

CONNECTICUT INSURANCE DEPARTMENT CONSUMER AFFAIRS DIVISION

Consumer Complaints Activity Reports January 1, 2022 through June 30, 2022

Pursuant to the statutory requirements of Sec. 38a-9 of the Connecticut General Statutes, the Connecticut Insurance Department is providing the <u>Semi-Annual Consumer Complaints Activity Reports</u> concerning the number of complaints received by the Consumer Affairs Division in the <u>first and second</u> calendar quarter of 2022, the Connecticut premium volume of the appropriate line of each insurance company against which a complaint has been filed, the types of complaints received, and the number of such complaints which have been resolved.

Any questions pertaining to the contents of the Consumer Complaints Activity Reports may be directed in writing to the Consumer Affairs Division at the following email address: insurance@ct.gov.

Sincerely,

Gerard O'Sullivan

Assistant Deputy Commissioner

Director, Consumer Affairs Division



STATE OF CONNECTICUT

INSURANCE DEPARTMENT

CONSUMER AFFAIRS DIVISION

Consumer Complaints Activity Report Summary January 1, 2022 through June 30, 2022

Number of complaints pending prior	r to: <u>01-01-22</u>	608
Number of complaints/inquiries reco	eived (opened):	1,960
	<u>Total</u>	2,568
Number of complaints/inquiries clos	sed:	2,039
Number of complaints outstanding of	on <u>07-01-22</u>	529
Number of complaints closed as:		
	Confirmed: Unconfirmed:	453* 1,607*
Recovery dollars on <u>all</u> complaints i	resolved:	\$4,008,863.99
<u>Pamphlets</u>	Distributed: Outreach:	<u>7</u>
Recovery amounts by major lines of	f business for cases closed during the period:	Report 3A (attached)
Types of complaints, by line and by	major reason group, received (opened):	Report 3B (attached)
<u>Types</u> of complaints, by line and by the period and closed by: <u>07-01-22</u>	major reason group, received (opened) during	Report 3C (attached)
Summary of complaints by group ar and lines of insurance opened during	nd individual insurer including premium volume	Report 3D (attached)

^{*}Individual complaints may have multiple conclusions

Connecticut Insurance Department Recovery Amounts by Major Lines of Business for Cases Closed FOR TIME PERIOD January 01, 2022 through June 30, 2022

Line	Recovery	Number of Records
Accident & Health	\$2,311,182.84	275
Mental Health	\$27,434.96	8
Auto	\$397,920.70	97
Fire, Allied Lines & CMP	\$510,503.66	4
Homeowners	\$708,927.35	30
Liability	\$548.00	1
Life & Annuity	\$10,326.95	1
Miscellaneous	\$69,454.49	15
Total	\$4,008,863.99	423

Connecticut Insurance Department TOTAL COMPLAINTS OPENED FOR TIME PERIOD 01/01/2022 THROUGH 06/30/2022

Coverage	Total By Coverage	Reason	Total By Reason	% Reason	%Coverage
Accident & Health	857				43.64%
		Claim Handling	693	80.86%	
		Marketing & Sales	31	3.62%	
		PolicyHolder Service	93	10.85%	
		Underwriting	40	4.67%	
		Other	0	0.00%	
Auto	587				29.89%
		Claim Handling	496	84.50%	
		Marketing & Sales	9	1.53%	
		PolicyHolder Service	46	7.84%	
		Underwriting	36	6.13%	
		Other	0	0.00%	
Fire, Allied Lines & CMP	44			-	2.24%
,		Claim Handling	33	75.00%	
		Marketing & Sales	2	4.55%	
		PolicyHolder Service	2	4.55%	
		Underwriting	7	15.91%	
		Other	0	0.00%	
Homeowners	249				12.68%
		Claim Handling	192	77.11%	
		Marketing & Sales	2	0.80%	
		PolicyHolder Service	20	8.03%	
		Underwriting	35	14.06%	
		Other	0	0.00%	
Liability	13				0.66%
		Claim Handling	7	53.85%	
		Marketing & Sales	0	0.00%	
		PolicyHolder Service	3	23.08%	
		Underwriting	3	23.08%	
		Other	0	0.00%	
Life & Annuity	126				6.42%
•		Claim Handling	21	16.67%	
		Marketing & Sales	27	21.43%	
		PolicyHolder Service	64	50.79%	
		Underwriting	14	11.11%	
		Other	0	0.00%	
Miscellaneous	88				4.48%

