

2004 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Private Passenger Automobile	Complaints	Auto - 2004 Illinois Direct Written Premium \$	2004 Complaint Ratio Per \$1 Million of Direct Premiums Written in Illinois	Major Reasons Complaints Were Filed			
				Underwriting	Marketing	Claims	Service
AFFIRMATIVE INSURANCE COMPANY	175	\$74,231,961	2.36	18	0	155	2
ALLSTATE INSURANCE COMPANY	221	\$403,269,801	0.55	26	0	185	10
AMERICAN ACCESS CASUALTY COMPANY	114	\$39,121,012	2.91	2	0	112	0
AMERICAN AMBASSADOR CASUALTY COMPANY	47	\$5,692,461	8.26	5	0	42	0
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	95	\$263,693,689	0.36	25	2	65	3
AMERICAN FREEDOM INSURANCE COMPANY	104	\$15,726,568	6.61	4	0	100	0
AMERICAN HEARTLAND INSURANCE COMPANY	70	\$10,452,233	6.70	4	0	66	0
AMERICAN SERVICE INSURANCE COMPANY, INC.	159	\$43,409,246	3.66	17	0	140	2
AMERICAN STANDARD INSURANCE COMPANY OF WISCONSIN	11	\$37,843,646	0.29	2	1	8	0
APOLLO CASUALTY COMPANY	154	\$34,060,054	4.52	1	1	152	0
CONSTITUTIONAL CASUALTY COMPANY	16	\$11,074,822	1.44	1	0	15	0
COUNTRY MUTUAL INSURANCE COMPANY	45	\$338,201,532	0.13	8	0	33	4
ECONOMY PREMIER ASSURANCE COMPANY	19	\$58,259,732	0.33	4	0	11	4
ERIE INSURANCE COMPANY	16	\$6,207,357	2.58	6	0	10	0
FARMERS AUTOMOBILE INSURANCE ASSOCIATION (THE)	12	\$61,129,151	0.20	3	0	9	0
FOUNDERS INSURANCE COMPANY	81	\$50,581,149	1.60	3	0	77	1
GEICO GENERAL INSURANCE COMPANY	25	\$74,005,889	0.34	7	0	17	1
GENERAL CASUALTY COMPANY OF ILLINOIS	10	\$50,141,841	0.20	3	0	7	0
GOVERNMENT EMPLOYEES INSURANCE COMPANY	15	\$29,613,368	0.51	3	0	12	0
HARTFORD INSURANCE COMPANY OF ILLINOIS	19	\$43,434,504	0.44	11	0	8	0
ILLINOIS FARMERS INSURANCE COMPANY	96	\$246,289,587	0.39	16	1	74	5
INTERSTATE BANKERS CASUALTY COMPANY	49	\$13,564,872	3.61	1	0	48	0
LIBERTY MUTUAL FIRE INSURANCE COMPANY	11	\$63,519,442	0.17	1	0	9	1
MADISON MUTUAL INSURANCE COMPANY	17	\$28,083,659	0.61	8	0	9	0
MEDMARC CASUALTY INSURANCE COMPANY *	17	(\$53,653)	N/A negative premium	2	0	15	0
MEMBERSELECT INSURANCE COMPANY	32	\$48,038,875	0.67	10	0	19	3
MERCURY INSURANCE COMPANY OF ILLINOIS	13	\$21,139,645	0.61	4	0	9	0
* Company began withdrawing from Illinois on July 31, 2003.							

