



CONNECTICUT INSURANCE DEPARTMENT
CONSUMER AFFAIRS DIVISION

Consumer Complaints Activity Reports
January 1, 2023 through June 30, 2023

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 first and second calendar quarter of 2023, 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, 2023 through June 30, 2023

Number of complaints pending prior to: <u>01-01-23</u>	<u>546</u>
Number of complaints/inquiries <u>received</u> (opened):	<u>2,276</u>
Total	<u>2,822</u>
Number of complaints/inquiries <u>closed</u> :	<u>2,240</u>
Number of complaints outstanding on <u>07-01-23</u>	<u>582</u>
Number of complaints closed as:	
Confirmed:	<u>563*</u>
Unconfirmed:	<u>1,742*</u>
Recovery dollars on <u>all</u> complaints resolved:	<u>\$4,289,693.04</u>
<u>Pamphlets</u>	
Distributed:	<u>12</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>07-01-23</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>07-01-23</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 January 01, 2023 through June 30, 2023

Line	Recovery	Number of Records
Accident & Health	\$1,892,392.16	374
<i>Mental Health</i>	<i>\$21,437.69</i>	<i>11</i>
Auto	\$623,334.52	120
Fire, Allied Lines & CMP	\$13,236.00	6
Homeowners	\$1,377,545.92	52
Liability	\$23,591.95	3
Miscellaneous	\$359,592.49	28
Total	\$4,289,693.04	583

[Report3B]

Connecticut Insurance Department

TOTAL COMPLAINTS OPENED
FOR TIME PERIOD 01/01/2023 THROUGH 06/30/2023

Coverage	Total By Coverage	Reason	Total By Reason	% Reason	%Coverage
Accident & Health	891				38.98%
		Claim Handling	700	78.56%	
		Marketing & Sales	29	3.25%	
		PolicyHolder Service	99	11.11%	
		Underwriting	48	5.39%	
		Other	15	1.68%	
Auto	727				31.80%
		Claim Handling	579	79.64%	
		Marketing & Sales	4	0.55%	
		PolicyHolder Service	51	7.02%	
		Underwriting	93	12.79%	
		Other	0	0.00%	
Fire, Allied Lines & CMP	53				2.32%
		Claim Handling	26	49.06%	
		Marketing & Sales	4	7.55%	
		PolicyHolder Service	5	9.43%	
		Underwriting	18	33.96%	
		Other	0	0.00%	
Homeowners	326				14.26%
		Claim Handling	227	69.63%	
		Marketing & Sales	6	1.84%	
		PolicyHolder Service	20	6.13%	
		Underwriting	73	22.39%	
		Other	0	0.00%	
Liability	29				1.27%
		Claim Handling	20	68.97%	
		Marketing & Sales	1	3.45%	
		PolicyHolder Service	7	24.14%	
		Underwriting	1	3.45%	
		Other	0	0.00%	
Life & Annuity	127				5.56%
		Claim Handling	29	22.83%	
		Marketing & Sales	43	33.86%	
		PolicyHolder Service	52	40.94%	
		Underwriting	3	2.36%	
		Other	0	0.00%	
Miscellaneous	133				5.82%

Coverage	Total By Coverage	Reason	Total By Reason	% Reason	%Coverage
		Claim Handling	97	72.93%	
		Marketing & Sales	3	2.26%	
		PolicyHolder Service	5	3.76%	
		Underwriting	24	18.05%	
		Other	4	3.01%	
Total	2,286				

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

Connecticut Insurance Department

TOTAL COMPLAINTS CLOSED
FOR TIME PERIOD 01/01/2023 THROUGH 06/30/2023

Coverage	Total By Coverage	Reason	Total By Reason	Confirmed	%Reason	%Coverage
Accident & Health	912					39.45%
		Claim Handling	722	233	79.17%	
		Marketing & Sales	33	19	3.62%	
		PolicyHolder Service	105	41	11.51%	
		Underwriting	38	2	4.17%	
		Other	14	7	1.54%	
Auto	731					31.62%
		Claim Handling	588	118	80.44%	
		Marketing & Sales	6	1	0.82%	
		PolicyHolder Service	53	14	7.25%	
		Underwriting	84	9	11.49%	
		Other	0	0	0.00%	
Fire, Allied Lines & CMP	53					2.29%
		Claim Handling	29	4	54.72%	
		Marketing & Sales	3	1	5.66%	
		PolicyHolder Service	4	1	7.55%	
		Underwriting	17	7	32.08%	
		Other	0	0	0.00%	
Homeowners	344					14.88%
		Claim Handling	229	43	66.57%	
		Marketing & Sales	8	2	2.33%	
		PolicyHolder Service	21	4	6.10%	
		Underwriting	86	24	25.00%	
		Other	0	0	0.00%	
Liability	27					1.17%
		Claim Handling	18	5	66.67%	
		Marketing & Sales	1	0	3.70%	
		PolicyHolder Service	7	2	25.93%	
		Underwriting	1	0	3.70%	
		Other	0	0	0.00%	
Life & Annuity	118					5.10%
		Claim Handling	26	0	22.03%	
		Marketing & Sales	42	1	35.59%	
		PolicyHolder Service	46	0	38.98%	
		Underwriting	4	0	3.39%	
		Other	0	0	0.00%	

