY	3,400,541	0	0	0.00
MODERN WOODMEN OF AMERICA	1,793	0	0	NA
MONARCH LIFE INSURANCE COMPANY	227,823	0	0	0.00
MONUMENTAL LIFE INSURANCE COMPANY	1,677,475	0	0	0.00
MONY LIFE INSURANCE COMPANY	1,233,651	1	1	9.04
MUTUAL OF AMERICA LIFE INSURANCE COMPANY	12,105	0	0	NA
MUTUAL OF OMAHA INSURANCE COMPANY	22,447,181	3	3	1.49
NATIONAL BENEFIT LIFE INSURANCE COMPANY	2,747	0	0	NA
NATIONAL CASUALTY COMPANY	26,722	0	0	NA
NATIONAL FOUNDATION LIFE INSURANCE COMPANY	296,603	0	0	0.00

HEALTH (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
NATIONAL GUARDIAN LIFE INSURANCE COMPANY	327,336	0	0	0.00
NATIONAL HEALTH INSURANCE COMPANY	4,570,165	10	9	21.97
NATIONAL LIFE INSURANCE COMPANY	174,157	0	0	0.00
NATIONAL STATES INSURANCE COMPANY	165,084	2	2	135.17
NATIONAL TEACHERS ASSOCIATES LIFE INSURANCE COMPANY	9,266	0	0	NA
NATIONAL UNION FIRE INSURANCE COMPANY OF PITTSBURG	411,391	5	5	135.60
NATIONWIDE LIFE INSURANCE COMPANY	292,394	0	0	0.00
NATIONWIDE LIFE INSURANCE COMPANY OF AMERICA	3,178	0	0	NA
NEW ENGLAND LIFE INSURANCE COMPANY	203,801	0	0	0.00
NEW YORK LIFE INSURANCE COMPANY	3,960,227	0	0	0.00
NORTH AMERICAN COMPANY FOR LIFE AND HEALTH INSURANCE	68	0	0	NA
NORTH AMERICAN INSURANCE COMPANY	6,093	0	0	NA
NORTH COAST LIFE INSURANCE COMPANY	547	0	0	NA
NORTHWESTERN LONG TERM CARE INSURANCE COMPANY	0	0	0	NA
NORTHWESTERN MUTUAL LIFE INSURANCE CO	10,254,516	0	0	0.00
ODS HEALTH PLAN, INC.	147,040,349	36	27	2.05
OHIO CASUALTY INSURANCE COMPANY	2,249	0	0	NA
OHIO NATIONAL LIFE ASSURANCE CORPORATION	393,823	0	0	0.00
OHIO NATIONAL LIFE INSURANCE COMPANY (THE)	271,975	0	0	0.00
OLD AMERICAN INSURANCE COMPANY	3,782	0	0	NA

HEALTH (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
OLD REPUBLIC INSURANCE COMPANY	935,656	0	0	0.00
OLD REPUBLIC LIFE INSURANCE COMPANY	275	0	0	NA
OMAHA WOODMEN LIFE INSURANCE SOCIETY	2,633	0	0	NA
OREGON DENTAL SERVICE	104,283,381	9	3	0.32
OXFORD LIFE INSURANCE COMPANY	29,775	0	0	NA
PACIFIC EMPLOYERS INSURANCE COMPANY	3,468	0	0	NA
PACIFIC GUARDIAN LIFE INSURANCE COMPANY, LIMITED	775	0	0	NA
PACIFIC LIFE & ANNUITY COMPANY	-47,393	0	0	NA
PACIFIC LIFE INSURANCE COMPANY	702	0	0	NA
PACIFICARE LIFE AND HEALTH INSURANCE COMPANY	21,861,763	5	3	1.53
PACIFICARE LIFE ASSURANCE COMPANY	41,979,968	39	35	9.30
PACIFICARE OF OREGON, INC.	309,300,344	24	19	0.69
PACIFCSOURCE HEALTH PLANS	467,108,905	20	16	0.38
PAN-AMERICAN LIFE INSURANCE COMPANY	469,037	0	0	0.00
PAUL REVERE LIFE INSURANCE COMPANY	2,759,558	1	1	4.04
PENN MUTUAL LIFE INSURANCE COMPANY	108,053	0	0	0.00
PENN TREATY NETWORK AMERICA INSURANCE COMPANY	0	0	0	NA
PENNSYLVANIA LIFE INSURANCE COMPANY	8,857,502	6	6	7.56
PERICO LIFE INSURANCE COMPANY	161,023	0	0	0.00
PHILADELPHIA AMERICAN LIFE INSURANCE COMPANY	60,564	0	0	NA

HEALTH (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
PHOENIX LIFE INSURANCE COMPANY	22,193	0	0	NA
PHYSICIANS LIFE INSURANCE COMPANY	136,588	0	0	0.00
PHYSICIANS MUTUAL INSURANCE COMPANY	871,832	0	0	0.00
PIONEER MUTUAL LIFE INSURANCE COMPANY	389	0	0	NA
PREFERRED HEALTH PLAN, INC.	17,135,489	2	2	1.30
PRIMERICA LIFE INSURANCE COMPANY	1,627	0	0	NA
PRINCIPAL LIFE INSURANCE COMPANY	11,178,443	2	0	0.00
PROFESSIONAL INSURANCE COMPANY	90,288	0	0	NA
PROTECTIVE LIFE INSURANCE COMPANY	471,785	0	0	0.00
PROVIDENCE HEALTH PLAN	793,874,884	69	54	0.76
PROVIDENT AMERICAN LIFE & HEALTH INSURANCE COMPANY	1,798,665	0	0	0.00
PROVIDENT LIFE & ACCIDENT INSURANCE COMPANY	7,069,099	0	0	0.00
PRUDENTIAL INSURANCE COMPANY OF AMERICA	4,959,733	3	3	6.75
PYRAMID LIFE INSURANCE COMPANY	61,709,408	15	9	1.63
QBE INSURANCE CORPORATION	1,260,821	0	0	0.00
REASSURE AMERICA LIFE INSURANCE COMPANY	919,327	0	0	0.00
REGENCE BLUECROSS BLUESHIELD OF OREGON	2,057,730,510	229	163	0.88
REGENCE LIFE AND HEALTH INSURANCE COMPANY	121,855,662	2	2	0.18
RELIABLE LIFE INSURANCE COMPANY (THE)	107	0	0	NA
RELIANCE STANDARD LIFE INSURANCE COMPANY	4,690,636	2	0	0.00

HEALTH (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
RELIASTAR LIFE INSURANCE COMPANY	2,393,299	0	0	0.00
RELIASTAR LIFE INSURANCE COMPANY OF NEW YORK	101,890	0	0	0.00
RENAISSANCE LIFE & HEALTH INSURANCE COMPANY OF AMERICA	5,674	0	0	NA
REPUBLIC WESTERN INSURANCE COMPANY	66,200	0	0	NA
RESERVE NATIONAL INSURANCE COMPANY	36,444	0	0	NA
RESOURCE LIFE INSURANCE COMPANY	61,161	0	0	NA
RIVERSOURCE LIFE INSURANCE COMPANY	1,756,380	0	0	0.00
SAFEHEALTH LIFE INSURANCE COMPANY	61,568	0	0	NA
SAGICOR LIFE INSURANCE COMPANY	107	0	0	NA
SEARS LIFE INSURANCE COMPANY	751,103	0	0	0.00
SECURIAN LIFE INSURANCE COMPANY	1,738,295	0	0	0.00
SECURITY LIFE INSURANCE COMPANY OF AMERICA	1,782,598	0	0	0.00
SECURITY LIFE OF DENVER INSURANCE COMPANY	2,803	0	0	NA
SECURITY MUTUAL LIFE INSURANCE COMPANY OF NEW YORK	28,609	0	0	NA
SECURITY NATIONAL LIFE INSURANCE COMPANY	3,179	0	0	NA
SENTRY INSURANCE A MUTUAL COMPANY	4,142	0	0	NA
SENTRY LIFE INSURANCE COMPANY	211,561	1	1	52.74
SIERRA HEALTH AND LIFE INSURANCE COMPANY, INC.	7,499,898	1	0	0.00
SONS OF NORWAY	515	0	0	NA
STANDARD GUARANTY INSURANCE COMPANY	402,279	0	0	0.00