2004 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Private Passenger Automobile (continued from first page)	Complaints	Auto - 2004 Illinois Direct Written Premium \$	2004 Complaint Ratio Per \$1 Million of Direct Premiums Written in Illinois	Major Reasons Complaints Were Filed			
				Underwriting	Marketing	Claims	Service
NATIONAL HERITAGE INSURANCE COMPANY	27	\$5,127,018	5.27	4	0	22	1
PROGRESSIVE HALCYON INSURANCE COMPANY	16	\$56,108,367	0.29	5	0	10	1
PROGRESSIVE PREMIER INSURANCE COMPANY OF ILLINOIS	11	\$28,482,776	0.39	3	1	7	0
PROGRESSIVE UNIVERSAL INSURANCE COMPANY OF ILLINOIS	23	\$107,131,664	0.21	5	2	16	0
PROPERTY & CASUALTY INSURANCE COMPANY OF HARTFORD	14	\$22,970,411	0.61	9	0	5	0
SAFECO INSURANCE COMPANY OF ILLINOIS	20	\$53,552,258	0.37	0	0	20	0
SAFEWAY INSURANCE COMPANY	127	\$40,785,578	3.11	8	0	119	0
STATE FARM FIRE & CASUALTY COMPANY	20	\$133,925,404	0.15	7	0	12	1
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	283	\$1,612,335,325	0.18	76	0	201	6
TRAVELERS PERSONAL INSURANCE COMPANY	10	\$29,016,513	0.34	5	0	3	2
UNIQUE INSURANCE COMPANY	120	\$25,749,074	4.66	4	0	116	0
UNITED AUTOMOBILE INSURANCE COMPANY	121	\$37,549,622	3.22	9	0	109	3
UNITED EQUITABLE INSURANCE COMPANY	49	\$10,773,530	4.55	2	0	47	0
UNIVERSAL CASUALTY COMPANY	272	\$55,278,423	4.92	18	0	252	2
USAA CASUALTY INSURANCE COMPANY	11	\$35,026,346	0.31	1	1	9	0
USAGENCIES DIRECT INSURANCE COMPANY	10	\$7,539,552	1.33	0	0	7	3

Comparison of Complaints by Coverage & Reason 2003-2004

Coverage	Underwriting	Marketing & Sales	Claim Handling	Policyholder Service	Total	% Change
Auto (2003)	700	83	3,296	148	4,227	
Auto (2004)	550	104	2,778	127	3,559	-16%
Homeowners (2003)	851	15	764	62	1,692	
Homeowners (2004)	501	22	606	59	1,188	-30%
Individual Life (2003)	131	48	151	393	723	
Individual Life (2004)	127	61	161	335	684	- 5%
Individual Annuity (2003)	5	25	9	82	121	
Individual Annuity (2004)	2	33	11	62	108	-11%
Individual A&H (2003)	300	31	800	92	1,223	
Individual A&H (2004)	200	27	710	111	1,048	-14%
Group A&H (2003)	115	12	2,862	100	3,089	
Group A&H (2004)	96	16	3,379	110	3,601	+17%
Group Credit A&H (2003)	2	0	40	1	43	
Group Credit A&H (2004)	2	0	36	3	41	- 5%
HMOs (2003)	17	0	1,114	54	1,185	
HMOs (2004)	26	0	953	105	1,084	- 9%
All Other Coverages (2003)	227	29	387	1	644	
All Other Coverages (2004)	177	51	249	401	878	+36%
Totals for 2003:	2,348	243	9,423	933	12,947	
Totals for 2004:	1,681	314	8,883	1,313	12,191	

Composite of Insurance Complaints Total Complaints Investigated in Year 2004

HMO Complaints	1,084
Insurance Company Complaints	<u>11,107</u>
	12,191
Not Categorized	<u>2,003</u>
Total:	14,194

Complaints by Line of Coverage

Auto	3,559 (25%)
Homeowners	1,188 (8%)
Individual Life	684 (5%)
Individual Accident & Health	1,048 (7%)
Group Accident & Health	3,601 (25%)
HMOs	1,084 (8%)
Group Credit Accident & Health	41 (1%)
Individual Annuity	108 (1%)
All Other Coverages	878 (6%)
Not Categorized	<u>2,003 (14%)</u>
Totals:	14,194 (100%)

Major Reasons for Complaints

	Insurance Companies	HMOs
Claim Handling	7,786 (70%)	950 (88%)
Underwriting	1,633 (15%)	24 (2%)
Policyholder Service	1,375 (12%)	110 (10%)
Marketing and Sales	<u>313 (3%)</u>	<u>0 (0%)</u>
Totals:	11,107 (100%)	1,084 (100%)

Distribution of Complaints by Zip Code

	Insurance Companies	HMOs
Metro Cook County (600-605)	4,789 (43%)	483 (44%)
Chicago (606)	2,210 (20%)	267 (25%)
Downstate (607-629)	3,074 (28%)	281 (26%)
Outside Illinois	1,034 (9%)	53 (5%)
Totals:	11,107 (100%)	1,084 (100%)

