

2005 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Individual Accident & Health	Complaints	Individual A&H - 2005 Illinois Direct Written Premium	2005 Policies in Force	2005 Individual A&H Complaint Ratio per 10,000 Policies in Force	Major Reasons Complaints were filed with IDFP, Division of Insurance			
					Under-writing	Marketing - Sales	Claims	Service
AMERICAN FAMILY LIFE ASSURANCE COMPANY OF COLUMBUS	24	\$109,109,484	321,304	0.75	2	1	19	2
AMERICAN REPUBLIC INSURANCE COMPANY	11	\$13,923,877	6,944	15.84	1	0	9	1
BANKERS LIFE & CASUALTY COMPANY	23	\$31,245,037	19,520	11.78	2	3	16	2
CONSECO HEALTH INSURANCE COMPANY	34	\$12,724,544	17,423	19.51	6	1	16	11
CONSECO SENIOR HEALTH INSURANCE COMPANY	49	\$16,687,146	11,313	43.13	6	0	36	7
CONTINENTAL CASUALTY COMPANY	18	\$35,904,113	22,289	8.08	12	0	3	3
HEALTH CARE SERVICE CORPORATION	281	\$517,859,156	470,722	5.97	54	0	205	22
HUMANA INSURANCE COMPANY	27	\$65,892,556	15,675	17.22	7	0	19	1
PHYSICIANS MUTUAL INSURANCE COMPANY	10	\$16,816,963	21,506	4.65	2	0	6	2
TIME INSURANCE COMPANY	20	\$5,168,551	4,747	44.24	1	0	18	1
UNICARE HEALTH INSURANCE COMPANY OF THE MIDWEST	54	\$25,722,164	63,745	8.47	2	1	49	2
UNITED AMERICAN INSURANCE COMPANY	20	\$24,457,599	11,036	18.12	3	1	12	4
WASHINGTON NATIONAL INSURANCE COMPANY	12	\$9,784,673	8,042	14.92	2	0	8	2