HEALTH (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
STANDARD INSURANCE COMPANY	68,286,156	23	21	3.43
STANDARD LIFE AND ACCIDENT INSURANCE COMPANY	746,791	0	0	0.00
STANDARD SECURITY LIFE INSURANCE COMPANY OF NEW YORK	241,616	0	0	0.00
STARMOUNT LIFE INSURANCE COMPANY	300	0	0	NA
STARNET INSURANCE COMPANY	96,876	0	0	NA
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	7,157,072	1	1	1.56
STATE LIFE INSURANCE COMPANY (THE)	5,361	0	0	NA
STATE MUTUAL INSURANCE COMPANY	356,966	0	0	0.00
STERLING INVESTORS LIFE INSURANCE COMPANY	2,057	0	0	NA
STERLING LIFE INSURANCE COMPANY	11,115,146	0	0	0.00
STONEBRIDGE CASUALTY INSURANCE COMPANY	87	0	0	NA
STONEBRIDGE LIFE INSURANCE COMPANY	3,097,836	1	1	3.60
SUN LIFE AND HEALTH INSURANCE COMPANY (U.S.)	3,148,499	0	0	0.00
SUN LIFE ASSURANCE COMPANY OF CANADA	6,854,344	0	0	0.00
SUNAMERICA LIFE INSURANCE COMPANY	216	0	0	NA
SUNSET LIFE INSURANCE COMPANY OF AMERICA	1,211	0	0	NA
SURETY LIFE INSURANCE COMPANY	4,642	0	0	NA
SYMETRA LIFE INSURANCE COMPANY	13,155,481	1	1	0.85
TEACHERS INSURANCE AND ANNUITY ASSOCIATION OF AMERICA	0	0	0	NA

HEALTH (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
THRIVENT FINANCIAL FOR LUTHERANS	980,903	0	0	0.00
THRIVENT LIFE INSURANCE COMPANY	216	0	0	NA
TIAA-CREF LIFE INSURANCE COMPANY	0	0	0	NA
TIMBER PRODUCTS MANUFACTURERS TRUST	5,009,891	0	0	0.00
TIME INSURANCE COMPANY	37,869,875	29	25	7.37
TRANSAMERICA FINANCIAL LIFE INSURANCE COMPANY	19,268	0	0	NA
TRANSAMERICA LIFE INSURANCE COMPANY	533,442	0	0	0.00
TRANSAMERICA OCCIDENTAL LIFE INSURANCE COMPANY	2,817	0	0	NA
TRILLIUM COMMUNITY HEALTH PLAN, INC.	26,407,733	0	0	0.00
TRUSTMARK INSURANCE COMPANY	426,368	0	0	0.00
TRUSTMARK LIFE INSURANCE COMPANY	12,161	0	0	NA
U.S. SPECIALTY INSURANCE COMPANY	97,322	0	0	NA
UNICARE LIFE & HEALTH INSURANCE COMPANY	7,757,165	2	1	1.44
UNIFIED LIFE INSURANCE COMPANY	721,319	0	0	0.00
UNIMERICA INSURANCE COMPANY	746,159	0	0	0.00
UNION BANKERS INSURANCE COMPANY	106,054	0	0	0.00
UNION CENTRAL LIFE INSURANCE COMPANY	863,027	0	0	0.00
UNION FIDELITY LIFE INSURANCE COMPANY	771,859	0	0	0.00
UNION LABOR LIFE INSURANCE COMPANY	165,124	0	0	0.00
UNION SECURITY INSURANCE COMPANY	7,240,930	1	1	1.54

HEALTH (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
UNITED AMERICAN INSURANCE COMPANY	5,361,677	1	1	2.08
UNITED COMMERCIAL TRAVELERS OF AMERICA(THE ORDER OF)	971,132	1	1	11.49
UNITED CONCORDIA INSURANCE COMPANY	2,025,662	1	0	0.00
UNITED HEALTHCARE INSURANCE COMPANY	182,662,586	22	13	0.79
UNITED HERITAGE LIFE INSURANCE COMPANY	80,207	0	0	NA
UNITED HOME LIFE INSURANCE COMPANY	363	0	0	NA
UNITED INSURANCE COMPANY OF AMERICA	228	0	0	NA
UNITED OF OMAHA LIFE INSURANCE COMPANY	2,935,044	0	0	0.00
UNITED STATES FIRE INSURANCE COMPANY	1,854,362	0	0	0.00
UNITED STATES LIFE INSURANCE COMPANY IN THE CITY OF NEW YORK (THE)	2,307,625	1	1	4.83
UNITED TEACHER ASSOCIATES INSURANCE COMPANY	682,601	1	0	0.00
UNITED WORLD LIFE INSURANCE COMPANY	5,020,059	2	2	4.45
UNIVERSAL UNDERWRITERS LIFE INSURANCE COMPANY	-65,081	0	0	NA
UNUM LIFE INSURANCE COMPANY OF AMERICA	31,354,659	6	5	1.78
USAA LIFE INSURANCE COMPANY	1,250,017	0	0	0.00
USABLE LIFE DBA USABLE LIFE INSURANCE COMPANY	17,639	0	0	NA
VISION SERVICE PLAN INSURANCE COMPANY	18,911,398	0	0	0.00
WASHINGTON NATIONAL INSURANCE COMPANY	1,671,019	1	1	6.68
WELLCARE HEALTH INSURANCE OF ARIZONA, INC.	5,135,573	0	0	0.00

HEALTH (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
WELLCARE PRESCRIPTION INSURANCE, INC.	7,285,402	0	0	0.00
WESCO INSURANCE COMPANY	16	0	0	NA
WEST COAST LIFE INSURANCE COMPANY	1,505	0	0	NA
WESTERN AND SOUTHERN LIFE INSURANCE COMPANY (THE)	7,500	0	0	NA
WESTPORT INSURANCE CORPORATION	1,272,177	0	0	0.00
WESTWARD LIFE INSURANCE COMPANY	10,088	0	0	NA
WILTON REASSURANCE LIFE COMPANY OF NEW YORK	141	0	0	NA
WOODMEN OF THE WORLD	545	0	0	NA
WORLD INSURANCE COMPANY	176,249	0	0	0.00
ZURICH AMERICAN INSURANCE COMPANY	541,613	0	0	0.00
Total for HEALTH	8,289,762,417	964	743	

HOMEOWNER

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
ACA INSURANCE COMPANY (SEE MSG)	1,067,251	0	0	0.00
AEGIS SECURITY INSURANCE COMPANY	2,204	0	0	NA
AFFILIATED FM INSURANCE COMPANY	3,601	0	0	NA
AIU INSURANCE COMPANY	810,144	0	0	0.00
ALLIED PROPERTY AND CASUALTY INSURANCE COMPANY	3,207,492	1	1	0.82
ALLSTATE INDEMNITY COMPANY	19,450,488	4	3	0.41
ALLSTATE INSURANCE COMPANY	27,405,306	17	16	1.54
ALLSTATE PROPERTY AND CASUALTY INSURANCE COMPANY	10,517,939	7	6	1.50
AMCO INSURANCE COMPANY	3,792,556	7	6	4.17
AMERICAN AUTOMOBILE INSURANCE COMPANY	326,767	0	0	0.00
AMERICAN BANKERS INSURANCE COMPANY OF FLORIDA	817,771	0	0	0.00
AMERICAN COMMERCE INSURANCE COMPANY	4,602,325	0	0	0.00
AMERICAN FAMILY HOME INSURANCE COMPANY	154,985	2	2	34.04
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	23,507,075	8	7	0.79
AMERICAN FEDERATION INSURANCE COMPANY	486,918	0	0	0.00
AMERICAN FIRE AND CASUALTY COMPANY	149,940	0	0	0.00
AMERICAN HOME ASSURANCE COMPANY	477	0	0	NA
AMERICAN INSURANCE COMPANY (THE)	1,579,500	0	0	0.00
AMERICAN MODERN HOME INSURANCE COMPANY	32,081	1	1	NA
AMERICAN NATIONAL GENERAL INSURANCE COMPANY	21,564	0	0	NA

HOMEOWNER (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
AMERICAN NATIONAL PROPERTY AND CASUALTY COMPANY	955,562	1	0	0.00
AMERICAN RELIABLE INSURANCE COMPANY	28,827	0	0	NA
AMERICAN SECURITY INSURANCE COMPANY	154,784	1	1	17.04
AMEX ASSURANCE COMPANY	598,683	0	0	0.00
AMICA MUTUAL INSURANCE COMPANY	2,977,319	2	2	1.77
ARMED FORCES INSURANCE EXCHANGE	254,431	0	0	0.00
ASSOCIATED INDEMNITY CORPORATION	15,919	0	0	NA
AUSTIN MUTUAL INSURANCE COMPANY	1,006,352	1	1	2.62
AUTOMOBILE INSURANCE COMPANY OF HARTFORD, CONNECTICUT	4,643,273	3	3	1.70
BALBOA INSURANCE COMPANY	507,549	0	0	0.00
CALIFORNIA CASUALTY GENERAL INSURANCE COMPANY OF OREGON	2,992,810	0	0	0.00
CALIFORNIA CASUALTY INDEMNITY EXCHANGE	12,638	0	0	NA
CALIFORNIA CASUALTY INSURANCE COMPANY	32,436	0	0	NA
CENTURY-NATIONAL INSURANCE COMPANY	132,248	0	0	0.00
CHURCH MUTUAL INSURANCE COMPANY	5,171	0	0	NA
CINCINNATI INSURANCE COMPANY (THE)	475	0	0	NA
CIVIL SERVICE EMPLOYEES INSURANCE COMPANY	7,260	0	0	NA
CLARENDON NATIONAL INSURANCE COMPANY	14	0	0	NA
COUNTRY CASUALTY INSURANCE COMPANY	10,982	0	0	NA