Coverage	Total By Coverage	Reason	Total By Reason	Confirmed	%Reason	%Coverage
Miscellaneous	127					5.49%
		Claim Handling	102	20	80.31%	
		Marketing & Sales	2	1	1.57%	
		PolicyHolder Service	3	0	2.36%	
		Underwriting	20	4	15.75%	
		Other	0	0	0.00%	
Total	2,312					

* 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 01/01/2023 THROUGH 06/30/2023 AND CLOSED BEFORE 07/01/2023

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
*CALIFORNIA CAS MGMT	\$3,128,411.00	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0
*CENTRAL MUT I C OH	\$46,065,961.00	0	0	2	2	0	0	0	0	0	0	0	0	0	0	2	2
*Chubb Ltd Grp	\$594,173,108.00	3	3	7	7	2	2	2	1	1	1	0	0	7	5	22	19
*Church Mut Grp	\$9,509,405.00	0	0	0	0	1	1	0	0	0	0	0	0	0	0	1	1
*CIGNA HEALTH GRP	\$693,204,076.00	57	48	0	0	0	0	0	0	0	0	0	0	0	0	57	48
CIGNA HLTHCARE OF CT INC	\$8,670,342.00	6	8	0	0	0	0	0	0	0	0	0	0	0	0	6	8
*CINCINNATI FNCL CP	\$82,224,235.00	0	0	0	0	0	0	2	2	0	0	0	0	0	0	2	2
*CNA INS GRP	\$150,614,700.00	3	4	1	1	1	1	0	0	0	1	0	0	1	1	6	8
*CNO Financial Grp	\$11,697,865.00	6	6	0	0	0	0	0	0	0	0	2	2	0	0	8	8
*Coaction Global Inc GRP	\$8,450,821.00	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1
CONNECTICARE INC	\$98,661,672.00	9	14	0	0	0	0	0	0	0	0	0	0	0	0	9	14
*Constellation Ins Holdings Grp	\$950,977.00	0	0	0	0	0	0	0	0	0	0	2	0	0	0	2	0
*CSAA Ins Grp	\$107,264,865.00	0	0	14	15	0	0	9	10	0	0	0	0	0	0	23	25
*CUNA MUT GRP	\$174,635,364.00	1	1	0	0	0	0	0	0	0	0	1	0	0	1	2	2
*CVS GRP	\$375,791,678.00	12	18	0	0	0	0	0	0	0	0	0	1	0	0	12	19
*Dai-ichi Life Holdings Inc Grp	\$1,569,323.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*Delta Dental Plan of NJ Grp	\$121,996.00	3	2	0	0	0	0	0	0	0	0	0	0	0	0	3	2
*Dentegra Grp	\$11,275.00	2	3	0	0	0	0	0	0	0	0	0	0	0	0	2	3
*Elevance Hlth Inc Grp	\$15,048,054.00	166	160	0	0	0	0	0	0	0	0	0	0	1	0	167	160
*Emblem Hlth Grp	\$197,759.00	105	114	0	0	0	0	0	0	0	0	0	0	0	0	105	114
*Equitable Holdings Inc Grp	\$10,695,793.00	0	0	0	0	0	0	0	0	0	0	2	2	0	0	2	2
Equitrust Life Insurance Company	\$0.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*Everett Mut Grp	\$2,658,763.00	0	0	0	0	1	1	0	0	0	0	0	0	0	0	1	1
*FAIRFAX FINANCIAL	\$91,642,620.00	0	0	3	3	3	1	0	0	0	0	0	0	5	8	11	12
*FARMERS INS GRP	\$274,651,959.00	0	0	31	34	1	1	20	18	0	0	0	0	0	0	52	53
*Fidelity Natl Fin Inc GRP	\$0.00	0	0	0	0	0	0	1	1	0	0	2	3	0	0	3	4
*FINANCIAL HOL CORP	\$26,832.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*FIRST AMN TITLE	\$1,256.00	0	0	0	0	0	0	0	0	0	0	0	0	4	4	4	4
*General Electric Grp	\$12,105,663.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
Generali - U.S. Branch	\$4,429,701.00	0	0	0	0	0	0	0	0	0	0	0	0	9	8	9	8
*Genworth Financial Grp	\$73,321,285.00	12	10	0	0	0	0	0	0	0	0	2	2	0	0	14	12

