

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