HOMEOWNER (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
COUNTRY MUTUAL INSURANCE COMPANY	21,974,347	11	9	1.08
COUNTRY PREFERRED INSURANCE COMPANY	114,231	0	0	0.00
CSE SAFEGUARD INSURANCE COMPANY	9,551	0	0	NA
DELOS INSURANCE COMPANY	625	0	0	NA
DEPOSITORS INSURANCE COMPANY	575,175	1	1	4.59
EAGLE WEST INSURANCE COMPANY	15,717	0	0	NA
ECONOMY PREMIER ASSURANCE COMPANY	2,608,058	2	2	2.02
ELECTRIC INSURANCE COMPANY	93,332	1	1	NA
EMPIRE FIRE AND MARINE INSURANCE COMPANY	157,505	1	1	16.75
ENCOMPASS INDEMNITY COMPANY	1,253,485	0	0	0.00
ENCOMPASS INSURANCE COMPANY OF AMERICA	1,321,016	2	2	3.99
ENUMCLAW PROPERTY AND CASUALTY INSURANCE COMPANY	2,792,624	1	1	0.94
FARMERS INSURANCE COMPANY OF OREGON	73,260,181	41	36	1.30
FARMERS INSURANCE EXCHANGE	5,066,437	0	0	0.00
FEDERAL INSURANCE COMPANY	295,098	0	0	0.00
FIDELITY NATIONAL PROPERTY AND CASUALTY INSURANCE COMPANY	843,428	1	1	3.13
FIREMAN'S FUND INSURANCE COMPANY	530,161	0	0	0.00
FIRST AMERICAN PROPERTY & CASUALTY INSURANCE COMPANY	51,613	0	0	NA
FIRST LIBERTY INSURANCE CORPORATION (THE)	52,335	0	0	NA

HOMEOWNER (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
FOREMOST INSURANCE COMPANY	4,903,233	7	5	2.69
FOREMOST PROPERTY AND CASUALTY INSURANCE COMPANY	2,683,050	3	3	2.95
FOREMOST SIGNATURE INSURANCE COMPANY	18,600,006	8	7	0.99
GARRISON PROPERTY AND CASUALTY INSURANCE COMPANY	462,594	0	0	0.00
GRANGE INSURANCE ASSOCIATION	1,780,702	1	1	1.48
GREAT NORTHERN INSURANCE COMPANY	181,091	0	0	0.00
GREAT NORTHWEST INSURANCE COMPANY	157,243	0	0	0.00
GUIDEONE AMERICA INSURANCE COMPANY	17,314	0	0	NA
GUIDEONE MUTUAL INSURANCE COMPANY	495,763	0	0	0.00
GUIDEONE SPECIALTY MUTUAL INSURANCE COMPANY	2,127	0	0	NA
HARTFORD CASUALTY INSURANCE COMPANY	616,361	0	0	0.00
HARTFORD FIRE INSURANCE COMPANY	149,750	1	1	17.61
HARTFORD INSURANCE COMPANY OF THE MIDWEST	3,706,531	4	3	2.13
HARTFORD UNDERWRITERS INSURANCE COMPANY	356,383	0	0	0.00
HOMESITE INSURANCE COMPANY OF THE MIDWEST	1,434,608	4	4	7.35
HORACE MANN INSURANCE COMPANY	704,498	0	0	0.00
IDS PROPERTY CASUALTY INSURANCE COMPANY	2,155,233	0	0	0.00
KEMPER INDEPENDENCE INSURANCE COMPANY	2,464,373	0	0	0.00
LIBERTY MUTUAL FIRE INSURANCE COMPANY	8,932,744	4	4	1.18
LIBERTY NORTHWEST INSURANCE CORPORATION	1,466,048	2	2	3.60

HOMEOWNER (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
MARKEL AMERICAN INSURANCE COMPANY	261,786	0	0	0.00
MERASTAR INSURANCE COMPANY	5,047	0	0	NA
METROPOLITAN DIRECT PROPERTY AND CASUALTY INSURANCE COMPANY	1,177,247	0	0	0.00
METROPOLITAN PROPERTY AND CASUALTY INSURANCE COMPANY	5,572,320	6	6	2.84
MUTUAL OF ENUMCLAW INSURANCE COMPANY	9,678,821	4	4	1.09
NATIONWIDE AFFINITY INSURANCE COMPANY OF AMERICA	33,644	0	0	NA
NATIONWIDE INSURANCE COMPANY OF AMERICA	1,830,028	4	4	5.77
NATIONWIDE MUTUAL FIRE INSURANCE COMPANY	5,388,348	2	2	0.98
NORTH PACIFIC INSURANCE COMPANY	8,140,310	0	0	0.00
NORTHWESTERN PACIFIC INDEMNITY COMPANY	8,477,994	0	0	0.00
OHIO CASUALTY INSURANCE COMPANY	159,282	0	0	0.00
OREGON AUTOMOBILE INSURANCE COMPANY	986,822	0	0	0.00
OREGON MUTUAL INSURANCE COMPANY	7,839,460	2	2	0.67
PACIFIC INDEMNITY COMPANY	71,266	0	0	NA
PACIFIC SPECIALTY INSURANCE COMPANY	376	0	0	NA
PHARMACISTS MUTUAL INSURANCE COMPANY	13,873	0	0	NA
PROPERTY AND CASUALTY INSURANCE COMPANY OF HARTFORD	5,358,819	0	0	0.00
ROCKY MOUNTAIN FIRE & CASUALTY COMPANY	940,932	1	1	2.80

HOMEOWNER (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
SAFECO INSURANCE COMPANY OF OREGON	35,006,751	14	13	0.98
SECURITY NATIONAL INSURANCE COMPANY	49,964	0	0	NA
SENTINEL INSURANCE COMPANY, LTD.	964,066	0	0	0.00
SENTRY INSURANCE A MUTUAL COMPANY	19,821	0	0	NA
STANDARD FIRE INSURANCE COMPANY (THE)	2,108,028	0	0	0.00
STANDARD GUARANTY INSURANCE COMPANY	58,127	0	0	NA
STATE FARM FIRE AND CASUALTY COMPANY	138,370,571	42	31	0.59
SUBLIMITY INSURANCE COMPANY	3,579,231	3	3	2.21
SUTTER INSURANCE COMPANY	184,762	0	0	0.00
TEACHERS INSURANCE COMPANY	264,572	0	0	0.00
TIG INSURANCE COMPANY	1,047	0	0	NA
TOKIO MARINE & NICHIDO FIRE INSURANCE CO., LTD.	11,919	0	0	NA
TRAVELERS COMMERCIAL INSURANCE COMPANY	69,943	0	0	NA
TRAVELERS HOME AND MARINE INSURANCE COMPANY (THE)	363,608	0	0	0.00
TRAVELERS INDEMNITY COMPANY OF AMERICA	2,232,210	2	2	2.36
TRINITY UNIVERSAL INSURANCE COMPANY	961	0	0	NA
TRINITY UNIVERSAL INSURANCE COMPANY OF KANSAS, INC	11,581	0	0	NA
TWIN CITY FIRE INSURANCE COMPANY	480,775	0	0	0.00
UNIGARD INDEMNITY COMPANY	2,674,977	0	0	0.00
UNIGARD INSURANCE COMPANY	1,646,100	0	0	0.00

HOMEOWNER (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
UNITED HERITAGE PROPERTY & CASUALTY COMPANY	2,415,337	1	0	0.00
UNITED SERVICES AUTOMOBILE ASSOCIATION	11,134,402	4	2	0.47
UNITRIN AUTO AND HOME INSURANCE COMPANY	122,221	0	0	0.00
USAA CASUALTY INSURANCE COMPANY	9,521,189	1	1	0.28
USAA GENERAL INDEMNITY COMPANY	78,957	0	0	NA
VALLEY PROPERTY & CASUALTY INSURANCE COMPANY	6,071,371	2	2	0.87
VOYAGER PROPERTY AND CASUALTY INSURANCE COMPANY	276,687	0	0	0.00
WEST AMERICAN INSURANCE COMPANY	1,087,926	1	1	2.42
WESTERN NATIONAL ASSURANCE COMPANY	17,235	0	0	NA
WESTERN PROTECTORS INSURANCE COMPANY	1,963,570	0	0	0.00
Total for HOMEOWNER	551,281,972	241	209	