2004 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Group Accident & Health	Complaints	Group A&H - 2004 Illinois Direct Written Premium \$	2004 Certificates in Force	2004 Complaint Ratio Per 10,000 Certificates in Force for Illinois Business	Major Reasons Complaints were filed			
					Underwriting	Marketing - Sales	Claims	Service
AETNA LIFE INSURANCE COMPANY	28	\$211,246,003	180,522	1.55	0	0	26	2
AMERICAN COMMUNITY MUTUAL INSURANCE COMPANY	10	\$23,619,941	4,218	23.71	0	0	10	0
CELTIC INSURANCE COMPANY	18	\$10,569,276	2,302	78.19	3	0	14	1
CONCERT HEALTH PLAN INSURANCE COMPANY	20	\$26,291,032	3,413	58.60	0	0	20	0
CONNECTICUT GENERAL LIFE INSURANCE COMPANY	50	\$197,984,696	308,431	1.62	0	0	44	6
DESTINY HEALTH INSURANCE COMPANY	11	\$57,943,167	14,014	7.85	0	0	10	1
FORTIS INSURANCE COMPANY	95	\$111,306,665	32,733	29.02	6	0	29	1
GOLDEN RULE INSURANCE COMPANY	28	\$28,046,334	6,980	40.11	8	0	17	3
GUARDIAN LIFE INSURANCE COMPANY OF AMERICA	67	\$191,517,825	138,948	4.82	1	0	62	4
HEALTH ALLIANCE MEDICAL PLANS INC.	10	\$97,105,434	36,693	2.73	0	0	10	0
HEALTH CARE SERVICE CORPORATION	329	\$2,466,523,807	406,954	8.08	8	0	292	29
HUMANA INSURANCE COMPANY	84	\$569,329,750	88,523	9.49	1	0	76	7
LIFE INSURANCE COMPANY OF NORTH AMERICA	15	\$57,116,907	261,184	0.57	0	0	15	0
MEGA LIFE AND HEALTH INSURANCE COMPANY	16	\$55,287,463	98,518	1.62	0	0	16	0
METROPOLITAN LIFE INSURANCE COMPANY	26	\$172,642,458	1,433,048	0.18	0	0	26	0
PERSONALCARE INSURANCE OF ILLINOIS INC.	10	\$35,781,290	7,866	12.71	1	0	9	0
PRINCIPAL LIFE INSURANCE COMPANY	31	\$198,871,850	96,141	3.22	2	0	24	5
STONEBRIDGE LIFE INSURANCE COMPANY	15	\$13,346,652	148,805	1.01	1	2	7	5
TRUSTMARK INSURANCE COMPANY	54	\$147,542,061	109,596	4.93	4	0	48	2
TRUSTMARK LIFE INSURANCE COMPANY	11	\$205,788,332	85,064	1.29	0	0	10	1
UNICARE HEALTH INSURANCE COMPANY OF THE MIDWEST	111	\$294,227,091	59,453	18.67	5	2	100	4
UNICARE LIFE & HEALTH INSURANCE COMPANY	27	\$23,082,903	4,999	54.01	3	0	19	5
UNITED HEALTHCARE INSURANCE COMPANY	91	\$420,090,828	122,976	7.40	2	0	84	5
UNITED HEALTHCARE INSURANCE COMPANY OF ILLINOIS	201	\$327,732,725	42,011	47.84	7	0	181	13
UNITED SECURITY LIFE AND HEALTH INSURANCE COMPANY	13	\$8,094,430	1,813	71.70	2	0	10	1
UNUM LIFE INSURANCE COMPANY OF AMERICA	25	\$145,581,692	871,689	0.29	0	0	25	0

