

2003 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Individual Accident & Health	Complaints	2003 Illinois Direct Written Premium	Major Sort Reasons broken down for our DOI Internet Site			
			Underwriting	Marketing - Sales	Claims	Service
AMERICAN COMMUNITY MUTUAL INSURANCE COMPANY	20	14,100,809	2	0	18	0
AMERICAN FAMILY LIFE ASSURANCE COMPANY OF COLUMBUS	20	92,129,445	3	1	13	3
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	13	35,603,434	2	0	10	1
AMERICAN REPUBLIC INSURANCE COMPANY	15	20,305,280	5	0	8	2
BANKERS LIFE & CASUALTY COMPANY	25	32,299,557	4	3	15	3
COMBINED INSURANCE COMPANY OF AMERICA	21	25,197,720	3	2	14	2
CONSECO HEALTH INSURANCE COMPANY	20	12,956,011	2	1	7	10
CONSECO SENIOR HEALTH INSURANCE COMPANY	33	20,484,631	5	0	22	6
CONTINENTAL CASUALTY COMPANY	29	36,595,910	23	0	2	4
COUNTRY LIFE INSURANCE COMPANY	17	72,633,064	3	2	12	0
FORTIS INSURANCE COMPANY	79	14,271,556	11	1	67	0
HEALTH CARE SERVICE CORPORATION	439	963,437,439	127	4	298	10
JOHN ALDEN LIFE INSURANCE COMPANY	11	2,999,904	3	0	8	0
MUTUAL OF OMAHA INSURANCE COMPANY	18	19,613,686	2	0	14	2
PENN TREATY NETWORK AMERICA INSURANCE COMPANY	18	17,033,928	10	1	6	1
PHYSICIANS MUTUAL INSURANCE COMPANY	13	19,310,520	2	0	9	2
UNICARE HEALTH INSURANCE COMPANY OF THE MIDWEST	55	84,763,284	12	1	40	2
UNICARE LIFE & HEALTH INSURANCE COMPANY	27	772,570	7	0	17	3