

## Composite of Insurance Complaints Investigated by the Division of Insurance in the Year 2006

HMO Complaints	628
Insurance Company Complaints	<u>9,361</u>
	9,989
Not Categorized Complaints	<u>1,510</u>
<b>Total Complaints</b>	<b>11,499</b>

### Complaints by Line of Coverage

Auto	2,976	26%
Homeowners	832	7%
Individual Life	559	5%
Individual Accident & Health	875	8%
Group Accident & Health	2,901	25%
HMOs	628	5%
Group Credit Accident & Health	11	1%
Individual Annuity	165	1%
All Other Coverages	406	3%
No Coverage Designated	636	6%
Not Categorized	1,510	13%
<b>Total:</b>	<b>11,499</b>	<b>100%</b>

### Major Reasons for Complaints

	Insurance Companies		HMOs	
Underwriting	932	10%	15	2%
Marketing & Sales	274	3%	1	1%
Claims Handling	6,982	75%	481	76%
Policyholder Service	1,173	12%	131	21%
<b>Total:</b>	<b>9,361</b>	<b>100%</b>	<b>628</b>	<b>100%</b>

### Distribution of Complaints by Zip Code

	Insurance Companies		HMOs	
Metro Cook County (600-605)	3,950	42%	270	43%
Chicago (606)	1,838	20%	125	20%
Downstate (607-629)	2,746	29%	200	32%
Outside Illinois	801	8%	32	4%
	26	1%	1	1%
<b>Total:</b>	<b>9,361</b>	<b>100%</b>	<b>628</b>	<b>100%</b>