2005 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Group Accident & Health	Complaints	Group A&H - 2005 Direct IL Written Premium	2005 Certificates in Force	2005 Group Accident & Health Complaint Ratio per 10,000 Certificates in Force	Major Reasons Complaints were filed with IDFPR, Division of Insurance			
					Underwriting	Marketing - Sales	Claims	Service
AETNA LIFE INSURANCE COMPANY	46	\$297,649,017	206,632	2.23	0	0	43	3
CELTIC INSURANCE COMPANY	12	\$9,014,687	1,867	64.27	1	0	10	1
CONCERT HEALTH PLAN INSURANCE COMPANY	20	\$28,821,907	4,595	43.53	0	0	19	1
CONNECTICUT GENERAL LIFE INSURANCE COMPANY	30	\$126,307,990	88,398	3.39	1	0	29	0
DESTINY HEALTH INSURANCE COMPANY	24	\$60,429,986	14,884	16.12	1	0	20	3
GOLDEN RULE INSURANCE COMPANY	31	\$26,798,286	5,964	51.98	8	0	18	5
GUARDIAN LIFE INSURANCE COMPANY OF AMERICA	60	\$220,470,970	160,138	3.75	1	0	57	2
HEALTH ALLIANCE MEDICAL PLANS INC.	17	\$583,599,059	27,091	6.28	3	0	12	2
HEALTH CARE SERVICE CORPORATION	361	\$4,511,832,052	442,472	8.16	15	0	308	38
HUMANA INSURANCE COMPANY	58	\$496,967,707	67,688	8.57	1	0	54	3
JEFFERSON PILOT FINANCIAL INSURANCE COMPANY	12	\$39,544,090	334,088	0.36	0	0	12	0
JOHN ALDEN LIFE INSURANCE COMPANY	11	\$59,619,393	11,198	9.82	1	0	8	2
MEGA LIFE AND HEALTH INSURANCE COMPANY	25	\$61,925,622	43,821	5.71	2	0	19	4
METROPOLITAN LIFE INSURANCE COMPANY	17	\$200,711,175	1,568,199	0.11	0	0	15	2
PERSONALCARE INSURANCE OF ILLINOIS INC.	13	\$219,063,626	38,005	3.42	1	0	12	0
PRINCIPAL LIFE INSURANCE COMPANY	39	\$202,386,426	106,630	3.66	0	0	35	4
PRUDENTIAL INSURANCE COMPANY OF AMERICA	14	\$41,726,610	153,109	0.91	0	0	13	1
STONEBRIDGE LIFE INSURANCE COMPANY	12	\$12,345,547	129,701	0.93	2	1	6	3
TIME INSURANCE COMPANY	76	\$109,276,197	59,642	12.74	13	0	58	5
TRUSTMARK INSURANCE COMPANY	12	\$46,616,942	28,073	4.27	0	0	12	0
TRUSTMARK LIFE INSURANCE COMPANY	33	\$239,180,061	132,415	2.49	1	0	32	0
UNICARE HEALTH INSURANCE COMPANY OF THE MIDWEST	136	\$419,416,571	62,367	21.81	6	1	120	9
UNITED HEALTHCARE INSURANCE COMPANY	83	\$480,234,722	170,193	4.88	1	1	75	6
UNITED HEALTHCARE INSURANCE COMPANY OF ILLINOIS	93	\$266,104,561	35,968	25.86	5	0	85	3
UNITED SECURITY LIFE AND HEALTH INSURANCE COMPANY	10	\$7,793,214	2,057	48.61	3	0	7	0
UNUM LIFE INSURANCE COMPANY OF AMERICA	13	\$137,511,204	776,258	0.17	0	0	13	0

2004 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Group Credit Accident & Health	Complaints	Group Credit A&H - 2004 Illinois Direct Written Premium \$	2004 Certificates in Force	2004 Complaint Ratio Per 10,000 Certificates in Force for Illinois Business	Major Reasons Complaints were filed			
					<i>Underwriting</i>	<i>Marketing Sales</i>	<i>Claims</i>	<i>Service</i>
CUNA MUTUAL INSURANCE SOCIETY	11	\$16,914,971	111,259	0.99	0	0	11	0

2004 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Group Life	Complaints	Group Life - 2004 Illinois Direct Written Premium \$	2004 Certificates in Force	2004 Complaint Ratio Per 10,000 Certificates in Force for Illinois Business	Major Reasons Complaints were filed			
					<i>Underwriting</i>	<i>Marketing - Sales</i>	<i>Claims</i>	<i>Service</i>
METROPOLITAN LIFE INSURANCE COMPANY	18	\$273,154,863	1,199,493	0.15	9	0	5	4

