

2018 South Carolina Group Annuity Complaints Summary

Total South Carolina Premiums: \$765,075,835

Total South Carolina Complaints Received by the SCDOI: 3

Total South Carolina Confirmed Complaints Analyzed by the SCDOI: 0

Group Code	Cocode	Company Name	Total Complaints	Confirmed Complaints	Confirmed Complaints as % of Total Complaints	U.S. Market Share	S.C. Premiums
304	68241	Prudential Ins Co Of Amer	0	0	0%	22%	\$ 165,511,674
769	68322	Great W Life & Ann Ins Co	0	0	0%	16%	\$ 124,711,047
241	65978	Metropolitan Life Ins Co	1	0	0%	12%	\$ 93,796,701
4832	86509	Voya Retirement Ins & Ann Co	0	0	0%	7%	\$ 56,569,409
20	65676	Lincoln Natl Life Ins Co	0	0	0%	6%	\$ 47,954,720
968	62944	AXA Equitable Life Ins Co	0	0	0%	6%	\$ 47,080,233
4734	61689	Athene Ann & Life Co	0	0	0%	5%	\$ 39,899,672
1216	69345	Teachers Ins & Ann Assoc Of Amer	0	0	0%	5%	\$ 35,884,903
332	61271	Principal Life Ins Co	0	0	0%	4%	\$ 33,690,084
435	65935	Massachusetts Mut Life Ins Co	0	0	0%	3%	\$ 20,915,141
12	70238	Variable Ann Life Ins Co	0	0	0%	2%	\$ 17,083,432
169	68810	Sentry Life Ins Co	0	0	0%	2%	\$ 14,646,046
261	69868	United Of Omaha Life Ins Co	0	0	0%	2%	\$ 14,312,395
619	60895	American United Life Ins Co	0	0	0%	1%	\$ 11,241,125
943	61301	Ameritas Life Ins Corp	0	0	0%	1%	\$ 8,826,278
872	94250	Banner Life Ins Co	0	0	0%	1%	\$ 7,584,035
869	93742	Securian Life Ins Co	0	0	0%	1%	\$ 4,627,195
918	65056	Jackson Natl Life Ins Co	0	0	0%	0%	\$ 3,182,675
4832	67105	Reliastar Life Ins Co	0	0	0%	0%	\$ 2,716,469
4794	79065	Delaware Life Ins Co	0	0	0%	0%	\$ 2,446,983
869	66168	Minnesota Life Ins Co	0	0	0%	0%	\$ 2,133,634
429	78778	Guardian Ins & Ann Co Inc	0	0	0%	0%	\$ 1,924,854
12	60488	American Gen Life Ins Co	0	0	0%	0%	\$ 823,024
408	60739	American Natl Ins Co	0	0	0%	0%	\$ 698,196
344	61875	Church Life Ins Corp	0	0	0%	0%	\$ 695,786
4890	68675	Security Benefit Life Ins Co	0	0	0%	0%	\$ 620,277
634	65528	Life Ins Co Of The Southwest	1	0	0%	0%	\$ 596,674
826	66915	New York Life Ins Co	0	0	0%	0%	\$ 590,019
431	66044	Midland Natl Life Ins Co	0	0	0%	0%	\$ 587,538
826	91596	New York Life Ins & Ann Corp	0	0	0%	0%	\$ 533,631
4734	80942	Voya Ins & Ann Co	0	0	0%	0%	\$ 469,680
1211	66583	National Guardian Life Ins Co	0	0	0%	0%	\$ 423,552

Group Code	Cocode	Company Name	Total Complaints	Confirmed Complaints	Confirmed Complaints as % of Total Complaints	U.S. Market Share	S.C. Premiums
836	65242	Lafayette Life Ins Co	0	0	0%	0%	\$ 393,488
20	62057	Lincoln Life & Ann Co of NY	0	0	0%	0%	\$ 374,388
4	65005	RiverSource Life Ins Co	0	0	0%	0%	\$ 266,344
3891	91642	Forethought Life Ins Co	0	0	0%	0%	\$ 254,849
468	86231	Transamerica Life Ins Co	0	0	0%	0%	\$ 227,755
84	63312	Great Amer Life Ins Co	0	0	0%	0%	\$ 184,414
367	72125	Physicians Life Ins Co	0	0	0%	0%	\$ 155,643
4855	68608	Symetra Life Ins Co	0	0	0%	0%	\$ 137,846

*All complaints and premiums are calculated at the top of this sheet, however, only companies with more than \$100,000 in written premium are listed. If you have questions regarding a company not listed, please contact the South Carolina Department of Insurance.

Definitions

A "complaint" is defined as any written communication that expresses dissatisfaction with a specific person or entity subject to regulation under the state's insurance laws. An oral communication, which is subsequently converted to a written form, will meet the definition of complaint for this purpose.

A "confirmed complaint" is defined as a complaint where insurers, licensees, producers, or other regulated entities committed any violation of:

- 1) An applicable state insurance law or regulation;
- 2) A federal requirement that the state department of insurance has the authority to enforce; or
- 3) The term/condition of an insurance policy or certificate; or
- 4) The complaint and entity's response, considered together, indicate that the entity was in error

*The determination as to whether a complaint is confirmed or not is made as a part of the analysis of the complaint file by SCDI Office of Consumer Services staff.

"Confirmed Complaints as a % of Total Complaints" is the Confirmed Complaints divided by the Total Complaints, then multiplied by 100.

"U.S. Market Share" is calculated as the premiums or number of policies written nationwide for the company divided by the total of premiums or number of policies written nationwide. The market share assists the consumer in identifying the companies with the most impact on the market and the degree of competition in the market.