LIFE

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
5 STAR LIFE INSURANCE COMPANY	862,593	0	0	0.00
AAA LIFE INSURANCE COMPANY	1,442,175	0	0	0.00
ACACIA LIFE INSURANCE COMPANY	339,704	0	0	0.00
AETNA LIFE INSURANCE COMPANY	3,551,959	1	1	1.72
AGL LIFE ASSURANCE COMPANY	4,102	0	0	NA
AIG ANNUITY INSURANCE COMPANY	19,951	1	1	NA
AIG LIFE INSURANCE COMPANY	580,428	1	1	10.51
AIG SUNAMERICA LIFE ASSURANCE COMPANY	247,074	1	1	24.69
ALLIANZ LIFE INSURANCE COMPANY OF NORTH AMERICA	1,013,904	0	0	0.00
ALLSTATE LIFE INSURANCE COMPANY	8,075,373	1	1	0.76
ALTA HEALTH & LIFE INSURANCE COMPANY	3,459	0	0	NA
AMERICAN BANKERS LIFE ASSURANCE CO OF FLORIDA	1,768,331	4	4	13.80
AMERICAN CAPITOL INSURANCE COMPANY	2,492	0	0	NA
AMERICAN EQUITY INVESTMENT LIFE INSURANCE COMPANY	21,973	0	0	NA
AMERICAN FAMILY LIFE ASSURANCE COMPANY OF COLUMBUS	1,098,383	2	2	11.11
AMERICAN FAMILY LIFE INSURANCE COMPANY	5,719,228	1	1	1.07
AMERICAN FIDELITY ASSURANCE COMPANY	900,156	1	1	6.78
AMERICAN FIDELITY LIFE INSURANCE COMPANY	106,083	0	0	0.00
AMERICAN GENERAL ASSURANCE COMPANY	628,470	1	1	9.71
AMERICAN GENERAL LIFE AND ACCIDENT INSURANCE COMPANY	184,593	1	1	33.05

LIFE (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
AMERICAN GENERAL LIFE INSURANCE COMPANY	22,362,338	5	5	1.36
AMERICAN HEALTH AND LIFE INSURANCE COMPANY	715,622	1	1	8.53
AMERICAN HERITAGE LIFE INSURANCE COMPANY	814,717	2	2	14.98
AMERICAN INCOME LIFE INSURANCE COMPANY	5,466,856	2	2	2.23
AMERICAN INTERNATIONAL LIFE ASSURANCE COMPANY OF NEW YORK	152,129	0	0	0.00
AMERICAN INVESTORS LIFE INSURANCE COMPANY, INC.	1,068	0	0	NA
AMERICAN MEDICAL SECURITY LIFE INSURANCE COMPANY	239	0	0	NA
AMERICAN MEMORIAL LIFE INSURANCE COMPANY	2,177,235	4	3	8.41
AMERICAN MODERN LIFE INSURANCE COMPANY	1,537,350	0	0	0.00
AMERICAN NATIONAL INSURANCE COMPANY	1,908,285	0	0	0.00
AMERICAN NATIONAL LIFE INSURANCE COMPANY OF TEXAS	7,566	0	0	NA
AMERICAN PIONEER LIFE INSURANCE COMPANY	4,022	0	0	NA
AMERICAN PROGRESSIVE LIFE AND HEALTH INSURANCE COMPANY OF NEW YORK	3,640	0	0	NA
AMERICAN PUBLIC LIFE INSURANCE COMPANY	215	0	0	NA
AMERICAN REPUBLIC INSURANCE COMPANY	188,942	0	0	0.00
AMERICAN SLOVENIAN CATHOLIC UNION KSKJ (IL)	556	0	0	NA
AMERICAN UNDERWRITERS LIFE INSURANCE COMPANY	45,587	0	0	NA
AMERICAN UNITED LIFE INSURANCE COMPANY	414,990	0	0	0.00
AMERICAN-AMICABLE LIFE INSURANCE COMPANY OF TEXAS	195,452	0	0	0.00

LIFE (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
AMERICO FINANCIAL LIFE AND ANNUITY INSURANCE COMPANY	419,390	0	0	0.00
AMERITAS LIFE INSURANCE CORPORATION	885,384	0	0	0.00
AMICA LIFE INSURANCE COMPANY	658,591	0	0	0.00
ANNUITY & LIFE REASSURANCE AMERICA, INC.	68,055	0	0	NA
ANTHEM LIFE INSURANCE COMPANY	16,427	0	0	NA
ASSURITY LIFE INSURANCE COMPANY	1,004,013	0	0	0.00
AURORA NATIONAL LIFE ASSURANCE COMPANY	495,207	1	1	12.32
AVIVA LIFE AND ANNUITY COMPANY	6,563,335	1	1	0.93
AVIVA LIFE INSURANCE COMPANY	83,542	1	1	NA
AXA EQUITABLE LIFE INSURANCE COMPANY	14,964,975	2	2	0.82
AXA LIFE AND ANNUITY COMPANY	132,426	0	0	0.00
BALBOA LIFE INSURANCE COMPANY	46,171	0	0	NA
BALTIMORE LIFE INSURANCE COMPANY (THE)	117,263	0	0	0.00
BANKERS FIDELITY LIFE INSURANCE COMPANY	19,031	0	0	NA
BANKERS LIFE AND CASUALTY COMPANY	2,624,713	6	6	13.95
BANNER LIFE INSURANCE COMPANY	5,336,899	2	2	2.29
BAPTIST LIFE ASSOCIATION	2,947	0	0	NA
BCS LIFE INSURANCE COMPANY	13,195	0	0	NA
BENEFICIAL LIFE INSURANCE COMPANY	2,491,194	3	2	4.90
BERKSHIRE LIFE INSURANCE COMPANY OF AMERICA	373,774	0	0	0.00

LIFE (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
BEST LIFE AND HEALTH INSURANCE COMPANY	4,448	0	0	NA
BOSTON MUTUAL LIFE INSURANCE COMPANY	230,960	0	0	0.00
BROKERS NATIONAL LIFE ASSURANCE COMPANY	542	0	0	NA
C. M. LIFE INSURANCE COMPANY	2,007,312	0	0	0.00
CANADA LIFE ASSURANCE COMPANY (THE)	513,831	0	0	0.00
CANADA LIFE INSURANCE COMPANY OF AMERICA	1,640	0	0	NA
CATHOLIC ORDER OF FORESTERS	57,671	0	0	NA
CELTIC INSURANCE COMPANY	80	0	0	NA
CENTRAL RESERVE LIFE INSURANCE COMPANY	3,856	0	0	NA
CENTRAL SECURITY LIFE INSURANCE COMPANY	15,645	0	0	NA
CENTRAL STATES HEALTH & LIFE CO OF OMAHA	594,226	0	0	0.00
CENTRAL UNITED LIFE INSURANCE COMPANY	16,251	0	0	NA
CENTURION LIFE INSURANCE COMPANY	22,141	0	0	NA
CHESAPEAKE LIFE INSURANCE COMPANY (THE)	330,211	1	1	18.48
CICA LIFE INSURANCE COMPANY OF AMERICA	9,627	0	0	NA
CINCINNATI LIFE INSURANCE COMPANY (THE)	158,820	0	0	0.00
COLONIAL LIFE & ACCIDENT INSURANCE COMPANY	485,922	1	1	12.56
COLONIAL PENN LIFE INSURANCE COMPANY	1,311,384	0	0	0.00
COLORADO BANKERS LIFE INSURANCE COMPANY	14,765	0	0	NA
COLUMBIAN LIFE INSURANCE COMPANY	137,039	0	0	0.00

LIFE (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
COLUMBIAN MUTUAL LIFE INSURANCE COMPANY	25,652	0	0	NA
COLUMBUS LIFE INSURANCE COMPANY	531,932	0	0	0.00
COMBINED INSURANCE COMPANY OF AMERICA	1,153,375	0	0	0.00
COMMONWEALTH ANNUITY AND LIFE INSURANCE COMPANY	1,029,816	0	0	0.00
COMPANION LIFE INSURANCE COMPANY	16,204	0	0	NA
COMPBENEFITS INSURANCE COMPANY	1,345	0	0	NA
CONNECTICUT GENERAL LIFE INSURANCE COMPANY	1,642,952	0	0	0.00
CONSECO HEALTH INSURANCE COMPANY	14,295	0	0	NA
CONSECO INSURANCE COMPANY	105,730	1	1	57.71
CONSECO LIFE INSURANCE COMPANY	1,533,615	3	3	11.94
CONSECO SENIOR HEALTH INSURANCE COMPANY	26,343	0	0	NA
CONSTITUTION LIFE INSURANCE COMPANY	5,711	0	0	NA
CONTINENTAL ASSURANCE COMPANY	453,968	0	0	0.00
CONTINENTAL GENERAL INSURANCE COMPANY	169,198	0	0	0.00
COUNTRY INVESTORS LIFE ASSURANCE COMPANY	1,168,836	0	0	0.00
COUNTRY LIFE INSURANCE COMPANY	12,479,442	0	0	0.00
CROATIAN FRATERNAL UNION OF AMERICA	9,651	0	0	NA
CROWN LIFE INSURANCE COMPANY	438,238	0	0	0.00
CUNA MUTUAL INSURANCE SOCIETY	7,095,629	0	0	0.00
DEGREE OF HONOR PROTECTIVE ASSOCIATION	84,800	0	0	NA

