

2005 Complaint Statistics of Insurance Companies Showing 10 or More Complaints for Coverage Type - Individual Life	Complaints	Individual Life 2005 Illinois Direct Written Premium	2005 Policies in Force	2005 Individual Life Complaint Ratio per 10,000 Policies in Force	Major Reasons Complaints were filed with IDFP, Division of Insurance			
					Underwriting	Marketing - Sales	Claims	Service
AMERICAN GENERAL LIFE & ACCIDENT INSURANCE COMPANY	15	\$13,050,782	111,346	1.35	4	0	3	8
AMERICAN GENERAL LIFE INSURANCE COMPANY	14	\$108,052,002	140,530	1.00	4	1	1	8
AMERICAN INCOME LIFE INSURANCE COMPANY	12	\$20,166,332	55,231	2.17	4	1	1	6
BANKERS LIFE & CASUALTY COMPANY	16	\$11,296,425	41,884	3.82	2	2	3	9
GLOBE LIFE & ACCIDENT INSURANCE COMPANY	25	\$14,512,382	215,976	1.16	3	0	13	9
JOHN HANCOCK LIFE INSURANCE COMPANY	10	\$22,039,383	126,813	0.79	3	0	1	6
METROPOLITAN LIFE INSURANCE COMPANY	30	\$177,652,315	660,568	0.45	3	4	4	19
MONUMENTAL LIFE INSURANCE COMPANY	34	\$38,630,138	306,659	1.11	4	1	9	20
PRUDENTIAL INSURANCE COMPANY OF AMERICA	38	\$147,064,688	749,410	0.51	3	6	8	21
REASSURE AMERICA LIFE INSURANCE COMPANY	14	\$15,433,888	40,831	3.43	3	0	4	7
UNITED INSURANCE COMPANY OF AMERICA	23	\$17,330,545	205,018	1.12	1	0	7	15
WESTERN & SOUTHERN LIFE INSURANCE COMPANY	12	\$21,927,326	136,857	0.88	0	1	8	3