Coverage	Total By Coverage	Reason	Total By Reason	% Reason	%Coverage
		Claim Handling	65	73.86%	
		Marketing & Sales	2	2.27%	
		PolicyHolder Service	10	11.36%	
		Underwriting	10	11.36%	
		Other	1	1.14%	
Total	1,964				

* Note: Each complaint may contain one or more Reason Codes.

Connecticut Insurance Department TOTAL COMPLAINTS CLOSED FOR TIME PERIOD 01/01/2022 THROUGH 06/30/2022

Coverage Coverage		Reason	Total By Reason	Confirmed	%Reason	%Coverage
Accident & Health	875					42.48%
		Claim Handling	697	199	79.66%	
		Marketing & Sales	35	17	4.00%	
		PolicyHolder Service	94	23	10.74%	
		Underwriting	46	5	5.26%	
		Other	3	2	0.34%	
Auto	601					29.17%
		Claim Handling	509	112	84.69%	
		Marketing & Sales	8	1	1.33%	
		PolicyHolder Service	49	13	8.15%	
		Underwriting	35	4	5.82%	
		Other	0	0	0.00%	
Fire, Allied Lines & CMP	45					2.18%
		Claim Handling	30	4	66.67%	
		Marketing & Sales	2	0	4.44%	
		PolicyHolder Service	4	1	8.89%	
		Underwriting	9	2	20.00%	
		Other	0	0	0.00%	
Homeowners	306					14.85%
		Claim Handling	241	33	78.76%	
		Marketing & Sales	5	0	1.63%	
		PolicyHolder Service	25	8	8.17%	
		Underwriting	35	6	11.44%	
		Other	0	0	0.00%	
Liability	14					0.68%
·		Claim Handling	9	2	64.29%	
		Marketing & Sales	0	0	0.00%	
		PolicyHolder Service	3	0	21.43%	
		Underwriting	2	1	14.29%	
		Other	0	0	0.00%	
Life & Annuity	114					5.53%
•		Claim Handling	25	0	21.93%	
		Marketing & Sales	26	1	22.81%	
		PolicyHolder Service	54	0	47.37%	
		Underwriting	9	0	7.89%	
		Other	0	0	0.00%	
Miscellaneous	105					5.10%
		Claim Handling	77	13	73.33%	

Coverage	Total By Coverage	Reason	Total By Reason	Confirmed	%Reason	%Coverage
		Marketing & Sales	3	1	2.86%	_
		PolicyHolder Service	14	4	13.33%	
		Underwriting	11	1	10.48%	
		Other	0	0	0.00%	

Total 2,060

^{*} Note: Each complaint may contain one or more Reason Codes. Also, it may include reopened cases.

[REPORT 3D]