2004 Complaint Statistics for Health Maintenance Organizations - Complaints- Illinois Members Only

	Complaints	Total Illinois Members as of 12/31/04 in Force	Non-Medicaid/Non-Medicare Members/ Non-Federal Employer Health Benefit Plans Members as of 12/31/04 *	Complaint Ratio per 10,000 Members Enrolled in Illinois	Underwriting	Marketing/Sales	Claims	Service
AETNA HEALTH OF ILLINOIS, INC.	32	54,167	54,167	5.91	3	0	29	0
CIGNA HEALTHCARE OF ILLINOIS, INC.	14	4,457	4,457	31.41	0	0	12	2
CIGNA HEALTHCARE OF ST. LOUIS, INC.	1	1,351	1,351	7.40	0	0	1	0
GREAT-WEST HEALTHCARE OF ILLINOIS, INC.	3	9,207	9,207	3.26	0	0	3	0
GROUP HEALTH PLAN, INC.	14	23,713	19,466	7.19	0	0	13	1
HEALTH ALLIANCE MEDICAL PLANS, INC.	47	153,488	139,735	3.36	0	0	47	0
HEALTH CARE SERVICE CORPORATION MUTUAL LEGAL RESERVE COMPANY	379	735,235	735,235	5.15	9	0	361	9
HUMANA HEALTH PLAN, INC.	150	210,826	125,798	11.92	2	0	141	7
JOHN DEERE HEALTH PLAN, INC.	16	33,434	33,433	4.78	1	0	15	0
MERCY HEALTH PLANS OF MISSOURI, INC.	1	6,141	5,191	1.93	0	0	1	0
OSF HEALTH PLANS, INC.	24	66,478	55,251	4.34	0	0	23	1
PERSONALCARE INSURANCE OF ILLINOIS, INC.	54	59,177	55,450	9.74	1	0	45	8
ROCKFORD HEALTH PLANS	20	6,079	6,079	32.90	3	0	17	0
UNICARE HEALTH PLANS OF THE MIDWEST, INC.	143	148,649	135,389	10.56	0	0	136	7
UNITEDHEALTHCARE OF ILLINOIS, INC.	48	66,565	38,399	12.50	2	0	42	4
UNITED HEALTHCARE OF THE MIDWEST, INC.	10	10,538	2,586	38.67	1	0	8	1

*Total is adjusted to delete Medicaid/Medicare Members and FEHBP Members.

Enrollment numbers shown are derived from the 2004 Illinois Enrollment page included in the 2004 Annual Statement filing.

HMOs and Health Service Organizations with No Illinois Enrollment at Year End 2004

Total Illinois Members as of 12/31/04 in Force Non-Medicaid/Non-Medicare Members/ Non-Federal Employer Health Benefit Plans Members as of 12/31/04 *

AMERIGROUP ILLINOIS INC. ***	37,376	0
FIRST COMMONWEALTH HEALTH SERVICES CORPORATION **	0	0
HARMONY HEALTH PLAN OF ILLINOIS INC. ***	67,159	0
HEALTHLINK HMO INC.	0	0
HEALTHSPRING, INC.	0	0
HMO MISSOURI, INC.	0	0
MERCYCARE INSURANCE COMPANY	0	0
NATIONAL DENTAL CARE INC.**	0	0
SENIOR INSURANCE SERVICES, INC. **	0	0
WELLMARK HEALTH PLAN OF IOWA, INC.	0	0

*Total is adjusted to delete Medicaid/Medicare Members and FEHBP Members.

** Health Service Organization

*** Medicaid only HMO. Complaints are handled by the Illinois Department of Public Aid.

Enrollment numbers shown are derived from the 2004 Illinois Enrollment page included in the 2004 Annual Statement filing.

**Illinois Licensed Health Maintenance Organizations
Having Commercial Enrollment but No Complaints
in 2004**

Total Illinois
Members as of
12/31/04 in
Force

Non-Medicaid/Non-Medicare
Members/ Non-Federal Employer
Health Benefit Plans Members as
of 12/31/04 *

BCI HMO INC.	97	97
HEALTH ALLIANCE MIDWEST, INC.	501	501
MEDICAL ASSOCIATES HEALTH PLAN, INC.	3,123	3,123
NEVADACARE, INC.	616	616
UNION HEALTH SERVICE, INC.	34,928	32,750

*Total is adjusted to delete Medicaid/Medicare Members and FEHBP Members.

Enrollment numbers shown are derived from the 2004 Illinois Enrollment page included in the 2004 Annual Statement filing.

