

**2005 Complaint Statistics for Health Service Organizations (HSOs)-
Complaints - Illinois Members Only**

	Complaints	Total Illinois Members as of 12/31/2005 in Force	Non-Medicaid/Non- Medicare Members/ Non- Federal Employer Health Benefit Plans Members as of 12/31/2005 *	Complaint Ratio per 10,000 Members Enrolled in Illinois	Underwriting	Marketing/ Sales	Claims	Service
COMPBENEFITS DENTAL, INC.	21	84,005	84,005	2.50	0	0	21	0
DELTA DENTAL PLAN OF ILLINOIS	12	263,373	263,373	0.46	0	0	12	0
FIRST COMMONWEALTH INSURANCE COMPANY	5	216,497	216,497	0.23	0	0	3	2
OLYMPIA LIMITED HEALTH SERVICES ORGANIZATION INC.	1	110,791	110,791	0.09	0	0	1	0

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

Enrollment numbers shown are derived from the 2005 Illinois Enrollment page included in the 2005 Annual Statement filing.