

**2004 Complaint Statistics for Health Service Organizations -  
Complaints - Illinois Members Only**

	Complaints	Total Illinois Members as of 12/31/04 in Force	Non-Medicaid/Non- Medicare Members/ Non- Federal Employer Health Benefit Plans Members as of 12/31/04 *	Complaint Ratio per 10,000 Members Enrolled in Illinois	Underwriting	Marketing/Sales	Claims	Service
COMPBENEFITS DENTAL, INC.	20	82,756	82,756	2.42	0	0	20	0
DELTA DENTAL PLAN OF ILLINOIS	12	257,289	257,289	0.47	0	0	12	0
FIRST COMMONWEALTH LIMITED HEALTH SERVICES CORPORATION	1	400	400	25.00	0	0	1	0
UNITED CONCORDIA DENTAL PLANS OF ILLINOIS, INC.	1	549	549	18.21	0	0	1	0

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

Enrollment numbers shown are derived from the 2004 Illinois Enrollment page included in the 2004 Annual Statement filing.