	54.0450		DENT		=0		FIRE		OME				LIFE			_	
COMPANY/GROUP Name	EARNED PREMIUM	OP	EALTH CL	OP	AUTO CL	OP	LLIED CL	OV OP	VNER CL	CIAB OP	ILITY CL	ANNU OP	CL	OP	MISC CL	OP	OTALS CL
*AAA Life Grp	\$239,971.00	0	0	0	0	0	0	0	0	0	0	3	3	0	0	3	3
*Aegis Grp	\$1,051,556.00	0	0	1	1	0	0	1	1	0	0	0	0	0	0	2	2
*Aegon US Holding Grp	\$652,498,110.00	19	16	0	0	0	0	0	0	0	0	5	4	0	0	24	20
Aetna Better Health Inc.	\$0.00	19	10	0	0	0	0	0	0	0	0	0	0	0	0	1	20 1
Aetha Better Health Inc. Aetha Health Inc	\$524,288.00	4	5	0	0	0	0	0	0	0	0	0	0	0	0	4	5
*AFLAC Grp	\$46,750,198.00	3	2	0	0	0	0	0	0	0	0	0	0	0	0	3	2
*Allianz Ins Grp	\$69,265,572.00	3 1	2	0	0	1	1	0	0	0	0	0	0	1	2	3	5
*Allstate Ins Grp	\$510,103,110.00	0	0	87	80	2	0	23	31	2	1	3	3	1	2	3 118	5 117
·			_	0		0	0	23 0	0	0	0	0	0	0	0	0	
Amalgamated Life Insurance Company *AMERCO CORP	\$371,034.00 \$739,321.00	0	1 0	2	0 2	0	0	0	0	0	0	0	0	0	0	2	1
*AMERICAN EQUITY INVESTMENT GRP	\$739,321.00	0	0	0	0	0	0	0	0	0	0	1	_	0	0	1	2 1
*AMERICAN EQUITY INVESTMENT GRP	\$174,454,918.00	0	0	5	13	1	1	6	9	0	1	0	1 0	1	0	13	24
*American Financial Grp	\$174,454,918.00	0	0	0	13	2	1	2	9 1	0	0	0	0	0	0	13 4	24
*AMERICAN INTRNL GRP		0	0	0	0	1	1	4	4	0	0	11	12	3	5	4 19	22
*AMERICAN NATL FNCL GRP	\$155,387,081.00 \$29,680,012.00	0	0	2	1	0	0	0	1	0	0	0	0	0	0	2	2
*Ameriprise Financial Grp	\$6,996,325.00	1	2	0	0	0	0	0	0	0	0	0	0	0	0	1	2
*Ameritas Mut Holding GRP	\$9,789,652.00	2	1	0	0	0	0	0	0	0	0	1	1	0	0	3	2
*AMICA MUT GRP	\$197,955,743.00	0	0	6	6	0	0	2	3	1	1	0	0	0	0	9	10
*AmTrust Financial Serv Grp		0	0	0	0	0	0	1	3 1	0	0	0	0	1	1	2	2
*ANDOVER GRP	\$42,161,323.00	0	0	-	_	_		4	2	0	0	0	0	0	0	4	2
	\$51,491,750.00	_	_	0	0	0	0	0	0	0	0	0	_	-	0	4 158	
Anthem Health Plans, Inc	\$1,224,158,340.00	158	168 0	0 0	0	0 0	0	0	0	_	0	0	0	0	0	128	168
*Apollo Global Mgmt Grp *ARBELLA INS GRP	\$5,236,724.00 \$61,436,407.00	0	0	7	7	0	0	0	1	0 0	0	0	1 0	0	0	7	1 8
*Arch Ins Grp	\$54,060,153.00	0	0	1	2	1	2	0	0	0	0	0	0	1	2	3	6
*Assurant Inc Grp	\$43,228,608.00	0	0	0	0	1	1	5	9	0	0	0	0	1	1	э 7	11
Assurant inc Grp Ategrity Specialty Insurance Company	\$2,576,526.00	0	0	0	0	1	1	0	0	0	0	0	0	0	0	1	1
*Auto Club Enterprises Ins Grp	\$2,376,326.00	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	1
*AXA INS GRP	\$74,740,163.00	0	0	1	1	-	0	0	0	0	0	0	0	1	0	2	
*BANNER LIFE GRP		0	0	0	0	0 0	0	0	0	0	0	1	1	0	0	1	1
	\$135,424.00	0	0	0	0	0	0	0	0	0	0	0	0	1	1		1
*BCS INS GRP	\$1,851,695.00	_	_	_	_	-	_	_	-	_	-	_	_	_	_	1 72	1
*BERKSHIRE HATHAWAY	\$699,710,147.00	0	0 16	55	63	3	3	12	14	0	0	0	0	2	5	72 21	85 20
*Brighthouse Holdings Grp	\$16,684,992.00	14	16	0	0	0	0	0	0	0	0	7	4	0	0	21	20
*Calton Holdings Grp	\$9,303.00	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
CarePartners of Connecticut, Inc.	\$0.00	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0

