

2003 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Group Accident & Health	Complaints	2003 Illinois Direct Written Premium	Major Sort Reasons broken down for our DOI Internet Site			
			Underwriting	Marketing - Sales	Claims	Service
AETNA LIFE INSURANCE COMPANY	16	165,898,817	0	0	14	2
AMERICAN COMMUNITY MUTUAL INSURANCE COMPANY	12	19,159,873	2	0	10	0
CELTIC INSURANCE COMPANY	23	9,911,530	3	0	20	0
CONCERT HEALTH PLAN INSURANCE COMPANY	59	19,625,001	0	0	56	3
CONNECTICUT GENERAL LIFE INSURANCE COMPANY	35	229,028,282	1	0	34	0
CONSECO HEALTH INSURANCE COMPANY	10	22,046,990	0	0	9	1
DESTINY HEALTH INSURANCE COMPANY	10	40,784,279	2	0	8	0
FIDELITY SECURITY LIFE INSURANCE COMPANY	12	23,373,265	2	0	9	1
FORTIS INSURANCE COMPANY	28	92,224,747	3	0	24	1
GOLDEN RULE INSURANCE COMPANY	22	29,231,662	7	0	14	1
GUARDIAN LIFE INSURANCE COMPANY OF AMERICA	56	186,365,293	0	0	55	1
HEALTH CARE SERVICE CORPORATION	336	2,210,670,596	16	1	300	19
HUMANA INSURANCE COMPANY	84	619,583,650	3	0	80	1
JEFFERSON PILOT FINANCIAL INSURANCE COMPANY	12	32,212,912	0	0	12	0
JOHN ALDEN LIFE INSURANCE COMPANY	12	61,608,944	1	0	10	1
LIFE INSURANCE COMPANY OF NORTH AMERICA	13	59,342,200	0	0	11	2
MEGA LIFE AND HEALTH INSURANCE COMPANY	16	58,178,177	0	0	15	1
METROPOLITAN LIFE INSURANCE COMPANY	34	149,191,071	1	0	31	2
MIDWEST SECURITY LIFE INSURANCE COMPANY	14	35,087,403	2	0	11	1
PRINCIPAL LIFE INSURANCE COMPANY	31	197,073,742	2	0	25	4
TRUSTMARK INSURANCE COMPANY	94	346,620,502	3	1	90	0
UNICARE HEALTH INSURANCE COMPANY OF THE MIDWEST	100	244,762,405	8	0	91	1
UNICARE LIFE & HEALTH INSURANCE COMPANY	32	23,685,549	5	0	26	1
UNITED HEALTHCARE INSURANCE COMPANY	59	386,080,105	2	0	55	2
UNITED HEALTHCARE INSURANCE COMPANY OF ILLINOIS	220	335,761,633	9	1	200	10
UNUM LIFE INSURANCE COMPANY OF AMERICA	19	121,523,690	2	0	17	0