LIFE (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
DELAWARE AMERICAN LIFE INSURANCE COMPANY	30,322	0	0	NA
EMC NATIONAL LIFE COMPANY	84,060	0	0	NA
EMPLOYEES LIFE COMPANY (MUTUAL)	7,397	0	0	NA
ENTERPRISE LIFE INSURANCE COMPANY	-3,292	0	0	NA
EQUITABLE LIFE AND CASUALTY INSURANCE COMPANY	410,640	0	0	0.00
EQUITRUST LIFE INSURANCE COMPANY	29,029	0	0	NA
FAMILY LIFE INSURANCE COMPANY	64,251	0	0	NA
FARM BUREAU LIFE INSURANCE COMPANY	521,089	0	0	0.00
FARMERS NEW WORLD LIFE INSURANCE COMPANY	23,158,018	6	6	1.58
FEDERAL LIFE INSURANCE COMPANY (MUTUAL)	10,882	0	0	NA
FEDERATED LIFE INSURANCE COMPANY	99,842	0	0	NA
FIDELITY INVESTMENTS LIFE INSURANCE COMPANY	161,446	0	0	0.00
FIDELITY LIFE ASSOCIATION, A LEGAL RESERVE LIFE INSURANCE COMPANY	605,262	0	0	0.00
FIDELITY SECURITY LIFE INSURANCE COMPANY	92,019	0	0	NA
FIRST ALLMERICA FINANCIAL LIFE INSURANCE COMPANY	102,906	1	1	59.29
FIRST CATHOLIC SLOVAK LADIES ASSOCIATION OF THE UNITED STATES (SEE MSG)	75	0	0	NA
FIRST HEALTH LIFE & HEALTH INSURANCE COMPANY	321	0	0	NA
FIRST INVESTORS LIFE INSURANCE COMPANY	5,070,757	0	0	0.00
FIRST PENN-PACIFIC LIFE INSURANCE COMPANY	1,837,568	1	1	3.32

LIFE (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
FORETHOUGHT LIFE INSURANCE COMPANY	5,140,622	0	0	0.00
FORT DEARBORN LIFE INSURANCE COMPANY	135,635	0	0	0.00
FUNERAL DIRECTORS LIFE INSURANCE COMPANY	500,128	0	0	0.00
GARDEN STATE LIFE INSURANCE COMPANY	329,611	0	0	0.00
GENERAL AMERICAN LIFE INSURANCE COMPANY	5,934,543	1	1	1.03
GENERAL FIDELITY LIFE INSURANCE COMPANY	-7,997	0	0	NA
GENWORTH LIFE AND ANNUITY INSURANCE COMPANY	16,162,167	3	2	0.76
GENWORTH LIFE INSURANCE COMPANY	2,136,105	0	0	0.00
GERBER LIFE INSURANCE COMPANY	1,454,644	0	0	0.00
GLOBE LIFE AND ACCIDENT INSURANCE COMPANY	3,056,399	4	4	7.98
GOLDEN RULE INSURANCE COMPANY	1,488,288	0	0	0.00
GOVERNMENT PERSONNEL MUTUAL LIFE INSURANCE COMPANY	285,217	0	0	0.00
GREAT AMERICAN LIFE INSURANCE COMPANY	900,430	2	2	13.55
GREAT SOUTHERN LIFE INSURANCE COMPANY	921,275	0	0	0.00
GREAT WESTERN INSURANCE COMPANY	5,800,554	1	1	1.05
GREAT-WEST LIFE & ANNUITY INSURANCE COMPANY	7,587,884	0	0	0.00
GREAT-WEST LIFE ASSURANCE COMPANY (THE)	692,491	0	0	0.00
GUARANTEE TRUST LIFE INSURANCE COMPANY	210,909	0	0	0.00
GUARANTY INCOME LIFE INSURANCE COMPANY	1,253	0	0	NA
GUARDIAN INSURANCE & ANNUITY COMPANY, INC. (THE)	255,005	0	0	0.00

LIFE (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
GUARDIAN LIFE INSURANCE COMPANY OF AMERICA (THE)	16,658,773	0	0	0.00
HARTFORD LIFE AND ACCIDENT INSURANCE COMPANY	6,896,115	5	5	4.42
HARTFORD LIFE AND ANNUITY INSURANCE COMPANY	12,598,645	3	2	0.97
HARTFORD LIFE INSURANCE COMPANY	13,904,715	1	1	0.44
HCC LIFE INSURANCE COMPANY	516,392	1	1	11.82
HEALTH NET LIFE INSURANCE COMPANY	24,349	0	0	NA
HERITAGE LIFE INSURANCE COMPANY	-24	0	0	NA
HOMESTEADERS LIFE COMPANY	88,668	1	0	NA
HORACE MANN LIFE INSURANCE COMPANY	1,138,161	0	0	0.00
HOUSEHOLD LIFE INSURANCE COMPANY	540,461	0	0	0.00
HUMANA INSURANCE COMPANY	15,240	0	0	NA
HUMANADENTAL INSURANCE COMPANY (SEE MSG)	8,102	0	0	NA
IDEALIFE INSURANCE COMPANY	27,940	0	0	NA
ILLINOIS MUTUAL LIFE INSURANCE COMPANY	62,815	0	0	NA
INDEPENDENT ORDER OF FORESTERS	1,774,426	2	1	3.44
INDIANAPOLIS LIFE INSURANCE COMPANY	1,535,688	0	0	0.00
INDIVIDUAL ASSURANCE COMPANY LIFE, HEALTH AND ACCIDENT	544,796	0	0	0.00
INDUSTRIAL ALLIANCE PACIFIC INSURANCE AND FINANCIAL SERVICES, INC. (SEE MSG)	64,683	0	0	NA
ING LIFE INSURANCE AND ANNUITY COMPANY	622,883	0	0	0.00

LIFE (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
ING USA ANNUITY & LIFE INSURANCE COMPANY	1,379,387	1	1	4.42
INTEGRITY LIFE INSURANCE COMPANY	11,959	0	0	NA
INTRAMERICA LIFE INSURANCE COMPANY	790	0	0	NA
INVESTORS GUARANTY LIFE INSURANCE COMPANY	3,738	0	0	NA
INVESTORS LIFE INSURANCE COMPANY OF NORTH AMERICA (SEE MSG)	94,296	0	0	NA
JACKSON NATIONAL LIFE INSURANCE COMPANY	8,102,099	3	3	2.26
JEFFERSON NATIONAL LIFE INSURANCE COMPANY	86,321	0	0	NA
JMIC LIFE INSURANCE COMPANY	-29,469	0	0	NA
JOHN ALDEN LIFE INSURANCE COMPANY	136,310	0	0	0.00
JOHN HANCOCK LIFE & HEALTH INSURANCE COMPANY	12,451	1	1	NA
JOHN HANCOCK LIFE INSURANCE COMPANY	6,634,421	1	1	0.92
JOHN HANCOCK LIFE INSURANCE COMPANY (U.S.A.)	23,617,241	1	1	0.26
JOHN HANCOCK VARIABLE LIFE INSURANCE COMPANY	13,373,641	1	1	0.46
KANAWHA INSURANCE COMPANY	22,094	0	0	NA
KANSAS CITY LIFE INSURANCE COMPANY	2,856,150	0	0	0.00
KEMPER INVESTORS LIFE INSURANCE COMPANY	108,012	1	1	56.49
KNIGHTS OF COLUMBUS	3,534,352	0	0	0.00
LAFAYETTE LIFE INSURANCE COMPANY (THE)	1,215,239	0	0	0.00
LANDCAR LIFE INSURANCE COMPANY	26,270	0	0	NA
LIBERTY BANKERS LIFE INSURANCE COMPANY	108	0	0	NA

