

2004 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Individual Life	Complaints	Individual Life - 2004 Illinois Direct Written Premium \$	2004 Policies in Force	2004 Complaint Ratio Per 10,000 Policies in Force for Illinois Business	Major Reasons Complaints were filed			
					Underwriting	Marketing - Sales	Claims	Service
AMERICAN GENERAL LIFE & ACCIDENT INSURANCE COMPANY	23	\$13,166,112	137,865	1.67	4	0	11	8
AMERICAN GENERAL LIFE INSURANCE COMPANY	32	\$99,113,503	152,872	2.09	9	4	6	13
AMERICAN INCOME LIFE INSURANCE COMPANY	12	\$18,939,544	55,453	2.16	1	4	3	4
BANKERS LIFE & CASUALTY COMPANY	11	\$10,139,166	44,545	2.47	2	1	1	7
CONSECO LIFE INSURANCE COMPANY	11	\$9,718,442	19,168	5.74	4	0	2	5
GLOBE LIFE & ACCIDENT INSURANCE COMPANY	15	\$13,938,378	212,071	0.71	0	0	12	3
JOHN HANCOCK LIFE INSURANCE COMPANY	12	\$25,368,650	156,192	0.77	1	1	3	7
METROPOLITAN LIFE INSURANCE COMPANY	30	\$178,347,626	747,117	0.40	6	1	6	17
MONUMENTAL LIFE INSURANCE COMPANY	41	\$38,032,649	317,849	1.29	3	0	14	24
PRIMERICA LIFE INSURANCE COMPANY	13	\$60,619,436	89,515	1.45	5	2	4	2
PRUDENTIAL INSURANCE COMPANY OF AMERICA	38	\$157,197,843	791,192	0.48	6	4	5	23
REASSURE AMERICA LIFE INSURANCE COMPANY	25	\$18,125,434	45,477	5.50	3	1	9	12
UNITED INSURANCE COMPANY OF AMERICA	30	\$16,691,340	219,251	1.37	4	0	10	16