2004 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Homeowners	Complaints	Homeowners - 2004 Illinois Direct Written Premium \$	2004 Complaint Ratio Per \$1 Million of Direct Premiums Written in Illinois	Major Reasons Complaints Were Filed			
				<i>Underwriting</i>	<i>Marketing</i>	<i>Claims</i>	<i>Service</i>
ALLSTATE INSURANCE COMPANY	151	\$177,755,611	0.85	25	2	118	6
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	86	\$137,480,699	0.63	23	1	61	1
AUTO OWNERS INSURANCE COMPANY	11	\$24,018,586	0.46	3	0	8	0
COUNTRY MUTUAL INSURANCE COMPANY	40	\$156,047,344	0.26	12	0	28	0
ECONOMY PREMIER ASSURANCE COMPANY	16	\$41,458,257	0.39	6	0	10	0
ERIE INSURANCE EXCHANGE	11	\$19,441,226	0.57	9	0	2	0
GENERAL CASUALTY COMPANY OF ILLINOIS	13	\$13,294,187	0.98	4	0	9	0
ILLINOIS FARMERS INSURANCE COMPANY	91	\$126,092,655	0.72	19	0	66	6
LM PROPERTY AND CASUALTY INSURANCE COMPANY	16	\$1,246,223	12.84	10	0	4	2
MEMBERSELECT INSURANCE COMPANY	15	\$14,924,036	1.01	9	0	4	2
NATIONWIDE MUTUAL FIRE INSURANCE COMPANY	18	\$21,123,405	0.85	4	0	14	0
SAFECO INSURANCE COMPANY OF ILLINOIS	16	\$4,785,724	3.34	8	0	6	2
STANDARD MUTUAL INSURANCE COMPANY	12	\$11,322,988	1.06	2	0	10	0
STATE FARM FIRE & CASUALTY COMPANY	287	\$703,821,602	0.41	204	0	77	6
TRAVELERS PERSONAL INSURANCE COMPANY	24	\$37,730,724	0.64	12	0	9	3

**2004 Complaint Statistics for Health Service Organizations -
Complaints - Illinois Members Only**

	Complaints	Total Illinois Members as of 12/31/04 in Force	Non-Medicaid/Non- Medicare Members/ Non- Federal Employer Health Benefit Plans Members as of 12/31/04 *	Complaint Ratio per 10,000 Members Enrolled in Illinois	Underwriting	Marketing/Sales	Claims	Service
COMPBENEFITS DENTAL, INC.	20	82,756	82,756	2.42	0	0	20	0
DELTA DENTAL PLAN OF ILLINOIS	12	257,289	257,289	0.47	0	0	12	0
FIRST COMMONWEALTH LIMITED HEALTH SERVICES CORPORATION	1	400	400	25.00	0	0	1	0
UNITED CONCORDIA DENTAL PLANS OF ILLINOIS, INC.	1	549	549	18.21	0	0	1	0

*Total is adjusted to delete Medicaid/Medicare Members and FEHBP Members.

Enrollment numbers shown are derived from the 2004 Illinois Enrollment page included in the 2004 Annual Statement filing.

**Illinois Licensed Health Services Organizations
Having Commercial Enrollment but No Complaints
in 2004**

Total Illinois
Members as of
12/31/04 in
Force

Non-Medicaid/Non-Medicare
Members/ Non-Federal Employer
Health Benefit Plans Members as
of 12/31/04 *

DENTAL BENEFIT PROVIDERS OF ILLINOIS, INC.	385	385
DENTAL CONCERN, LTD.	6,586	6,586
FIRST COMMONWEALTH INSURANCE COMPANY	222,267	222,267
OLYMPIA LIMITED HEALTH SERVICE ORGANIZATION	119,826	119,826
SIDNEY HILLMAN HEALTH CENTRE	7,613	6,284
UNION MEDICAL CENTER	12,275	12,047
UNIVERSAL HEALTH SERVICES INC.	1,593	1,593

*Total is adjusted to delete Medicaid/Medicare Members and FEHBP Members.

Enrollment numbers shown are derived from the 2004 Illinois Enrollment page included in the 2004 Annual Statement filing.