[REPORT 3D]

		ACCII					FIRE		ОМЕ				LIFE				
	EARNED		ALTH		AUTO		LLIED	_	VNER	LIAB		ANNU	_		MISC	_	OTALS
COMPANY/GROUP Name	PREMIUM	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL
*CENTRAL MUT I C OH	\$44,565,183.00	0	0	2	1	0	0	0	0	0	0	0	0	0	0	2	1
*Chubb Ltd Grp	\$565,422,981.00	4	3	0	0	0	0	3	3	0	0	0	0	3	8	10	14
*Church Mut Grp	\$8,464,360.00	0	0	0	0	1	1	0	0	0	0	0	0	0	0	1	1
*CIGNA HEALTH GRP	\$567,369,832.00	32	30	0	0	0	0	0	0	0	0	2	2	0	0	34	32
Cigna HealthCare of Connecticut, Inc	\$9,029,845.00	15	11	0	0	0	0	0	0	0	0	0	0	0	0	15	11
*CINCINNATI FNCL CP	\$71,864,351.00	0	0	1	2	1	1	0	0	0	0	0	0	0	0	2	3
*CNA INS GRP	\$158,417,000.00	2	3	0	0	0	0	0	0	2	2	0	0	1	1	5	6
*CNO Financial Grp	\$11,928,122.00	2	2	0	0	0	0	0	0	0	0	5	5	0	0	7	7
*COLUMBIAN LIFE GRP	\$0.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
ConnectiCare Inc	\$137,282,320.00	19	20	0	0	0	0	0	0	0	0	0	0	0	0	19	20
*CSAA Ins Grp	\$107,668,773.00	0	0	17	16	0	0	11	13	0	0	0	0	0	0	28	29
*CUNA MUT GRP	\$75,247,233.00	2	2	0	0	0	0	0	0	0	0	0	0	1	0	3	2
*CVS GRP	\$338,536,546.00	9	8	0	0	0	0	0	0	0	0	4	2	0	0	13	10
*Dai-ichi Life Holdings Inc Grp	\$661,722.00	0	0	0	0	0	0	0	0	0	0	2	1	0	0	2	1
*Delta Dental Plan of NJ Grp	\$0.00	3	3	0	0	0	0	0	0	0	0	0	0	0	0	3	3
*DENTEGRA GRP	\$0.00	2	1	0	0	0	0	0	0	0	0	0	0	0	0	2	1
*Equitable Holdings Inc Grp	\$24,025,199.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*Everlake Holdings Grp	\$144,490.00	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
*FAIRFAX FINANCIAL	\$85,079,337.00	0	0	0	0	0	0	0	0	0	0	0	0	11	9	11	9
*FARMERS INS GRP	\$272,357,497.00	0	0	26	32	0	1	18	22	0	0	0	0	0	0	44	55
*FARMERS MTL HAIL INS CO OF IA GRP	\$0.00	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
*FEDERATED MUT GRP	\$46,007,096.00	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
*FIDELITY INVEST INS & ANNUITY GRP	\$0.00	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1
*FINANCIAL HOL CORP	\$24,987.00	0	0	0	0	0	0	0	0	0	0	3	1	0	0	3	1
*First Acceptance Ins Grp	\$0.00	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1
*Fortitude Grp Holdings LLC Grp	\$0.00	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
*GBIG Holdings Inc Grp	\$6,364.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*General Electric Grp	\$13,244,496.00	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Generali - U.S. Branch	\$1,424,331.00	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
*Genworth Financial Grp	\$75,643,851.00	12	15	0	0	0	0	0	0	0	0	1	1	0	0	13	16
*GGC Grp	\$92,904.00	0	0	0	0	0	0	0	0	0	0	2	1	0	0	2	1
*Global Atlantic Grp	\$34,164.00	0	0	0	0	0	0	0	0	0	0	3	2	0	0	3	2
*Globe Life Inc Grp	\$8,488,916.00	0	1	0	0	0	0	0	0	0	0	2	4	0	0	2	5
*GREAT WEST L ASR	\$174,056,526.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1

