

Long-Term Care Companies	2024 Premium	Total Complaints	Confirmed Complaints	Complaint Index
ABILITY INSURANCE COMPANY	2,654,212	6	0	0
AETNA LIFE INSURANCE COMPANY	201,692	0	0	0
AF&L INSURANCE COMPANY	25,722	0	0	0
ALLIANZ LIFE INSURANCE COMPANY OF NORTH AMERICA	2,259,671	2	0	0
AMERICAN FAMILY LIFE ASSURANCE COMPANY OF COLUMBUS	109,845	0	0	0
AMERICAN FAMILY MUTUAL INSURANCE COMPANY S.I.	43,270	0	0	0
AMERICAN FIDELITY ASSURANCE COMPANY	331,850	0	0	0
AMERICAN GENERAL LIFE INSURANCE COMPANY	168,260	0	0	0
AMERICAN HEALTH AND LIFE INSURANCE COMPANY	837	0	0	0
AMERICAN HERITAGE LIFE INSURANCE COMPANY	-3,907	0	0	0
AMERICAN REPUBLIC INSURANCE COMPANY	32,712	0	0	0
ASSURITY LIFE INSURANCE COMPANY	8,836	0	0	0
BANKERS LIFE AND CASUALTY COMPANY	4,007,473	1	0	0
BERKSHIRE LIFE INSURANCE COMPANY OF AMERICA	101,106	0	0	0
BRIGHTHOUSE LIFE INSURANCE COMPANY	669,244	0	0	0
CATHOLIC ORDER OF FORESTERS	2,124	0	0	0
CENTRAL STATES HEALTH & LIFE CO OF OMAHA	2,272	0	0	0
CMFG LIFE INSURANCE COMPANY	366,327	0	0	0
COMBINED INSURANCE COMPANY OF AMERICA	2,195	0	0	0
CONNECTICUT GENERAL LIFE INSURANCE COMPANY	6,075	0	0	0
CONTINENTAL CASUALTY COMPANY	5,378,729	4	0	0
CONTINENTAL GENERAL INSURANCE COMPANY	302,323	0	0	0
COUNTRY LIFE INSURANCE COMPANY	1,453,045	0	0	0
EVERLAKE LIFE INSURANCE COMPANY	3,203	0	0	0
FARMERS NEW WORLD LIFE INSURANCE COMPANY	214,418	0	0	0
FORETHOUGHT LIFE INSURANCE COMPANY	503,060	0	0	0
GENWORTH LIFE AND ANNUITY INSURANCE COMPANY	10,007	0	0	0
GENWORTH LIFE INSURANCE COMPANY	21,533,705	9	1	0.81
GUARANTEE TRUST LIFE INSURANCE COMPANY	1,044	0	0	0
JACKSON NATIONAL LIFE INSURANCE COMPANY	172,781	0	0	0
JOHN ALDEN LIFE INSURANCE COMPANY	30,382	0	0	0
JOHN HANCOCK LIFE & HEALTH INSURANCE COMPANY	173,880	1	1	100.35
JOHN HANCOCK LIFE INSURANCE COMPANY (U.S.A.)	17,305,395	3	1	1.01
KNIGHTS OF COLUMBUS	617,573	0	0	0
LIFESECURE INSURANCE COMPANY	1,309,402	0	0	0
LINCOLN NATIONAL LIFE INSURANCE COMPANY (THE)	10,167	0	0	0
MASSACHUSETTS MUTUAL LIFE INSURANCE COMPANY	1,453,597	0	0	0
MASSMUTUAL ASCEND LIFE INSURANCE COMPANY	64,247	0	0	0
MEDAMERICA INSURANCE COMPANY	905,247	1	0	0
MEDICO INSURANCE COMPANY	55,124	0	0	0
MUTUAL OF OMAHA INSURANCE COMPANY	6,249,012	1	0	0
NATIONAL GUARDIAN LIFE INSURANCE COMPANY	407,680	0	0	0
NEW YORK LIFE INSURANCE COMPANY	4,069,424	1	0	0
NORTHWESTERN LONG TERM CARE INSURANCE COMPANY	10,513,671	0	0	0
PHYSICIANS MUTUAL INSURANCE COMPANY	551,794	0	0	0
PRINCIPAL LIFE INSURANCE COMPANY	1,149	0	0	0
PROVIDENT LIFE & ACCIDENT INSURANCE COMPANY	810,839	0	0	0
PRUDENTIAL INSURANCE COMPANY OF AMERICA	3,567,709	1	1	4.89
REGENCE BLUECROSS BLUESHIELD OF OREGON	367,990	0	0	0
RELIASTAR LIFE INSURANCE COMPANY	1,436	0	0	0
RIVERSOURCE LIFE INSURANCE COMPANY	1,923,871	1	0	0
SENTRY INSURANCE COMPANY	20,750	0	0	0
SILAC INSURANCE COMPANY	2,019,746	1	1	8.64

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STANDARD LIFE AND ACCIDENT INSURANCE COMPANY	2,908	0	0	0
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	6,038,040	2	1	2.89
STATE LIFE INSURANCE COMPANY (THE)	78,913	0	0	0
STERLING LIFE INSURANCE COMPANY	2,476	0	0	0
TALCOTT RESOLUTION LIFE INSURANCE COMPANY	11,051	0	0	0
TEACHERS INSURANCE AND ANNUITY ASSOCIATION OF AMERICA	85,862	0	0	0
THRIVENT FINANCIAL FOR LUTHERANS	2,539,060	0	0	0
TIAA-CREF LIFE INSURANCE COMPANY	74,015	0	0	0
TRANSAMERICA FINANCIAL LIFE INSURANCE COMPANY	1,600	0	0	0
TRANSAMERICA LIFE INSURANCE COMPANY	4,532,266	2	0	0
UNION LABOR LIFE INSURANCE COMPANY	2,218	0	0	0
UNION SECURITY INSURANCE COMPANY	603,619	0	0	0
UNITED AMERICAN INSURANCE COMPANY	19,544	0	0	0
UNITED OF OMAHA LIFE INSURANCE COMPANY	1,418,042	1	1	12.3
UNITED SECURITY ASSURANCE COMPANY OF PENNSYLVANIA	9,858	0	0	0
UNUM LIFE INSURANCE COMPANY OF AMERICA	13,716,096	2	0	0
WASHINGTON NATIONAL INSURANCE COMPANY	9,310	0	0	0
WOODMEN OF THE WORLD LIFE INSURANCE SOCIETY	1,993	0	0	0