[REPORT 3D]

CONNECTICUT STATE INSURANCE DEPARTMENT
SUMMARY OF COMPLAINTS OF INSURANCE GROUPS & INDIVIDUAL
INSURANCE COMPANIES BY PREMIUM VOLUME & LINE OF BUSINESS OPENED
BETWEEN 01/01/2023 THROUGH 06/30/2023 AND CLOSED BEFORE 07/01/2023

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
*GGC Grp	\$71,503.00	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0
*Global Atlantic Grp	\$9,057.00	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
*Globe Life Inc Grp	\$8,256,267.00	0	0	0	0	0	0	0	0	0	0	6	7	0	0	6	7
*GREAT WEST L ASR	\$365,301,465.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*GREATER NY	\$43,360,869.00	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
*Group 1001 Ins Holdings Grp	\$3,955,998.00	0	0	0	0	0	0	0	0	0	0	1	1	1	1	2	2
*GUARANTEE TRUST	\$5,383,902.00	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1
*GUARDIAN LIFE GRP	\$49,803,938.00	4	5	0	0	0	0	0	0	0	0	1	0	0	0	5	5
*HARTFORD FIRE & CAS GRP	\$509,797,208.00	3	5	20	23	9	7	22	31	0	0	0	0	3	4	57	70
HARVARD PILGRIM HLTH CARE INC	\$27,025,346.00	3	1	0	0	0	0	0	0	0	0	0	0	0	0	3	1
*HCI Grp Inc	\$9,020,637.00	0	0	0	0	0	0	3	4	0	0	0	0	0	0	3	4
*HCSC GRP	\$195,317.00	0	0	0	0	0	0	0	0	0	0	2	2	0	0	2	2
*Heritage Ins Holdings Grp	\$39,495,124.00	0	0	0	0	0	0	3	3	0	0	0	0	0	0	3	3
*Hiscox Ins Grp	\$6,621,809.00	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1
*HORACE MANN GRP	\$9,783,937.00	0	0	1	1	0	0	1	1	0	0	0	0	0	0	2	2
*IAT Reins Co Grp	\$16,081,517.00	0	0	0	0	0	1	1	1	0	0	0	0	1	1	2	3
*IFG CO	\$359,817.00	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
Independent Order of Foresters	\$57,879.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*INDUSTRIAL ALLIANCE GRP	\$638,029.00	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0
*Insurance Capital Grp	\$390,083.00	5	4	0	0	0	0	0	0	0	0	0	0	0	0	5	4
*JACKSON NATL GRP	\$65,809.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*JOHN HANCOCK GRP	\$764,370,186.00	6	6	0	0	0	0	0	0	0	0	4	2	0	0	10	8
*Kemper Corp Grp	\$46,521,871.00	0	0	19	17	1	1	2	3	0	0	0	0	1	1	23	22
Kingstone Insurance Company	\$5,826,029.00	0	0	0	0	0	0	5	6	0	0	0	0	0	0	5	6
Knights of Columbus	\$1,284,499.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*Kuvare Grp	\$226,423.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*Lemonade Inc Grp	\$4,915,852.00	0	0	0	0	0	0	1	3	0	0	0	0	1	0	2	3
*LIBERTY MUT GRP	\$735,908,555.00	0	0	79	80	5	5	19	18	1	1	0	0	6	5	110	109
Lincoln Heritage Life Insurance Company	\$3,393.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*LINCOLN NATL	\$33,200,304.00	3	2	0	0	0	0	0	0	0	0	2	3	0	0	5	5
*MAPFRE INS GRP	\$69,869,596.00	0	0	4	4	0	0	5	5	0	0	0	0	0	0	9	9

[REPORT 3D]