[REPORT 3D]

			IDENT			_	FIRE		OME				LIFE			_	
COMPANY/GROUP Name	EARNED PREMIUM	OP	EALTH CL	OP	AUTO CL	OP	LLIED CL	OV OP	VNER CL	LIAB OP	BILITY CL	ANNU OP	ITIES CL	OP	MISC CL	OP	OTALS CL
*GREATER NY	\$37,495,734.00	0	0	0	0	0	0	3	3	0	0	0	0	0	0	3	3
*Group 1001 Ins Holdings Grp	\$4,134,783.00	0	0	0	0	0	0	0	0	0	0	3	1	0	0	3	1
*GUARANTEE TRUST	\$5,636,176.00	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1
*GUARDIAN LIFE GRP	\$49,107,234.00	7	8	0	0	0	0	0	0	0	0	1	1	0	0	8	9
*HANNOVER GRP	\$6,471,499.00	0	0	1	1	1	1	0	0	0	0	0	0	0	0	2	2
*HARTFORD FIRE & CAS GRP	\$494,974,984.00	4	3	32	31	2	3	20	18	0	0	4	3	4	4	66	62
Harvard Pilgrim Health Care, Inc.	\$0.00	5	4	0	0	0	0	0	0	0	0	0	0	0	0	5	4
*HCSC GRP	\$209,832.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*Heritage Ins Holdings Grp	\$30,768,718.00	0	0	0	0	0	0	6	6	0	0	0	0	0	0	6	6
*HIP INS GRP	\$0.00	118	113	0	0	0	0	0	0	0	0	0	0	0	0	118	113
*Hopmeadow Holdings Grp	\$123,417,646.00	0	0	0	0	0	0	0	0	0	0	2	1	0	0	2	1
*HUMANA INC	\$0.00	2	1	0	0	0	0	0	0	0	0	0	0	0	0	2	1
*IAT Reins Co Grp	\$14,716,461.00	0	0	0	0	0	0	2	3	0	0	0	0	0	0	2	3
Independence American Insurance																	
Company	\$1,886,357.00	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
*JACKSON NATL GRP	\$88,794.00	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0
*James River Grp Inc	\$2,677,574.00	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1
*JOHN HANCOCK GRP	\$758,832,561.00	4	2	0	0	0	0	0	0	0	0	2	2	0	0	6	4
*Kemper Corp Grp	\$47,314,057.00	0	0	8	7	0	0	1	1	0	0	0	0	0	0	9	8
Kingstone Insurance Company	\$5,058,908.00	0	0	0	0	0	0	1	2	0	0	0	0	0	0	1	2
Kinsale Insurance Company	\$4,566,739.00	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
Knights of Columbus	\$1,169,284.00	0	0	0	0	0	0	0	0	0	0	3	3	0	0	3	3
*Kuvare Grp	\$230,434.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*Lemonade Inc Grp	\$2,944,453.00	0	0	0	0	0	0	2	2	0	0	0	0	0	0	2	2
*LIBERTY MUT GRP	\$649,819,396.00	0	0	81	84	1	1	25	30	1	1	0	0	0	2	108	118
*Lifetime HealthCare Grp	\$3,522,614.00	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1
*LINCOLN NATL	\$31,450,822.00	1	2	0	0	0	0	0	0	0	0	3	2	0	0	4	4
*Manhattan Life Grp	\$1,215,269.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*MAPFRE INS GRP	\$72,525,373.00	0	0	6	5	0	0	2	4	0	0	0	0	0	0	8	9
*MARKEL CORP GRP	\$47,044,738.00	0	0	1	2	0	0	1	1	0	0	0	0	0	0	2	3
*MASS MUT L I C	\$652,980,672.00	1	0	0	0	0	0	0	0	0	0	2	4	0	0	3	4
*Meiji Yasuda Life Ins Grp	\$123,491,951.00	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
*METROPOLITAN GRP	\$659,705,188.00	11	13	0	0	0	0	0	0	0	0	6	6	1	1	18	20
*MINNESOTA MUT	\$96,508,840.00	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0