LIFE (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
LIBERTY LIFE ASSURANCE COMPANY OF BOSTON	3,954,008	0	0	0.00
LIBERTY LIFE INSURANCE COMPANY	2,476,891	2	2	4.93
LIBERTY NATIONAL LIFE INSURANCE COMPANY	513,893	0	0	0.00
LIFE INSURANCE COMPANY OF NORTH AMERICA	4,192,437	0	0	0.00
LIFE INSURANCE COMPANY OF THE SOUTHWEST	803,556	0	0	0.00
LIFE INVESTORS INSURANCE COMPANY OF AMERICA	1,011,565	2	2	12.06
LIFESecure INSURANCE COMPANY	57,905	0	0	NA
LIFEWISE ASSURANCE COMPANY	902,006	1	1	6.76
LINCOLN BENEFIT LIFE COMPANY	14,262,564	3	2	0.86
LINCOLN HERITAGE LIFE INSURANCE COMPANY	1,811,711	1	1	3.37
LINCOLN LIFE & ANNUITY COMPANY OF NEW YORK	46,688	0	0	NA
LINCOLN MUTUAL LIFE AND CASUALTY INSURANCE COMPANY	3,141	0	0	NA
LINCOLN NATIONAL LIFE INSURANCE COMPANY (THE)	32,157,701	2	2	0.38
LOYAL AMERICAN LIFE INSURANCE COMPANY	17,390	0	0	NA
MADISON NATIONAL LIFE INSURANCE COMPANY, INC.	385,930	0	0	0.00
MANHATTAN LIFE INSURANCE COMPANY (THE)	83,628	0	0	NA
MANHATTAN NATIONAL LIFE INSURANCE COMPANY	263,898	0	0	0.00
MASSACHUSETTS MUTUAL LIFE INSURANCE COMPANY	16,956,973	2	2	0.72
MEDICO LIFE INSURANCE COMPANY	34,841	0	0	NA
MEGA LIFE AND HEALTH INSURANCE COMPANY (THE)	218,620	1	1	27.91

LIFE (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
MEMBERS LIFE INSURANCE COMPANY	15,323	0	0	NA
MENNONITE MUTUAL AID ASSOCIATION	106,400	0	0	0.00
MERIT LIFE INSURANCE COMPANY	620,763	0	0	0.00
MERRILL LYNCH LIFE INSURANCE COMPANY	380,024	0	0	0.00
METLIFE INSURANCE COMPANY OF CONNECTICUT	7,227,493	2	1	0.84
METLIFE INVESTORS INSURANCE COMPANY	250,719	0	0	0.00
METLIFE INVESTORS USA INSURANCE COMPANY	4,749,117	0	0	0.00
METROPOLITAN LIFE INSURANCE COMPANY	41,521,304	2	1	0.15
METROPOLITAN TOWER LIFE INSURANCE COMPANY	618,221	0	0	0.00
MID-WEST NATIONAL LIFE INSURANCE COMPANY OF TENNESSEE	73,924	0	0	NA
MIDLAND NATIONAL LIFE INSURANCE COMPANY	9,432,491	12	10	6.47
MIDWESTERN UNITED LIFE INSURANCE COMPANY	13,234	0	0	NA
MINNESOTA LIFE INSURANCE COMPANY	10,117,352	2	1	0.60
MML BAY STATE LIFE INSURANCE COMPANY	945,663	0	0	0.00
MODERN WOODMEN OF AMERICA	520,701	0	0	0.00
MOLINA HEALTHCARE INSURANCE COMPANY	11,656	0	0	NA
MONARCH LIFE INSURANCE COMPANY	22,386	0	0	NA
MONUMENTAL LIFE INSURANCE COMPANY	825,671	1	0	0.00
MONY LIFE INSURANCE COMPANY	5,662,238	0	0	0.00
MONY LIFE INSURANCE COMPANY OF AMERICA	2,295,559	0	0	0.00

LIFE (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
MTL INSURANCE COMPANY	1,270,118	0	0	0.00
MUTUAL OF AMERICA LIFE INSURANCE COMPANY	42,012	0	0	NA
NATIONAL BENEFIT LIFE INSURANCE COMPANY	93,291	0	0	NA
NATIONAL CATHOLIC SOCIETY OF FORESTERS	146,654	1	1	41.60
NATIONAL FARMERS UNION LIFE INSURANCE COMPANY	93,589	0	0	NA
NATIONAL FOUNDATION LIFE INSURANCE COMPANY	137	0	0	NA
NATIONAL GUARDIAN LIFE INSURANCE COMPANY	140,909	0	0	0.00
NATIONAL LIFE INSURANCE COMPANY	3,235,360	1	1	1.89
NATIONAL STATES INSURANCE COMPANY	509,948	0	0	0.00
NATIONAL WESTERN LIFE INSURANCE COMPANY	59,358	0	0	NA
NATIONWIDE LIFE AND ANNUITY COMPANY OF AMERICA	3,378,039	0	0	0.00
NATIONWIDE LIFE AND ANNUITY INSURANCE COMPANY	2,946,444	0	0	0.00
NATIONWIDE LIFE INSURANCE COMPANY	4,194,498	0	0	0.00
NATIONWIDE LIFE INSURANCE COMPANY OF AMERICA	1,103,830	0	0	0.00
NEW ENGLAND LIFE INSURANCE COMPANY	2,867,001	0	0	0.00
NEW YORK LIFE INSURANCE AND ANNUITY CORPORATION	11,635,337	0	0	0.00
NEW YORK LIFE INSURANCE COMPANY	35,176,340	5	3	0.52
NORTH AMERICAN COMPANY FOR LIFE AND HEALTH INSURANCE	6,247,837	1	1	0.98
NORTH COAST LIFE INSURANCE COMPANY	406,481	0	0	0.00
NORTHWESTERN MUTUAL LIFE INSURANCE CO	82,930,352	2	1	0.07

LIFE (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
NYLIFE INSURANCE COMPANY OF ARIZONA	1,009,427	0	0	0.00
OCCIDENTAL LIFE INSURANCE COMPANY OF NORTH CAROLINA	30,225	0	0	NA
OHIO NATIONAL LIFE ASSURANCE CORPORATION	3,345,126	0	0	0.00
OHIO NATIONAL LIFE INSURANCE COMPANY (THE)	1,253,225	0	0	0.00
OHIO STATE LIFE INSURANCE COMPANY	259,389	1	1	23.52
OLD AMERICAN INSURANCE COMPANY	1,560,447	0	0	0.00
OLD REPUBLIC LIFE INSURANCE COMPANY	398,948	0	0	0.00
OM FINANCIAL LIFE INSURANCE COMPANY	3,579,174	2	1	1.70
OMAHA WOODMEN LIFE INSURANCE SOCIETY	368,587	0	0	0.00
OXFORD LIFE INSURANCE COMPANY	13,825	0	0	NA
PACIFIC GUARDIAN LIFE INSURANCE COMPANY, LIMITED	380,978	0	0	0.00
PACIFIC LIFE & ANNUITY COMPANY	-360,679	0	0	NA
PACIFIC LIFE INSURANCE COMPANY	40,669,683	1	1	0.15
PAN-AMERICAN ASSURANCE COMPANY	177,459	0	0	0.00
PAN-AMERICAN LIFE INSURANCE COMPANY	30,702	0	0	NA
PARK AVENUE LIFE INSURANCE COMPANY	7,332	0	0	NA
PAUL REVERE LIFE INSURANCE COMPANY	43,549	0	0	NA
PAUL REVERE VARIABLE ANNUITY INSURANCE COMPANY	2,881	0	0	NA
PENN INSURANCE AND ANNUITY COMPANY (THE)	165,187	0	0	0.00
PENN MUTUAL LIFE INSURANCE COMPANY	2,410,469	0	0	0.00

LIFE (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
PENN TREATY NETWORK AMERICA INSURANCE COMPANY	4,885	0	0	NA
PENNSYLVANIA LIFE INSURANCE COMPANY	37,242	0	0	NA
PERICO LIFE INSURANCE COMPANY	1,049	0	0	NA
PHARMACISTS LIFE INSURANCE COMPANY (THE)	23,403	0	0	NA
PHILADELPHIA AMERICAN LIFE INSURANCE COMPANY	80	0	0	NA
PHL VARIABLE INSURANCE COMPANY	2,581,090	0	0	0.00
PHOENIX LIFE AND ANNUITY COMPANY	485,266	0	0	0.00
PHOENIX LIFE INSURANCE COMPANY	4,950,798	2	2	2.46
PHYSICIANS LIFE INSURANCE COMPANY	1,738,101	2	1	3.51
PIONEER AMERICAN INSURANCE COMPANY	16,452	0	0	NA
PIONEER MUTUAL LIFE INSURANCE COMPANY	1,324,349	0	0	0.00
PIONEER SECURITY LIFE INSURANCE COMPANY	25,693	0	0	NA
POLISH NATIONAL ALLIANCE OF THE UNITED STATES	1,214	0	0	NA
PRESIDENTIAL LIFE INSURANCE COMPANY	65,425	0	0	NA
PRIMERICA LIFE INSURANCE COMPANY	13,699,192	0	0	0.00
PRINCIPAL LIFE INSURANCE COMPANY	10,455,528	1	1	0.58
PROFESSIONAL INSURANCE COMPANY	2,945	0	0	NA
PROTECTIVE LIFE AND ANNUITY INSURANCE COMPANY	15,028	0	0	NA
PROTECTIVE LIFE INSURANCE COMPANY	11,621,045	5	4	2.10
PROVIDENT AMERICAN LIFE & HEALTH INSURANCE COMPANY	26,663	0	0	NA

