

2004 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Group Life	Complaints	Group Life - 2004 Illinois Direct Written Premium \$	2004 Certificates in Force	2004 Complaint Ratio Per 10,000 Certificates in Force for Illinois Business	Major Reasons Complaints were filed			
					<i>Underwriting</i>	<i>Marketing - Sales</i>	<i>Claims</i>	<i>Service</i>
METROPOLITAN LIFE INSURANCE COMPANY	18	\$273,154,863	1,199,493	0.15	9	0	5	4