2004 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Individual Accident & Health	Complaints	Individual A&H - 2004 Illinois Direct Written Premium \$	2004 Policies in Force	2004 Complaint Ratio Per 10,000 Policies in Force for Illinois Business	Major Reasons Complaints were filed			
					<i>Underwriting</i>	<i>Marketing</i>	<i>Claims</i>	<i>Service</i>
AMERICAN FAMILY LIFE ASSURANCE COMPANY OF COLUMBUS	24	\$103,639,637	308,040	0.78	3	0	11	10
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	14	\$32,975,505	8,687	16.12	5	0	9	0
BANKERS LIFE & CASUALTY COMPANY	18	\$31,407,754	20,594	8.74	1	1	13	3
COMBINED INSURANCE COMPANY OF AMERICA	19	\$22,645,347	175,107	1.09	1	0	14	4
CONSECO HEALTH INSURANCE COMPANY	14	\$15,866,035	19,884	7.04	4	1	7	2
CONSECO SENIOR HEALTH INSURANCE COMPANY	13	\$19,030,574	11,108	11.70	0	0	6	4
CONTINENTAL CASUALTY COMPANY	25	\$37,223,895	23,352	10.71	21	0	3	1
FORTIS INSURANCE COMPANY	28	\$11,979,364	4,212	66.48	13	1	67	7
HEALTH CARE SERVICE CORPORATION	354	\$1,039,918,134	455,839	7.77	67	3	253	31
HUMANA INSURANCE COMPANY	28	\$41,647,594	10,214	27.41	1	0	24	3
PENN TREATY NETWORK AMERICA INSURANCE COMPANY	16	\$17,491,247	9,062	17.66	4	0	12	0
PHYSICIANS MUTUAL INSURANCE COMPANY	11	\$18,378,602	25,062	4.39	0	0	9	2
TRAVELERS INSURANCE COMPANY (THE)	11	\$4,655,824	3,809	28.88	11	0	0	0
UNICARE HEALTH INSURANCE COMPANY OF THE MIDWEST	65	\$96,207,585	43,445	14.96	4	0	57	4
UNICARE LIFE & HEALTH INSURANCE COMPANY	13	\$8,369,842	2,092	62.14	2	0	9	2
WASHINGTON NATIONAL INSURANCE COMPANY	15	\$12,161,249	9,861	15.21	1	1	8	5

2004 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Individual Life	Complaints	Individual Life - 2004 Illinois Direct Written Premium \$	2004 Policies in Force	2004 Complaint Ratio Per 10,000 Policies in Force for Illinois Business	Major Reasons Complaints were filed			
					Underwriting	Marketing - Sales	Claims	Service
AMERICAN GENERAL LIFE & ACCIDENT INSURANCE COMPANY	23	\$13,166,112	137,865	1.67	4	0	11	8
AMERICAN GENERAL LIFE INSURANCE COMPANY	32	\$99,113,503	152,872	2.09	9	4	6	13
AMERICAN INCOME LIFE INSURANCE COMPANY	12	\$18,939,544	55,453	2.16	1	4	3	4
BANKERS LIFE & CASUALTY COMPANY	11	\$10,139,166	44,545	2.47	2	1	1	7
CONSECO LIFE INSURANCE COMPANY	11	\$9,718,442	19,168	5.74	4	0	2	5
GLOBE LIFE & ACCIDENT INSURANCE COMPANY	15	\$13,938,378	212,071	0.71	0	0	12	3
JOHN HANCOCK LIFE INSURANCE COMPANY	12	\$25,368,650	156,192	0.77	1	1	3	7
METROPOLITAN LIFE INSURANCE COMPANY	30	\$178,347,626	747,117	0.40	6	1	6	17
MONUMENTAL LIFE INSURANCE COMPANY	41	\$38,032,649	317,849	1.29	3	0	14	24
PRIMERICA LIFE INSURANCE COMPANY	13	\$60,619,436	89,515	1.45	5	2	4	2
PRUDENTIAL INSURANCE COMPANY OF AMERICA	38	\$157,197,843	791,192	0.48	6	4	5	23
REASSURE AMERICA LIFE INSURANCE COMPANY	25	\$18,125,434	45,477	5.50	3	1	9	12
UNITED INSURANCE COMPANY OF AMERICA	30	\$16,691,340	219,251	1.37	4	0	10	16