LIFE (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
PROVIDENT LIFE & ACCIDENT INSURANCE COMPANY	1,012,906	1	1	6.02
PRUCO LIFE INSURANCE COMPANY	8,047,074	0	0	0.00
PRUDENTIAL ANNUITIES LIFE ASSURANCE CORPORATION	45,862	1	1	NA
PRUDENTIAL INSURANCE COMPANY OF AMERICA	25,596,604	8	7	1.67
PYRAMID LIFE INSURANCE COMPANY	215,445	0	0	0.00
REASSURE AMERICA LIFE INSURANCE COMPANY	7,091,887	6	4	3.44
REGENCE LIFE AND HEALTH INSURANCE COMPANY	10,896,809	0	0	0.00
RELIABLE LIFE INSURANCE COMPANY (THE)	2,089	0	0	NA
RELIANCE STANDARD LIFE INSURANCE COMPANY	2,769,775	0	0	0.00
RELIASTAR LIFE INSURANCE COMPANY	9,660,529	4	3	1.89
RELIASTAR LIFE INSURANCE COMPANY OF NEW YORK	81,536	0	0	NA
RENAISSANCE LIFE & HEALTH INSURANCE COMPANY OF AMERICA	21,691	0	0	NA
RESOURCE LIFE INSURANCE COMPANY	97,308	0	0	NA
RIVERSOURCE LIFE INSURANCE COMPANY	18,441,273	1	1	0.33
ROYAL NEIGHBORS OF AMERICA	145,630	1	1	41.90
S.USA LIFE INSURANCE COMPANY, INC.	26,704	0	0	NA
SAGICOR LIFE INSURANCE COMPANY	19,422	0	0	NA
SAVINGS BANK LIFE INSURANCE COMPANY OF MASSACHUSETTS (THE)	97,398	0	0	NA
SCOR LIFE INSURANCE COMPANY	11,852	0	0	NA

LIFE (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
SEARS LIFE INSURANCE COMPANY	186,903	0	0	0.00
SECURIAN LIFE INSURANCE COMPANY	7,302	0	0	NA
SECURITY BENEFIT LIFE INSURANCE COMPANY	145,190	1	1	42.02
SECURITY LIFE INSURANCE COMPANY OF AMERICA	11,446	0	0	NA
SECURITY LIFE OF DENVER INSURANCE COMPANY	6,861,532	0	0	0.00
SECURITY MUTUAL LIFE INSURANCE COMPANY OF NEW YORK	197,345	0	0	0.00
SECURITY NATIONAL LIFE INSURANCE COMPANY	12,606	0	0	NA
SENTINEL SECURITY LIFE INSURANCE COMPANY	124,534	0	0	0.00
SENTRY LIFE INSURANCE COMPANY	128,011	0	0	0.00
SETTLERS LIFE INSURANCE COMPANY	4,114	0	0	NA
SONS OF NORWAY	67,835	0	0	NA
STANDARD INSURANCE COMPANY	52,812,246	6	5	0.58
STANDARD LIFE AND ACCIDENT INSURANCE COMPANY	176,169	1	1	34.63
STANDARD LIFE INSURANCE COMPANY OF INDIANA	88,904	0	0	NA
STANDARD SECURITY LIFE INSURANCE COMPANY OF NEW YORK	15,617	0	0	NA
STARMOUNT LIFE INSURANCE COMPANY	32,977	0	0	NA
STATE FARM LIFE INSURANCE COMPANY	42,991,737	3	3	0.43
STATE LIFE INSURANCE COMPANY (THE)	239,597	0	0	0.00
STATE MUTUAL INSURANCE COMPANY	39,605	0	0	NA
STERLING INVESTORS LIFE INSURANCE COMPANY	12,312	0	0	NA

LIFE (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
STONEBRIDGE LIFE INSURANCE COMPANY	1,220,365	0	0	0.00
SUN LIFE AND HEALTH INSURANCE COMPANY (U.S.)	516,155	0	0	0.00
SUN LIFE ASSURANCE COMPANY OF CANADA	8,980,472	1	1	0.68
SUN LIFE ASSURANCE COMPANY OF CANADA (U.S.)	164,876	2	2	74.01
SUNAMERICA LIFE INSURANCE COMPANY	180,088	0	0	0.00
SUNSET LIFE INSURANCE COMPANY OF AMERICA	1,059,286	0	0	0.00
SURETY LIFE INSURANCE COMPANY	1,066,825	1	1	5.72
SYMETRA LIFE INSURANCE COMPANY	10,264,654	0	0	0.00
SYMETRA NATIONAL LIFE INSURANCE COMPANY	14,809	0	0	NA
TEACHERS INSURANCE AND ANNUITY ASSOCIATION OF AMERICA	2,872,784	1	1	2.12
TEXAS LIFE INSURANCE COMPANY	294,001	0	0	0.00
THRIVENT FINANCIAL FOR LUTHERANS	11,975,123	0	0	0.00
THRIVENT LIFE INSURANCE COMPANY	73,828	0	0	NA
TIAA-CREF LIFE INSURANCE COMPANY	555,516	1	1	10.98
TIME INSURANCE COMPANY	202,604	0	0	0.00
TRANS WORLD ASSURANCE COMPANY	154,007	0	0	0.00
TRANSAMERICA FINANCIAL LIFE INSURANCE COMPANY	10,050	0	0	NA
TRANSAMERICA LIFE INSURANCE COMPANY	3,181,440	2	2	3.84
TRANSAMERICA OCCIDENTAL LIFE INSURANCE COMPANY	14,915,918	2	2	0.82
TRUSTMARK INSURANCE COMPANY	469,942	0	0	0.00

LIFE (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
TRUSTMARK LIFE INSURANCE COMPANY	1,582	0	0	NA
U.S. FINANCIAL LIFE INSURANCE COMPANY	2,727,307	0	0	0.00
ULLICO LIFE INSURANCE COMPANY	18,205	0	0	NA
UNICARE LIFE & HEALTH INSURANCE COMPANY	5,078	0	0	NA
UNIFIED LIFE INSURANCE COMPANY	256	0	0	NA
UNION BANKERS INSURANCE COMPANY	145,002	0	0	0.00
UNION CENTRAL LIFE INSURANCE COMPANY	3,403,767	0	0	0.00
UNION FIDELITY LIFE INSURANCE COMPANY	264,832	0	0	0.00
UNION LABOR LIFE INSURANCE COMPANY	506,416	0	0	0.00
UNION SECURITY INSURANCE COMPANY	3,498,721	2	2	3.49
UNITED AMERICAN INSURANCE COMPANY	365,455	1	1	16.70
UNITED COMMERCIAL TRAVELERS OF AMERICA(THE ORDER OF)	7,721	0	0	NA
UNITED FAMILY LIFE INSURANCE COMPANY	4,106	0	0	NA
UNITED FIDELITY LIFE INSURANCE COMPANY	124,977	0	0	0.00
UNITED HEALTHCARE INSURANCE COMPANY	416,733	0	0	0.00
UNITED HERITAGE LIFE INSURANCE COMPANY	1,646,783	0	0	0.00
UNITED HOME LIFE INSURANCE COMPANY	20,944	0	0	NA
UNITED INSURANCE COMPANY OF AMERICA	11,723	1	1	NA
UNITED INVESTORS LIFE INSURANCE COMPANY	2,218,254	1	1	2.75
UNITED OF OMAHA LIFE INSURANCE COMPANY	10,326,549	2	2	1.18

LIFE (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
UNITED STATES LIFE INSURANCE COMPANY IN THE CITY OF NEW YORK (THE)	447,896	0	0	0.00
UNITED TEACHER ASSOCIATES INSURANCE COMPANY	100,413	0	0	0.00
UNITED WORLD LIFE INSURANCE COMPANY	16,839	0	0	NA
UNITY FINANCIAL LIFE INSURANCE COMPANY	25,094	0	0	NA
UNITY MUTUAL LIFE INSURANCE COMPANY	16,689	0	0	NA
UNIVERSAL GUARANTY LIFE INSURANCE COMPANY	12,308	0	0	NA
UNIVERSAL UNDERWRITERS LIFE INSURANCE COMPANY	269,404	0	0	0.00
UNUM LIFE INSURANCE COMPANY OF AMERICA	24,245,158	0	0	0.00
USAA LIFE INSURANCE COMPANY	6,671,377	0	0	0.00
VANTISLIFE INSURANCE COMPANY	4,075	0	0	NA
WASHINGTON NATIONAL INSURANCE COMPANY	482,160	2	1	12.65
WEST COAST LIFE INSURANCE COMPANY	8,408,973	2	2	1.45
WESTERN AND SOUTHERN LIFE INSURANCE COMPANY (THE)	52,382	0	0	NA
WESTERN FRATERNAL LIFE ASSOCIATION	14,449	0	0	NA
WESTERN RESERVE LIFE ASSURANCE CO. OF OHIO	24,026,783	2	2	0.51
WESTERN UNITED LIFE ASSURANCE COMPANY	80,332	0	0	NA
WESTERN-SOUTHERN LIFE ASSURANCE COMPANY	130,128	0	0	0.00
WILLIAM PENN LIFE INSURANCE COMPANY OF NEW YORK	36,276	0	0	NA
WILTON REASSURANCE LIFE COMPANY OF NEW YORK	16,401	0	0	NA
WOMAN'S LIFE INSURANCE SOCIETY	2,632	0	0	NA