[REPORT 3D]

		ACCII				_	FIRE		OME				LIFE				
COMPANY/GROUP Name	EARNED PREMIUM	HE. OP	ALTH CL	OP	AUTO CL	OP	LLIED CL	OV OP	VNER CL	LIAB OP	CL	ANNU OP	ITIES CL	OP	MISC CL	OP	OTALS CL
*MS & AD Ins Grp	\$2,306,053.00	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1
*Munich Re Grp	\$42,468,420.00	0	0	0	0	0	0	0	1	0	0	0	0	1	0	1	1
*MUTUAL OF OMAHA	\$20,806,774.00	4	3	0	0	0	0	0	0	0	0	3	3	0	0	7	6
*NATIONAL GUARDIAN LIFE INS GRP	\$567,876.00	0	0	0	0	0	0	0	0	0	0	2	1	0	0	2	1
*NATIONWIDE CORP	\$252,644,593.00	0	0	6	9	1	1	3	4	0	0	1	0	10	16	21	30
*NEW JERSEY MANUFACTURERS	\$3,732,514.00	0	0	2	1	0	0	0	0	0	0	0	0	0	0	2	1
*NEW LONDON COUNTY	\$33,192,288.00	0	0	0	0	0	0	3	1	0	0	0	0	0	0	3	1
*NEW YORK LIFE GRP	\$233,145,023.00	3	3	0	0	0	0	0	0	0	0	6	5	0	0	9	8
*NORTHWESTERN MUT	\$55,598,245.00	0	0	0	0	0	0	0	0	0	0	3	2	0	0	3	2
*OHIO MUT GRP	\$25,848,219.00	0	0	2	2	0	0	0	0	0	0	0	0	0	0	2	2
*OLD REPUBLIC GRP	\$51,798,693.00	0	0	0	1	3	1	0	0	0	0	0	0	0	0	3	2
*OneAmerica Financial Partners Grp	\$548,925.00	0	0	0	0	0	0	0	0	0	0	1	2	0	0	1	2
Oxford Health Plans (CT), Inc	\$38,114,616.00	14	14	0	0	0	0	0	0	0	0	0	0	0	0	14	14
*PALISADES GRP	\$11,453,045.00	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1
*PENN MUT GRP	\$171,373.00	0	0	0	0	0	0	0	0	0	0	2	2	0	0	2	2
*PLYMOUTH ROCK INS GRP	\$62,495,476.00	0	0	1	2	0	0	8	9	0	0	0	0	0	0	9	11
*Primerica Grp	\$24,406.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*PRINCIPAL FIN GRP	\$23,833,519.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*PROGRESSIVE GRP	\$498,482,325.00	0	0	89	81	2	2	6	7	0	0	0	0	1	1	98	91
*ProSight GRP	\$7,594,399.00	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1
Providence Mutual Fire Insurance Company	\$18,822,608.00	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0
*PRUDENTIAL OF AMER	\$681,719,808.00	2	4	0	0	0	0	0	0	0	0	4	6	0	0	6	10
*QBE INS GRP LTD	\$33,354,737.00	0	0	0	0	0	0	0	1	1	1	0	0	0	1	1	3
*QUINCY MUT GRP	\$36,161,213.00	0	0	1	1	0	0	5	5	0	0	0	0	0	0	6	6
*Resolution Life US Holdings Grp	\$0.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*Root Inc Grp	\$4,123,310.00	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1
*Sammons Enterprises Grp	\$2,337.00	0	0	0	0	0	0	0	0	0	0	1	2	0	0	1	2
*SENTRY INS GRP	\$37,259,821.00	0	0	3	3	0	0	0	0	0	0	0	0	0	0	3	3
*SH1 Holdings Grp	\$697,981.00	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
*St Paul Travelers Grp	\$645,773,019.00	0	0	22	21	5	7	17	16	0	0	1	1	0	0	45	45
*Starr Grp	\$32,289,000.00	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1
*STATE FARM IL	\$404,835,760.00	0	0	64	60	1	1	11	17	2	1	0	0	0	1	78	80
*STEWART TITLE CO	\$0.00	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
*Sun Life Financial Inc Grp	\$34,773,138.00	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1