CONNECTICUT STATE INSURANCE DEPARTMENT
SUMMARY OF COMPLAINTS OF INSURANCE GROUPS & INDIVIDUAL
INSURANCE COMPANIES BY PREMIUM VOLUME & LINE OF BUSINESS OPENED
BETWEEN 01/01/2023 THROUGH 06/30/2023 AND CLOSED BEFORE 07/01/2023

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
*MARKEL CORP GRP	\$50,969,486.00	0	0	2	1	1	0	1	1	0	0	0	0	0	0	4	2
*MASS MUT L I C	\$783,419,506.00	1	1	0	0	0	0	0	0	0	0	2	3	0	0	3	4
MCIC Vermont Inc. RRG	\$134,606,610.00	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0
*Meiji Yasuda Life Ins Grp	\$131,703,457.00	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1
*METROPOLITAN GRP	\$3,226,896,372.00	13	11	0	0	0	0	0	0	0	0	18	14	0	0	31	25
*MINNESOTA MUT	\$66,522,253.00	0	0	0	0	0	0	0	0	0	0	1	2	0	0	1	2
*Munich Re Grp	\$44,586,610.00	0	0	0	0	1	1	3	3	1	1	0	0	0	0	5	5
*Mutual of America Grp	\$0.00	0	0	0	0	0	0	0	0	0	0	1	2	0	0	1	2
*MUTUAL OF OMAHA	\$20,205,359.00	2	2	0	0	0	0	0	0	0	0	0	0	0	0	2	2
*National Life Group	\$161,690.00	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
*NATIONWIDE CORP	\$260,249,213.00	0	0	13	16	3	2	4	5	0	0	0	0	19	21	39	44
*NEW JERSEY MANUFACTURERS	\$6,897,030.00	0	0	1	1	0	0	1	1	0	0	0	0	0	0	2	2
*NEW LONDON COUNTY	\$32,838,624.00	0	0	0	0	0	0	6	6	0	0	0	0	0	0	6	6
*NEW YORK LIFE GRP	\$271,481,247.00	0	0	0	0	0	0	0	0	0	0	4	2	0	0	4	2
*NORTHWESTERN MUT	\$55,465,137.00	0	1	0	0	0	0	0	0	0	0	2	2	0	0	2	3
Ohio Indemnity Company	\$4,961,772.00	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1
*OHIO MUT GRP	\$27,680,665.00	0	0	2	3	0	0	0	0	0	0	0	0	0	0	2	3
*OLD REPUBLIC GRP	\$51,929,463.00	0	0	3	4	1	0	0	0	0	0	0	0	2	1	6	5
OXFORD HLTH PLANS CT INC	\$32,234,006.00	18	19	0	0	0	0	0	0	0	0	0	0	0	0	18	19
*PALISADES GRP	\$11,491,157.00	0	0	3	2	0	0	0	0	0	0	0	0	0	0	3	2
*PENN MUT GRP	\$150,174.00	1	0	0	0	0	0	0	0	0	0	1	0	0	0	2	0
*PHARMACISTS MUT GRP	\$1,014,277.00	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1
*PLYMOUTH ROCK INS GRP	\$70,301,864.00	0	0	6	7	0	0	9	8	0	0	0	0	0	0	15	15
*Point32Health Inc Grp	\$18,421.00	3	1	0	0	0	0	0	0	0	0	0	0	0	0	3	1
*Prime Holdings Ins Grp	\$0.00	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1
*Primerica Grp	\$18,200.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*PRINCIPAL FIN GRP	\$26,067,238.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*PROGRESSIVE GRP	\$525,839,833.00	0	0	110	98	2	1	12	10	0	0	0	0	3	2	127	111
Providence Mutual Fire Insurance Company	\$17,476,759.00	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	1
*PRUDENTIAL OF AMER	\$3,374,927,915.00	1	2	0	0	0	0	0	0	0	0	5	4	0	0	6	6
*QBE INS GRP LTD	\$34,055,323.00	0	0	1	1	0	0	1	1	0	0	0	0	0	0	2	2

[REPORT 3D]

