



**CONNECTICUT INSURANCE DEPARTMENT**  
**CONSUMER AFFAIRS DIVISION**

**Consumer Complaints Activity Reports**  
**July 1, 2022 through December 31, 2022**

Pursuant to the statutory requirements of Sec. 38a-9 of the Connecticut General Statutes, the Connecticut Insurance Department is providing the Semi-Annual Consumer Complaints Activity Reports concerning the number of complaints received by the Consumer Affairs Division in the third and fourth 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](mailto: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 July 1, 2022 through December 31, 2022

Number of complaints pending prior to: <u>07-01-22</u>	<u>529</u>
Number of complaints/inquiries <u>received</u> (opened):	<u>1,972</u>
<u>Total</u>	<u>2,501</u>
Number of complaints/inquiries <u>closed</u> :	<u>1,957</u>
Number of complaints outstanding on <u>01-01-23</u>	<u>544</u>
Number of complaints closed as:	
Confirmed:	<u>450*</u>
Unconfirmed:	<u>1,564*</u>
Recovery dollars on <u>all</u> complaints resolved:	<u>\$2,702,225.60</u>
<u>Pamphlets</u>	
Distributed:	<u>8</u>
Outreach:	<u>0</u>
Recovery amounts by major lines of business for cases closed during the period:	Report 3A (attached)
<u>Types</u> of complaints, by line and by major reason group, received (opened):	Report 3B (attached)
<u>Types</u> of complaints, by line and by major reason group, received (opened) during the period and closed by: <u>01-01-23</u>	Report 3C (attached)
Summary of complaints by group and individual insurer including premium volume and lines of insurance opened during the period and closed by: <u>01-01-23</u>	Report 3D (attached)

*\*Individual complaints may have multiple conclusions*

Report 3A

Connecticut Insurance Department  
Recovery Amounts by Major Lines of Business for Cases Closed  
FOR TIME PERIOD July 01, 2022 through December 31, 2022

Line	Recovery	Number of Records
Accident & Health	\$1,264,017.88	239
<i>Mental Health</i>	\$9,840.54	3
Auto	\$449,275.10	119
Fire, Allied Lines & CMP	\$71,976.05	10
Homeowners	\$797,773.32	46
Liability	\$1,884.04	3
Miscellaneous	\$117,299.21	48
<b>Total</b>	<b>\$2,702,225.60</b>	<b>465</b>

[Report3B]

**Connecticut Insurance Department**  
**TOTAL COMPLAINTS OPENED**  
**FOR TIME PERIOD 07/01/2022 THROUGH 12/31/2022**

<b>Coverage</b>	<b>Total By Coverage</b>	<b>Reason</b>	<b>Total By Reason</b>	<b>% Reason</b>	<b>%Coverage</b>
Accident & Health	739				37.34%
		Claim Handling	585	79.16%	
		Marketing & Sales	23	3.11%	
		PolicyHolder Service	87	11.77%	
		Underwriting	38	5.14%	
		Other	6	0.81%	
Auto	634				32.04%
		Claim Handling	518	81.70%	
		Marketing & Sales	6	0.95%	
		PolicyHolder Service	47	7.41%	
		Underwriting	63	9.94%	
		Other	0	0.00%	
Fire, Allied Lines & CMP	44				2.22%
		Claim Handling	29	65.91%	
		Marketing & Sales	2	4.55%	
		PolicyHolder Service	4	9.09%	
		Underwriting	9	20.45%	
		Other	0	0.00%	
Homeowners	289				14.60%
		Claim Handling	209	72.32%	
		Marketing & Sales	2	0.69%	
		PolicyHolder Service	26	9.00%	
		Underwriting	52	17.99%	
		Other	0	0.00%	
Liability	22				1.11%
		Claim Handling	19	86.36%	
		Marketing & Sales	1	4.55%	
		PolicyHolder Service	2	9.09%	
		Underwriting	0	0.00%	
		Other	0	0.00%	
Life & Annuity	110				5.56%
		Claim Handling	24	21.82%	
		Marketing & Sales	41	37.27%	
		PolicyHolder Service	43	39.09%	
		Underwriting	2	1.82%	
		Other	0	0.00%	
Miscellaneous	141				7.12%

