

Long-Term Care Companies	2023 Premium	Total Complaints	Confirmed Complaints	Complaint Index
ABILITY INSURANCE COMPANY	2,299,255	1	0	0
AETNA LIFE INSURANCE COMPANY	173,976	0	0	0
ALLIANZ LIFE INSURANCE COMPANY OF NORTH AMERICA	2,291,758	0	0	0
AMERICAN FAMILY LIFE ASSURANCE COMPANY OF COLUMBUS	119,449	2	1	137.29
AMERICAN FAMILY MUTUAL INSURANCE COMPANY S.I.	35,003	0	0	0
AMERICAN FIDELITY ASSURANCE COMPANY	334,159	0	0	0
AMERICAN GENERAL LIFE INSURANCE COMPANY	199,009	0	0	0
AMERICAN HEALTH AND LIFE INSURANCE COMPANY	1,358	0	0	0
AMERICAN HERITAGE LIFE INSURANCE COMPANY	5,876	0	0	0
AMERICAN REPUBLIC INSURANCE COMPANY	38,927	0	0	0
ASSURITY LIFE INSURANCE COMPANY	8,836	0	0	0
BANKERS LIFE AND CASUALTY COMPANY	3,969,190	7	2	8.26
BCS INSURANCE COMPANY	(71)	0	0	0
BERKSHIRE LIFE INSURANCE COMPANY OF AMERICA	100,352	0	0	0
BRIGHTHOUSE LIFE INSURANCE COMPANY	691,807	0	0	0
CATHOLIC ORDER OF FORESTERS	2,242	0	0	0
CENTRAL STATES HEALTH & LIFE CO OF OMAHA	1,327	0	0	0
CMFG LIFE INSURANCE COMPANY	286,326	0	0	0
COMBINED INSURANCE COMPANY OF AMERICA	1,434	0	0	0
CONNECTICUT GENERAL LIFE INSURANCE COMPANY	7,234	0	0	0
CONTINENTAL CASUALTY COMPANY	5,746,712	9	1	2.85
CONTINENTAL GENERAL INSURANCE COMPANY	298,968	0	0	0
COUNTRY LIFE INSURANCE COMPANY	1,617,264	0	0	0
FARMERS NEW WORLD LIFE INSURANCE COMPANY	221,934	0	0	0
FORETHOUGHT LIFE INSURANCE COMPANY	408,075	0	0	0
GENWORTH LIFE AND ANNUITY INSURANCE COMPANY	14,534	0	0	0
GENWORTH LIFE INSURANCE COMPANY	24,205,485	13	1	0.68
GUARANTEE TRUST LIFE INSURANCE COMPANY	888	0	0	0
JACKSON NATIONAL LIFE INSURANCE COMPANY	193,134	0	0	0
JOHN ALDEN LIFE INSURANCE COMPANY	31,385	0	0	0
JOHN HANCOCK LIFE & HEALTH INSURANCE COMPANY	172,732	0	0	0
JOHN HANCOCK LIFE INSURANCE COMPANY (U.S.A.)	18,602,358	5	2	1.76
KNIGHTS OF COLUMBUS	612,671	0	0	0
LIFESECURE INSURANCE COMPANY	1,370,776	0	0	0
LINCOLN NATIONAL LIFE INSURANCE COMPANY (THE)	13,380	0	0	0
MASSACHUSETTS MUTUAL LIFE INSURANCE COMPANY	1,555,262	0	0	0
MASSMUTUAL ASCEND LIFE INSURANCE COMPANY	60,769	0	0	0
MEDAMERICA INSURANCE COMPANY	822,975	0	0	0
MEDICO INSURANCE COMPANY	46,292	1	0	0
METROPOLITAN LIFE INSURANCE COMPANY	7,063,950	1	0	0
MUTUAL OF OMAHA INSURANCE COMPANY	5,870,220	1	0	0
NATIONAL GUARDIAN LIFE INSURANCE COMPANY	223,221	0	0	0
NEW YORK LIFE INSURANCE COMPANY	4,003,648	0	0	0
NORTHWESTERN LONG TERM CARE INSURANCE COMPANY	10,218,948	0	0	0
PHYSICIANS MUTUAL INSURANCE COMPANY	621,468	0	0	0
PRINCIPAL LIFE INSURANCE COMPANY	1,149	0	0	0
PROVIDENT LIFE & ACCIDENT INSURANCE COMPANY	860,664	0	0	0
PRUDENTIAL INSURANCE COMPANY OF AMERICA	3,642,419	1	1	4.5
REGENCE BLUECROSS BLUESHIELD OF OREGON	396,550	0	0	0
RELIASTAR LIFE INSURANCE COMPANY	1,436	0	0	0
RIVERSOURCE LIFE INSURANCE COMPANY	2,086,025	0	0	0
SENTRY INSURANCE COMPANY	22,091	0	0	0
STANDARD LIFE AND ACCIDENT INSURANCE COMPANY	3,114	0	0	0

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STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	6,189,571	1	0	0
STATE LIFE INSURANCE COMPANY (THE)	68,638	1	0	0
STERLING LIFE INSURANCE COMPANY	2,557	0	0	0
TALCOTT RESOLUTION LIFE INSURANCE COMPANY	11,357	0	0	0
TEACHERS INSURANCE AND ANNUITY ASSOCIATION OF AMERICA	97,301	0	0	0
THRIVENT FINANCIAL FOR LUTHERANS	2,515,486	0	0	0
TIAA-CREF LIFE INSURANCE COMPANY	78,072	0	0	0
TRANSAMERICA FINANCIAL LIFE INSURANCE COMPANY	5,633	0	0	0
TRANSAMERICA LIFE INSURANCE COMPANY	4,821,336	3	0	0
UNION LABOR LIFE INSURANCE COMPANY	2,218	0	0	0
UNION SECURITY INSURANCE COMPANY	550,793	1	0	0
UNITED AMERICAN INSURANCE COMPANY	24,752	0	0	0
UNITED LIFE INSURANCE COMPANY	34	0	0	0
UNITED OF OMAHA LIFE INSURANCE COMPANY	1,342,127	0	0	0
UNITED SECURITY ASSURANCE COMPANY OF PENNSYLVANIA	27,248	0	0	0
UNUM LIFE INSURANCE COMPANY OF AMERICA	13,862,665	1	0	0
WASHINGTON NATIONAL INSURANCE COMPANY	10,428	0	0	0
WOODMEN OF THE WORLD LIFE INSURANCE SOCIETY	1,993	0	0	0