LIFE (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
WOODMEN OF THE WORLD	119,746	0	0	0.00
WORLD INSURANCE COMPANY	2,117	0	0	NA
Total for LIFE	1,098,233,932	205	180	

LONG-TERM CARE

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
AETNA LIFE INSURANCE COMPANY	341,307	1	1	6.96
AF&L INSURANCE COMPANY	202,362	0	0	0.00
AIG LIFE INSURANCE COMPANY	274,408	0	0	0.00
ALLIANZ LIFE INSURANCE COMPANY OF NORTH AMERICA	2,474,161	0	0	0.00
ALLSTATE LIFE INSURANCE COMPANY	4,600	0	0	NA
AMERICAN FAMILY LIFE ASSURANCE COMPANY OF COLUMBUS	220,486	0	0	0.00
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	45,298	0	0	NA
AMERICAN FIDELITY ASSURANCE COMPANY	129,842	0	0	0.00
AMERICAN HERITAGE LIFE INSURANCE COMPANY	3,194	0	0	NA
AMERICAN PIONEER LIFE INSURANCE COMPANY	486	0	0	NA
AMERICAN REPUBLIC INSURANCE COMPANY	283,871	0	0	0.00
ASSURITY LIFE INSURANCE COMPANY	19,248	0	0	NA
BANKERS LIFE AND CASUALTY COMPANY	15,593,700	22	18	2.74
BERKSHIRE LIFE INSURANCE COMPANY OF AMERICA	112,567	0	0	0.00
CATHOLIC ORDER OF FORESTERS	2,124	0	0	NA
CENTRAL STATES HEALTH & LIFE CO OF OMAHA	107,982	0	0	0.00
CHRISTIAN FIDELITY LIFE INSURANCE COMPANY	1,087	0	0	NA
CINCINNATI LIFE INSURANCE COMPANY (THE)	1,650	0	0	NA
CONSECO HEALTH INSURANCE COMPANY	5,269	0	0	NA
CONSECO LIFE INSURANCE COMPANY	1,279	0	0	NA

LONG-TERM CARE (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
CONSECO SENIOR HEALTH INSURANCE COMPANY	1,170,782	7	7	14.21
CONSTITUTION LIFE INSURANCE COMPANY	2,073	0	0	NA
CONTINENTAL CASUALTY COMPANY	10,156,452	3	3	0.70
CONTINENTAL GENERAL INSURANCE COMPANY	23,939	0	0	NA
COUNTRY LIFE INSURANCE COMPANY	543,757	0	0	0.00
CUNA MUTUAL INSURANCE SOCIETY	374,129	0	0	0.00
EQUITABLE LIFE AND CASUALTY INSURANCE COMPANY	6,651,262	2	2	0.71
GENWORTH LIFE AND ANNUITY INSURANCE COMPANY	199,496	0	0	0.00
GENWORTH LIFE INSURANCE COMPANY	17,585,612	2	1	0.14
GERBER LIFE INSURANCE COMPANY	10,120	0	0	NA
GREAT AMERICAN LIFE INSURANCE COMPANY	349,272	0	0	0.00
GUARANTEE TRUST LIFE INSURANCE COMPANY	1,392	0	0	NA
GUARANTY INCOME LIFE INSURANCE COMPANY	15,257	0	0	NA
HARTFORD LIFE INSURANCE COMPANY	11,886	0	0	NA
JOHN ALDEN LIFE INSURANCE COMPANY	26,440	0	0	NA
JOHN HANCOCK LIFE INSURANCE COMPANY	12,923,658	1	1	0.18
KANAWHA INSURANCE COMPANY	63,347	0	0	NA
KNIGHTS OF COLUMBUS	248,231	0	0	0.00
LIFE INVESTORS INSURANCE COMPANY OF AMERICA	2,478,521	3	2	1.92
LINCOLN BENEFIT LIFE COMPANY	2,524,504	0	0	0.00

LONG-TERM CARE (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
LINCOLN NATIONAL LIFE INSURANCE COMPANY (THE)	77,106	0	0	NA
LOYAL AMERICAN LIFE INSURANCE COMPANY	5,012	0	0	NA
MASSACHUSETTS MUTUAL LIFE INSURANCE COMPANY	1,222,294	0	0	0.00
MEDICO INSURANCE COMPANY	5,297,998	3	3	1.35
MEDICO LIFE INSURANCE COMPANY	431,680	0	0	0.00
METLIFE INSURANCE COMPANY OF CONNECTICUT	907,446	0	0	0.00
METROPOLITAN LIFE INSURANCE COMPANY	5,620,402	2	2	0.85
MONUMENTAL LIFE INSURANCE COMPANY	370,733	0	0	0.00
MUTUAL OF OMAHA INSURANCE COMPANY	909,372	1	1	2.61
NATIONAL STATES INSURANCE COMPANY	131,505	0	0	0.00
NEW YORK LIFE INSURANCE COMPANY	1,180,335	0	0	0.00
NORTHWESTERN LONG TERM CARE INSURANCE COMPANY	2,134,901	0	0	0.00
OLD AMERICAN INSURANCE COMPANY	58,515	0	0	NA
OMAHA WOODMEN LIFE INSURANCE SOCIETY	3,234	0	0	NA
PENN TREATY NETWORK AMERICA INSURANCE COMPANY	1,412,230	1	1	1.68
PENNSYLVANIA LIFE INSURANCE COMPANY	4,780	0	0	NA
PHYSICIANS MUTUAL INSURANCE COMPANY	837,870	0	0	0.00
PRINCIPAL LIFE INSURANCE COMPANY	3,457	0	0	NA
PROVIDENT LIFE & ACCIDENT INSURANCE COMPANY	666,505	0	0	0.00
PRUDENTIAL INSURANCE COMPANY OF AMERICA	1,450,707	1	1	1.64

LONG-TERM CARE (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
PYRAMID LIFE INSURANCE COMPANY	169,546	0	0	0.00
REASSURE AMERICA LIFE INSURANCE COMPANY	89,281	0	0	NA
REGENCE BLUECROSS BLUESHIELD OF OREGON	701,668	0	0	0.00
RELIASTAR LIFE INSURANCE COMPANY	12,150	0	0	NA
RIVERSOURCE LIFE INSURANCE COMPANY	3,598,224	2	0	0.00
SENTRY INSURANCE A MUTUAL COMPANY	15,065	0	0	NA
SENTRY LIFE INSURANCE COMPANY	395	0	0	NA
STANDARD LIFE AND ACCIDENT INSURANCE COMPANY	34,624	1	1	NA
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	4,747,245	0	0	0.00
STATE LIFE INSURANCE COMPANY (THE)	198,930	0	0	0.00
STONEBRIDGE LIFE INSURANCE COMPANY	19,186	0	0	NA
TEACHERS INSURANCE AND ANNUITY ASSOCIATION OF AMERICA	655,762	0	0	0.00
THRIVENT FINANCIAL FOR LUTHERANS	2,146,116	2	2	2.22
TIAA-CREF LIFE INSURANCE COMPANY	310,473	0	0	0.00
TIME INSURANCE COMPANY	304,774	0	0	0.00
TRANSAMERICA LIFE INSURANCE COMPANY	127,586	1	1	18.63
TRANSAMERICA OCCIDENTAL LIFE INSURANCE COMPANY	1,718,348	2	1	1.38
UNION SECURITY INSURANCE COMPANY	774,603	0	0	0.00
UNITED AMERICAN INSURANCE COMPANY	104,612	0	0	0.00
UNITED OF OMAHA LIFE INSURANCE COMPANY	217,695	0	0	0.00

LONG-TERM CARE (...continued)

Company Name	2007 premiums	Total complaints	Confirmed complaints	Complaint index
UNITED TEACHER ASSOCIATES INSURANCE COMPANY	4,679	0	0	NA
UNUM LIFE INSURANCE COMPANY OF AMERICA	9,649,127	4	2	0.49
WASHINGTON NATIONAL INSURANCE COMPANY	91,863	0	0	NA
Total for LONG-TERM CARE	123,603,085	63	52	