[REPORT 3D]

		ACCI					FIRE	H	ІОМЕ				LIFE				
	EARNED		ALTH		AUTO		LLIED		VNER		ILITY	ANNU			MISC		TOTALS
COMPANY/GROUP Name	PREMIUM	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL
*SWISS RE GRP	\$24,340,391.00	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0
*The Hanover Ins Grp	\$185,072,229.00	0	0	5	4	3	2	3	4	0	1	0	0	0	0	11	11
*TIAA FAMILY OF CO	\$339,614.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*Tokio Marine Holdings Inc GRP	\$202,946,469.00	0	0	1	0	1	0	1	1	0	0	0	0	0	0	3	1
*Trupanion Grp	\$12,302,845.00	0	0	0	0	0	0	0	0	0	0	0	0	1	2	1	2
*United Ins Holdings Grp	\$9,971,901.00	0	0	0	0	0	0	0	2	0	0	0	0	0	0	0	2
*UNITED SERVICES AUTOMOBILE ASN GRP	\$266,641,287.00	0	0	29	35	0	0	11	10	0	0	1	1	0	0	41	46
*UNITEDHEALTH GRP	\$699,149,435.00	39	39	0	0	0	0	0	0	0	0	0	0	0	0	39	39
Unity Financial Life Insurance Company	\$0.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*UNIVERSAL INS CO GRP	\$6,817,777.00	0	0	0	0	0	0	4	4	0	0	0	0	0	1	4	5
*UNUM GRP	\$81,093,694.00	3	2	0	0	0	0	0	0	0	0	1	1	0	0	4	3
Utica First Insurance Company	\$41,923,164.00	0	0	0	0	2	1	3	4	0	0	0	0	0	1	5	6
*UTICA NATL INS GRP	\$112,082,518.00	0	0	6	5	2	2	2	4	0	0	0	0	0	0	10	11
*VERMONT MUT GRP	\$45,866,828.00	0	0	0	0	0	0	5	6	0	0	0	0	0	0	5	6
*Voya Financial Grp	\$552,397,927.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
WellCare of Connecticut, Inc.	\$0.00	2	3	0	0	0	0	0	0	0	0	0	0	0	0	2	3
*WEST SOUTHERN GRP	\$11,496,919.00	0	1	0	0	0	0	0	0	1	1	4	4	0	0	5	6
*WESTERN SERVICE CONTRACT GRP	\$8,548,424.00	0	0	0	0	0	0	2	3	0	0	0	0	0	0	2	3
*Wilton Re Grp	\$91,352.00	0	0	0	0	0	0	0	0	0	0	1	4	0	0	1	4
*WT Holdings Grp	\$9,974,619.00	0	0	1	1	0	0	2	1	0	0	0	0	0	0	3	2
*ZURICH INS GRP	\$155,960,999.00	0	0	1	2	0	0	1	2	2	2	0	0	0	1	4	7
TOTALS	\$16,636,809,687.00	529		582		39		243		12		129		49		1,583	
			531		<i>592</i>		38		291		12		123		72		1,659

^{*} Denotes group of insurance companies.

The total number of complaints against a Company/Group could be greater than the total number of complaints received by the Department, since a complaint may be against more than one company/group.