Coverage	Total By Coverage	Reason	Total By Reason	% Reason	%Coverage
		Claim Handling	117	82.98%	
		Marketing & Sales	1	0.71%	
		PolicyHolder Service	5	3.55%	
		Underwriting	17	12.06%	
		Other	1	0.71%	
<b>Total</b>	<b>1,979</b>				

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

[Report3C]

**Connecticut Insurance Department**  
**TOTAL COMPLAINTS CLOSED**  
**FOR TIME PERIOD 07/01/2022 THROUGH 12/31/2022**

<b>Coverage</b>	<b>Total By Coverage</b>	<b>Reason</b>	<b>Total By Reason</b>	<b>Confirmed</b>	<b>%Reason</b>	<b>%Coverage</b>
Accident & Health	723					35.90%
		Claim Handling	568	173	78.56%	
		Marketing & Sales	27	7	3.73%	
		PolicyHolder Service	86	25	11.89%	
		Underwriting	42	8	5.81%	
		Other	0	0	0.00%	
Auto	677					33.61%
		Claim Handling	558	110	82.42%	
		Marketing & Sales	8	2	1.18%	
		PolicyHolder Service	54	12	7.98%	
		Underwriting	57	11	8.42%	
		Other	0	0	0.00%	
Fire, Allied Lines & CMP	49					2.43%
		Claim Handling	35	9	71.43%	
		Marketing & Sales	3	0	6.12%	
		PolicyHolder Service	3	0	6.12%	
		Underwriting	8	1	16.33%	
		Other	0	0	0.00%	
Homeowners	297					14.75%
		Claim Handling	229	37	77.10%	
		Marketing & Sales	1	1	0.34%	
		PolicyHolder Service	27	5	9.09%	
		Underwriting	40	10	13.47%	
		Other	0	0	0.00%	
Liability	22					1.09%
		Claim Handling	18	1	81.82%	
		Marketing & Sales	1	0	4.55%	
		PolicyHolder Service	2	1	9.09%	
		Underwriting	1	0	4.55%	
		Other	0	0	0.00%	
Life & Annuity	105					5.21%
		Claim Handling	21	0	20.00%	
		Marketing & Sales	34	1	32.38%	
		PolicyHolder Service	44	0	41.90%	
		Underwriting	6	0	5.71%	
		Other	0	0	0.00%	
Miscellaneous	141					7.00%
		Claim Handling	113	31	80.14%	

Coverage	Total By Coverage	Reason	Total By Reason	Confirmed	%Reason	%Coverage
		Marketing & Sales	2	0	1.42%	
		PolicyHolder Service	6	0	4.26%	
		Underwriting	20	5	14.18%	
		Other	0	0	0.00%	
<b>Total</b>	<b>2,014</b>					

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

[REPORT 3D]

**CONNECTICUT STATE INSURANCE DEPARTMENT**  
**SUMMARY OF COMPLAINTS OF INSURANCE GROUPS & INDIVIDUAL**  
**INSURANCE COMPANIES BY PREMIUM VOLUME & LINE OF BUSINESS OPENED**  
**BETWEEN 07/01/2022 THROUGH 12/31/2022 AND CLOSED BEFORE 01/01/2023**