CONNECTICUT STATE INSURANCE DEPARTMENT
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		OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL
*QUINCY MUT GRP	\$36,051,584.00	0	0	1	2	0	0	2	1	0	0	0	0	0	0	3	3
*Randall & Quilter Investment Grp	\$411,674.00	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
*Resolution Life US Holdings Grp	\$14,924,500.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*Revolutionary Holding Co Grp	\$161,791.00	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0
*RLI INS GRP	\$7,660,974.00	0	0	0	0	0	0	0	0	1	1	0	0	0	0	1	1
*Root Inc Grp	\$5,623,455.00	0	0	5	6	0	0	0	0	0	0	0	0	0	0	5	6
*Sammons Enterprises Grp	\$2,666.00	0	0	0	0	0	0	0	0	0	0	1	2	0	0	1	2
*SBL Holdings Grp	\$346,258.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
Security Mutual Life Ins Co of New York	\$22,370.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*SELECTIVE INS	\$106,179,302.00	0	0	5	4	1	1	0	0	0	0	0	0	0	0	6	5
*SENTRY INS GRP	\$37,944,364.00	0	0	2	1	0	0	0	0	0	0	0	0	0	0	2	1
*SH1 Holdings Grp	\$1,376,615.00	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	1
*SiriusPoint Grp	\$5,476,995.00	0	0	0	0	0	0	0	0	1	1	0	0	0	0	1	1
*Skyward Specialty Ins Grp Inc Grp	\$8,425,877.00	0	0	0	0	1	1	0	0	0	0	0	0	0	0	1	1
*Sompo Grp	\$28,478,348.00	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
*St Paul Travelers Grp	\$697,477,267.00	0	0	30	30	3	2	35	36	4	4	0	0	2	1	74	73
*Starr Grp	\$38,645,570.00	0	0	0	1	1	0	0	0	0	0	0	0	0	0	1	1
*STATE FARM IL	\$463,140,832.00	0	0	95	86	0	0	35	32	2	2	0	0	1	1	133	121
*Sumitomo Life Ins Grp	\$9,443,069.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*Sun Life Financial Inc Grp	\$42,650,218.00	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
*SWISS RE GRP	\$33,667,367.00	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
*The Hanover Ins Grp	\$204,977,455.00	0	0	9	8	1	1	6	4	1	0	0	0	1	1	18	14
*Tiptree Fin Grp	\$1,063,260.00	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1
*Tokio Marine Holdings Inc GRP	\$219,273,718.00	0	0	1	1	0	0	2	1	0	0	0	0	0	0	3	2
*Trupanion Grp	\$16,780,574.00	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1
*UNION MUT VT	\$10,245,092.00	0	0	0	0	2	2	2	2	0	0	0	0	0	0	4	4
*UNITED SERVICES AUTOMOBILE ASN GRP	\$274,864,700.00	0	0	38	37	0	0	13	11	0	0	1	1	0	0	52	49
*UNITEDHEALTH GRP	\$792,561,174.00	62	61	0	0	0	0	0	0	0	0	0	0	0	0	62	61
*UNIVERSAL INS CO GRP	\$6,114,627.00	0	0	0	0	0	0	1	2	0	0	0	0	0	0	1	2
*UNUM GRP	\$76,921,795.00	1	3	0	0	0	0	0	0	0	0	2	1	0	0	3	4
Utica First Insurance Company	\$41,439,434.00	0	0	0	0	2	3	8	7	1	1	0	0	0	0	11	11

[REPORT 3D]

CONNECTICUT STATE INSURANCE DEPARTMENT
SUMMARY OF COMPLAINTS OF INSURANCE GROUPS & INDIVIDUAL
INSURANCE COMPANIES BY PREMIUM VOLUME & LINE OF BUSINESS OPENED
BETWEEN 01/01/2023 THROUGH 06/30/2023 AND CLOSED BEFORE 07/01/2023

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
*UTICA NATL INS GRP	\$123,255,611.00	0	0	10	9	0	0	2	4	1	1	0	0	1	1	14	15
*VERMONT MUT GRP	\$53,284,124.00	0	0	0	0	2	2	2	3	0	0	0	0	0	0	4	5
*Voya Financial Grp	\$466,045,595.00	0	0	0	0	0	0	0	0	0	0	12	12	0	0	12	12
*WEST SOUTHERN GRP	\$12,136,484.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*WESTERN SERVICE CONTRACT GRP	\$8,260,426.00	0	0	0	0	0	0	7	6	0	0	0	0	0	0	7	6
*WR BERKLEY CORP	\$149,846,099.00	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0
*WT Holdings Grp	\$14,545,540.00	0	0	1	1	0	0	3	5	0	0	0	0	0	0	4	6
*ZURICH INS GRP	\$162,996,868.00	0	0	1	1	0	0	1	1	0	0	0	0	2	1	4	3
TOTALS	\$22,068,833,208.00	558		724		50		324		24		121		101		1,902	
			562		706		48		323		21		116		92		1,868

* 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.