COMPANY/GROUP Name	EARNED PREMIUM	ACCIDENT HEALTH		AUTO		FIRE ALLIED		HOME OWNER		LIABILITY		LIFE ANNUITIES		MISC		TOTALS	
		OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL
*AAA Life Grp	\$239,971.00	0	0	0	0	0	0	0	0	0	0	3	1	0	0	3	1
*Aegon US Holding Grp	\$652,498,110.00	35	34	0	0	0	0	0	0	0	0	6	5	0	0	41	39
Aetna Health Inc	\$524,288.00	3	2	0	0	0	0	0	0	0	0	0	0	0	0	3	2
*AFLAC Grp	\$46,750,198.00	0	1	0	0	0	0	0	0	0	0	1	0	0	0	1	1
*AIM Mut Grp	\$7,708,149.00	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1
*Allianz Ins Grp	\$69,265,572.00	0	0	0	0	0	0	1	1	0	0	1	2	4	3	6	6
*Allstate Ins Grp	\$510,103,110.00	1	1	93	86	0	2	27	30	0	1	1	0	1	1	123	121
*AMERCO CORP	\$739,321.00	1	1	1	1	1	1	0	0	0	0	0	0	1	1	4	4
*AMERICAN FAMILY INS GRP	\$174,454,918.00	0	0	13	12	1	2	7	9	0	0	0	0	2	3	23	26
*American Financial Grp	\$54,802,113.00	0	0	1	2	2	3	0	1	0	0	0	0	0	0	3	6
*AMERICAN INTRNL GRP	\$155,387,081.00	0	0	1	0	0	0	3	1	0	0	9	8	2	3	15	12
*AMERICAN NATL FNCL GRP	\$29,680,012.00	0	0	0	1	1	0	1	1	0	0	1	1	0	0	3	3
*Ameriprise Financial Grp	\$6,996,325.00	1	1	0	0	0	0	0	0	0	0	2	1	0	0	3	2
*Ameritas Mut Holding GRP	\$9,789,652.00	3	3	0	0	0	0	0	0	0	0	0	0	0	0	3	3
*AMICA MUT GRP	\$197,955,743.00	0	0	6	6	0	0	4	5	0	0	0	0	0	0	10	11
*AmTrust Financial Serv Grp	\$42,161,323.00	0	0	0	0	2	2	0	0	0	0	0	0	0	0	2	2
*ANDOVER GRP	\$51,491,750.00	0	0	1	1	0	0	4	7	0	0	0	0	0	0	5	8
Anthem Health Plans, Inc	\$1,224,158,340.00	114	109	0	0	0	0	0	0	0	0	0	0	0	0	114	109
*Anthem Inc Grp	\$16,626,349.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*Apollo Global Mgmt Grp	\$5,236,724.00	0	0	0	0	0	0	0	0	0	0	4	4	0	0	4	4
*ARBELLA INS GRP	\$61,436,407.00	0	0	3	6	0	0	0	0	0	0	0	0	0	0	3	6
*Arch Ins Grp	\$54,060,153.00	0	0	1	1	1	1	0	0	0	0	0	0	2	0	4	2
*Assurant Inc Grp	\$43,228,608.00	0	0	1	1	1	0	8	9	0	0	0	0	1	1	11	11
*Assurity Grp	\$1,057,577.00	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1
*Auto Club Enterprises Ins Grp	\$5,705.00	0	0	3	2	0	0	0	0	0	0	0	0	0	0	3	2
*AXA INS GRP	\$74,740,163.00	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
*AXIS Capital Grp	\$14,724,159.00	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1
*BCS INS GRP	\$1,851,695.00	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1
*BERKSHIRE HATHAWAY	\$699,710,147.00	0	0	72	72	2	1	11	13	1	1	0	0	6	6	92	93
*BOSTON MUT GRP	\$1,624,806.00	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0
*Brighthouse Holdings Grp	\$16,684,992.00	9	8	0	0	0	0	0	0	0	0	6	8	0	0	15	16
*CALIFORNIA CAS MGMT	\$3,085,872.00	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1
*Calton Holdings Grp	\$9,303.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1



[REPORT 3D]

**CONNECTICUT STATE INSURANCE DEPARTMENT**  
**SUMMARY OF COMPLAINTS OF INSURANCE GROUPS & INDIVIDUAL**  
**INSURANCE COMPANIES BY PREMIUM VOLUME & LINE OF BUSINESS OPENED**  
**BETWEEN 07/01/2022 THROUGH 12/31/2022 AND CLOSED BEFORE 01/01/2023**

COMPANY/GROUP Name	EARNED PREMIUM	ACCIDENT HEALTH		AUTO		FIRE ALLIED		HOME OWNER		LIABILITY		LIFE ANNUITIES		MISC		TOTALS	
		OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL
CarePartners of Connecticut, Inc.	\$0.00	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
*CENTENE CORP GRP	\$215,655.00	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1
*CENTRAL MUT I C OH	\$44,565,183.00	0	0	1	2	0	0	0	0	0	0	0	0	0	0	1	2
Cherokee Insurance Company	\$109,828.00	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1
*Chubb Ltd Grp	\$565,422,981.00	2	3	4	3	1	1	2	3	0	0	1	1	5	5	15	16
*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	0	1	0	0	32	31
Cigna HealthCare of Connecticut, Inc	\$9,029,845.00	6	10	0	0	0	0	0	0	0	0	0	0	0	0	6	10
*CINCINNATI FNCL CP	\$71,864,351.00	0	0	1	1	1	1	1	1	4	4	0	0	0	0	7	7
*CNA INS GRP	\$158,417,000.00	2	2	0	0	0	0	0	0	2	1	0	0	1	1	5	4
*CNO Financial Grp	\$11,928,122.00	0	0	0	0	0	0	0	0	0	0	2	2	0	0	2	2
ConnectiCare Inc	\$137,282,320.00	12	11	0	0	0	0	0	0	0	0	0	0	0	0	12	11
*CSAA Ins Grp	\$107,668,773.00	0	0	10	8	0	0	10	12	0	0	0	0	0	0	20	20
*CUNA MUT GRP	\$75,247,233.00	1	1	0	0	0	0	0	0	0	0	1	1	2	1	4	3
*CVS GRP	\$338,536,546.00	21	16	0	0	0	0	0	0	0	0	0	0	0	0	21	16
*Dai-ichi Life Holdings Inc Grp	\$661,722.00	0	0	0	0	0	0	0	0	0	0	2	2	1	1	3	3
*DENTEGRA GRP	\$0.00	4	3	0	0	0	0	0	0	0	0	0	0	0	0	4	3
*EMC INS CO	\$15,878,717.00	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1
*Equitable Holdings Inc Grp	\$24,025,199.00	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1
*Everlake Holdings Grp	\$144,490.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*FAIRFAX FINANCIAL	\$85,079,337.00	0	0	0	0	2	2	0	0	0	0	0	0	15	15	17	17
*FARMERS INS GRP	\$272,357,497.00	0	0	33	26	0	0	19	17	0	0	0	0	0	0	52	43
*FEDERATED MUT GRP	\$46,007,096.00	0	0	1	1	0	1	0	0	0	0	0	0	0	0	1	2
*Fidelity Natl Fin Inc GRP	\$0.00	0	0	0	0	0	0	0	0	0	0	1	0	2	2	3	2
*FINANCIAL HOL CORP	\$24,987.00	0	0	0	0	0	0	0	0	0	0	1	3	0	0	1	3
*General Electric Grp	\$13,244,496.00	0	0	0	0	0	0	2	2	0	0	0	0	0	0	2	2
Generali - U.S. Branch	\$1,424,331.00	0	0	0	0	0	0	0	0	0	0	0	0	4	3	4	3
*Genworth Financial Grp	\$75,643,851.00	12	10	0	0	0	0	0	0	0	0	0	0	0	0	12	10
*GGC Grp	\$92,904.00	0	0	0	0	0	0	0	0	0	0	1	2	0	0	1	2
*Global Atlantic Grp	\$34,164.00	0	0	0	0	0	0	0	0	0	0	2	2	0	0	2	2
*Global Ind Grp	\$2,613,557.00	0	0	0	0	1	0	0	0	0	0	0	0	1	1	2	1
*Globe Life Inc Grp	\$8,488,916.00	1	1	0	0	0	0	0	0	0	0	3	2	0	0	4	3
*GREATER NY	\$37,495,734.00	0	0	0	0	3	3	2	1	0	0	0	0	0	0	5	4

[REPORT 3D]

**CONNECTICUT STATE INSURANCE DEPARTMENT**  
**SUMMARY OF COMPLAINTS OF INSURANCE GROUPS & INDIVIDUAL**  
**INSURANCE COMPANIES BY PREMIUM VOLUME & LINE OF BUSINESS OPENED**  
**BETWEEN 07/01/2022 THROUGH 12/31/2022 AND CLOSED BEFORE 01/01/2023**

COMPANY/GROUP Name	EARNED PREMIUM	ACCIDENT HEALTH		AUTO		FIRE ALLIED		HOME OWNER		LIABILITY		LIFE ANNUITIES		MISC		TOTALS	
		OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL
*Group 1001 Ins Holdings Grp	\$4,134,783.00	0	0	0	0	0	0	0	0	0	0	2	2	0	0	2	2
*GUARDIAN LIFE GRP	\$49,107,234.00	2	1	0	0	0	0	0	0	0	0	0	0	0	0	2	1
*HARTFORD FIRE & CAS GRP	\$494,974,984.00	3	2	19	21	1	2	15	13	1	1	2	4	5	4	46	48
Harvard Pilgrim Health Care, Inc.	\$0.00	2	4	0	0	0	0	0	0	0	0	0	0	0	0	2	4
*HCI Grp Inc	\$884,403.00	0	0	0	0	0	0	4	3	0	0	0	0	0	0	4	3
*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	1	1	7	6	0	0	0	0	0	0	8	7
*HIGHMARK INC	\$5,075,246.00	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1
*HIP INS GRP	\$0.00	94	100	0	0	0	0	0	0	0	0	0	0	0	0	94	100
*Hopmeadow Holdings Grp	\$123,417,646.00	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
*HORACE MANN GRP	\$9,660,611.00	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	1
*HUMANA INC	\$0.00	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
*IAT Reins Co Grp	\$14,716,461.00	0	0	0	0	1	0	1	1	0	0	0	0	0	0	2	1
*IFG CO	\$324,996.00	0	0	0	0	2	1	0	0	0	0	0	0	0	0	2	1
*INDUSTRIAL ALLIANCE GRP	\$408,733.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*JACKSON NATL GRP	\$88,794.00	0	0	0	0	0	0	0	0	0	0	2	2	0	0	2	2
John Alden Life Insurance Company	\$113,591.00	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1
*JOHN HANCOCK GRP	\$758,832,561.00	4	5	0	0	0	0	0	0	0	0	5	4	0	0	9	9
*Kemper Corp Grp	\$47,314,057.00	0	0	12	12	0	0	3	1	0	0	0	0	0	0	15	13
Kingstone Insurance Company	\$5,058,908.00	0	0	0	0	0	0	3	1	0	0	0	0	0	0	3	1
*Lemonade Inc Grp	\$2,944,453.00	0	0	0	0	0	0	3	1	0	0	0	0	1	1	4	2
*LIBERTY MUT GRP	\$649,819,396.00	0	0	70	71	1	1	14	20	1	1	0	0	1	1	87	94
*LINCOLN NATL	\$31,450,822.00	3	2	0	0	0	0	0	0	0	0	2	2	0	0	5	4
*MAPFRE INS GRP	\$72,525,373.00	0	0	2	3	0	0	2	1	0	0	0	0	0	0	4	4
*MARKEL CORP GRP	\$47,044,738.00	0	0	2	2	0	0	0	0	0	0	0	0	0	0	2	2
*MASS MUT L I C	\$652,980,672.00	0	1	0	0	0	0	0	0	0	0	4	3	0	0	4	4
*Meiji Yasuda Life Ins Grp	\$123,491,951.00	1	1	0	0	0	0	0	0	0	0	1	1	0	0	2	2
*METROPOLITAN GRP	\$659,705,188.00	4	4	0	0	0	0	0	0	0	0	9	9	0	0	13	13
*Munich Re Grp	\$42,468,420.00	0	0	0	0	0	0	2	2	0	0	0	0	0	1	2	3
*MUTUAL OF AMER	\$0.00	0	0	0	0	0	0	0	0	0	0	4	3	0	0	4	3
*MUTUAL OF OMAHA	\$20,806,774.00	5	6	0	0	0	0	0	0	0	0	1	1	0	0	6	7
*NATIONAL GUARDIAN LIFE INS GRP	\$567,876.00	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
*National Life Group	\$220,376.00	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0

[REPORT 3D]

**CONNECTICUT STATE INSURANCE DEPARTMENT**  
**SUMMARY OF COMPLAINTS OF INSURANCE GROUPS & INDIVIDUAL**  
**INSURANCE COMPANIES BY PREMIUM VOLUME & LINE OF BUSINESS OPENED**  
**BETWEEN 07/01/2022 THROUGH 12/31/2022 AND CLOSED BEFORE 01/01/2023**

COMPANY/GROUP Name	EARNED PREMIUM	ACCIDENT HEALTH		AUTO		FIRE ALLIED		HOME OWNER		LIABILITY		LIFE ANNUITIES		MISC		TOTALS	
		OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL
*NATIONWIDE CORP	\$252,644,593.00	0	0	12	12	1	2	11	11	0	0	0	2	18	17	42	44
*NEW JERSEY MANUFACTURERS	\$3,732,514.00	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
*NEW LONDON COUNTY	\$33,192,288.00	0	0	1	1	0	0	3	5	0	0	0	0	0	0	4	6
*NEW YORK LIFE GRP	\$233,145,023.00	1	1	0	0	0	0	0	0	0	0	3	2	0	0	4	3
*NORTHWESTERN MUT	\$55,598,245.00	2	1	0	0	0	0	0	0	0	0	0	1	0	0	2	2
*OHIO MUT GRP	\$25,848,219.00	0	0	4	3	0	0	0	0	0	0	0	0	0	0	4	3
*OLD REPUBLIC GRP	\$51,798,693.00	0	0	4	3	0	2	0	0	0	0	0	0	1	1	5	6
Oxford Health Plans (CT), Inc	\$38,114,616.00	14	13	0	0	0	0	0	0	0	0	0	0	0	0	14	13
*PLATEAU GRP	\$179,909.00	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1
*PLYMOUTH ROCK INS GRP	\$62,495,476.00	0	0	1	0	0	0	11	9	0	0	0	0	1	1	13	10
*PRINCIPAL FIN GRP	\$23,833,519.00	1	1	0	0	0	0	0	0	0	0	0	1	0	0	1	2
*PROGRESSIVE GRP	\$498,482,325.00	0	0	97	112	0	0	11	12	0	0	0	0	3	3	111	127
Providence Mutual Fire Insurance Company	\$18,822,608.00	0	0	0	1	0	0	1	1	0	0	0	0	0	0	1	2
*PRUDENTIAL OF AMER	\$681,719,808.00	4	3	0	0	0	0	0	0	0	0	3	1	0	0	7	4
*QBE INS GRP LTD	\$33,354,737.00	0	0	0	0	1	1	1	1	0	0	0	0	0	0	2	2
*QUINCY MUT GRP	\$36,161,213.00	0	0	1	0	0	0	1	1	0	0	0	0	0	0	2	1
*Randall & Quilter Investment Grp	\$22,147.00	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0
*Resolution Life US Holdings Grp	\$0.00	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0
*Root Inc Grp	\$4,123,310.00	0	0	6	4	0	0	0	0	0	0	0	0	0	0	6	4
Royal Arcanum Supreme Council	\$14,376.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*Sammons Enterprises Grp	\$2,337.00	0	0	0	0	0	0	0	0	0	0	3	3	0	0	3	3
*SELECTIVE INS	\$93,198,306.00	0	0	5	5	2	2	0	0	0	0	0	0	2	2	9	9
*Sompo Grp	\$23,202,967.00	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0
*St Paul Travelers Grp	\$645,773,019.00	0	0	22	24	3	3	21	18	5	5	0	0	3	3	54	53
*Starr Grp	\$32,289,000.00	0	0	2	1	0	0	0	0	0	0	0	0	3	2	5	3
*STATE FARM IL	\$404,835,760.00	0	0	80	87	1	2	23	19	0	1	0	0	0	0	104	109
*Sun Life Financial Inc Grp	\$34,773,138.00	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
*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	7	8	0	1	7	8	0	0	0	0	0	1	14	18
*TIAA FAMILY OF CO	\$339,614.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*Tiptree Fin Grp	\$492,443.00	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
*Tokio Marine Holdings Inc GRP	\$202,946,469.00	0	0	0	1	2	3	1	1	0	0	0	0	0	0	3	5
*Trupanion Grp	\$12,302,845.00	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0

[REPORT 3D]

**CONNECTICUT STATE INSURANCE DEPARTMENT**  
**SUMMARY OF COMPLAINTS OF INSURANCE GROUPS & INDIVIDUAL**  
**INSURANCE COMPANIES BY PREMIUM VOLUME & LINE OF BUSINESS OPENED**  
**BETWEEN 07/01/2022 THROUGH 12/31/2022 AND CLOSED BEFORE 01/01/2023**

COMPANY/GROUP Name	EARNED PREMIUM	ACCIDENT HEALTH		AUTO		FIRE ALLIED		HOME OWNER		LIABILITY		LIFE ANNUITIES		MISC		TOTALS	
		OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL
*United Ins Holdings Grp	\$9,971,901.00	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	1
*UNITED SERVICES AUTOMOBILE ASN GRP	\$266,641,287.00	0	0	28	28	0	0	10	10	0	0	0	1	0	0	38	39
*UNITEDHEALTH GRP	\$699,149,435.00	45	39	0	0	0	0	0	0	0	0	0	0	0	0	45	39
*UNIVERSAL INS CO GRP	\$6,817,777.00	0	0	0	0	0	0	2	2	0	0	0	0	0	0	2	2
*UNUM GRP	\$81,093,694.00	5	4	0	0	0	0	0	0	0	0	0	0	0	0	5	4
Utica First Insurance Company	\$41,923,164.00	0	0	0	0	1	0	4	4	1	1	0	0	0	0	6	5
*UTICA NATL INS GRP	\$112,082,518.00	0	0	7	6	1	1	5	3	0	0	0	0	0	0	13	10
*VERMONT MUT GRP	\$45,866,828.00	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	1
*Voya Financial Grp	\$552,397,927.00	0	0	0	0	0	0	0	0	0	0	4	2	0	0	4	2
WellCare of Connecticut, Inc.	\$0.00	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1
*WEST SOUTHERN GRP	\$11,496,919.00	0	0	0	0	0	0	0	0	0	0	3	3	0	0	3	3
*WESTERN SERVICE CONTRACT GRP	\$8,548,424.00	0	0	0	0	0	0	2	2	1	1	0	0	0	0	3	3
*Wilton Re Grp	\$91,352.00	0	0	0	0	0	0	0	0	0	0	2	2	0	0	2	2
*WR BERKLEY CORP	\$133,703,040.00	0	0	1	1	0	0	0	0	0	0	0	0	1	1	2	2
*WT Holdings Grp	\$9,974,619.00	0	0	1	2	0	0	5	4	0	0	0	0	0	0	6	6
*ZURICH INS GRP	\$155,960,999.00	0	0	3	2	0	0	0	0	1	1	0	0	1	1	5	4
<b>TOTALS</b>	<b>\$16,605,817,281.00</b>	<b>457</b>		<b>636</b>		<b>39</b>		<b>279</b>		<b>17</b>		<b>109</b>		<b>95</b>		<b>1,632</b>	
			<b>443</b>		<b>646</b>		<b>43</b>		<b>276</b>		<b>18</b>		<b>104</b>		<b>92</b>		<b>1,623</b>

\* 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.