

2019 South Carolina Individual Accident and Health Complaints Summary

Total South Carolina Premiums: \$2.952.971.157

Total South Carolina Complaints Received by the SCDOI: 197

Total South Carolina Confirmed Complaints Analyzed by the SCDOI: 69

Group Code	Cocode	Company Name	Total Complaints	Confirmed Complaints	Confirmed Complaints		U.S. Market Share	Premiums
					as % of Total Complaints			
661	38520	BCBS Of SC Inc	80	10	13%		66%	\$ 1,962,384,294.00
370	60380	American Family Life Assur Co of Col	6	3	50%		2%	\$ 67,261,457.00
1	12575	SilverScript Ins Co	0	0	0%		2%	\$ 57,793,296.00
119	73288	Humana Ins Co	3	1	33%		2%	\$ 49,153,349.00
1295	10155	WellCare Prescription Ins Inc	0	0	0%		2%	\$ 48,577,990.00
661	95741	BlueChoice Hlthplan of SC Inc	5	0	0%		2%	\$ 48,256,190.00
4011	70025	Genworth Life Ins Co	6	1	17%		1%	\$ 43,206,883.00
565	62049	Colonial Life & Accident Ins Co	1	0	0%		1%	\$ 33,588,845.00
3680	55697	Delta Dental of MO	0	0	0%		1%	\$ 25,122,974.00
901	67369	Cigna Hlth & Life Ins Co	1	0	0%		1%	\$ 23,904,137.00
904	65838	John Hancock Life Ins Co USA	3	1	33%		1%	\$ 23,768,120.00
261	13100	Omaha Ins Co	1	0	0%		1%	\$ 21,598,561.00
261	69868	United Of Omaha Life Ins Co	0	0	0%		1%	\$ 20,834,508.00
261	72850	United World Life Ins Co	0	0	0%		1%	\$ 19,098,017.00
901	88366	American Retirement Life Ins Co	1	0	0%		1%	\$ 17,908,302.00
	12747	Envision Ins Co	0	0	0%		1%	\$ 17,703,885.00
860	67091	Northwestern Mut Life Ins Co	0	0	0%		1%	\$ 17,310,938.00
435	65935	Massachusetts Mut Life Ins Co	0	0	0%		1%	\$ 15,535,836.00
261	71412	Mutual Of Omaha Ins Co	1	0	0%		1%	\$ 15,086,303.00
176	25178	State Farm Mut Auto Ins Co	0	0	0%		0%	\$ 13,668,466.00
1	78700	Aetna Hlth & Life Ins Co	0	0	0%		0%	\$ 12,657,657.00
1	12321	American Continental Ins Co	0	0	0%		0%	\$ 12,240,074.00
707	62286	Golden Rule Ins Co	3	0	0%		0%	\$ 11,974,567.00
520	78743	New Era Life Ins Co	0	0	0%		0%	\$ 11,868,550.00
1	68500	Continental Life Ins Co Brentwood	2	0	0%		0%	\$ 11,648,235.00
860	69000	Northwestern Long Term Care Ins Co	1	0	0%		0%	\$ 10,927,568.00
565	68195	Provident Life & Accident Ins Co	0	0	0%		0%	\$ 10,442,061.00
901	63762	Medco Containment Life Ins Co	0	0	0%		0%	\$ 10,054,924.00
233	61263	Bankers Life & Cas Co	2	0	0%		0%	\$ 9,630,124.00
31	22276	Berkshire Hathaway Specialty Ins Co	0	0	0%		0%	\$ 9,044,168.00
241	65978	Metropolitan Life Ins Co	0	0	0%		0%	\$ 8,767,799.00
200	69663	USAA Life Ins Co	0	0	0%		0%	\$ 8,721,611.00

Group Code	Cocode	Company Name	Total Complaints	Confirmed Complaints	Confirmed Complaints		U.S. Market Share	Premiums
					as % of Total Complaints			
626	62146	Combined Ins Co Of Amer	0	0	0%		0%	\$ 8,548,554.00
1117	61883	ManhattanLife Assur Co of Amer	2	1	50%		0%	\$ 8,414,426.00
520	67784	Philadelphia Amer Life Ins Co	0	0	0%		0%	\$ 8,127,552.00
233	62065	Colonial Penn Life Ins Co	0	0	0%		0%	\$ 7,967,331.00
468	86231	Transamerica Life Ins Co	3	2	67%		0%	\$ 7,712,404.00
367	80578	Physicians Mut Ins Co	0	0	0%		0%	\$ 7,377,519.00
429	71714	Berkshire Life Ins Co of Amer	0	0	0%		0%	\$ 6,700,531.00
300	87963	National Teachers Assoc Life Ins Co	1	0	0%		0%	\$ 6,649,631.00
332	61271	Principal Life Ins Co	0	0	0%		0%	\$ 6,536,865.00
1117	65870	Manhattan Life Ins Co	1	0	0%		0%	\$ 6,215,816.00
233	70319	Washington Natl Ins Co	0	0	0%		0%	\$ 6,089,650.00
901	65722	Loyal Amer Life Ins Co	0	0	0%		0%	\$ 5,906,947.00
31	34274	Central States Ind Co Of Omaha	0	0	0%		0%	\$ 5,895,505.00
	61921	Citizens Security Life Ins Co	0	0	0%		0%	\$ 5,842,082.00
8	60534	American Heritage Life Ins Co	4	3	75%		0%	\$ 5,787,797.00
	71404	Continental Gen Ins Co	3	0	0%		0%	\$ 5,567,005.00
943	61301	Ameritas Life Ins Corp	1	0	0%		0%	\$ 5,545,604.00
826	66915	New York Life Ins Co	0	0	0%		0%	\$ 5,067,410.00
2479	73474	Dentegra Ins Co	1	0	0%		0%	\$ 4,895,106.00
4	65005	RiverSource Life Ins Co	0	0	0%		0%	\$ 4,492,820.00
3527	79987	Medico Corp Life Ins Co	1	0	0%		0%	\$ 4,292,516.00
707	61832	Chesapeake Life Ins Co	0	0	0%		0%	\$ 4,200,164.00
	56014	Thrivent Financial For Lutherans	0	0	0%		0%	\$ 4,171,193.00
3891	91642	Forethought Life Ins Co	0	0	0%		0%	\$ 4,028,934.00
468	66281	Transamerica Premier Life Ins Co	0	0	0%		0%	\$ 3,931,518.00
1348	69019	Standard Ins Co	1	0	0%		0%	\$ 3,910,636.00
687	64211	Guarantee Trust Life Ins Co	1	0	0%		0%	\$ 3,721,694.00
218	20443	Continental Cas Co	0	0	0%		0%	\$ 3,584,709.00
4888	62952	SILAC Ins Co	0	0	0%		0%	\$ 3,582,649.00
761	90611	Allianz Life Ins Co Of N Amer	1	0	0%		0%	\$ 3,551,927.00
477	61700	Renaissance Life & Hlth Ins Co of Am	1	1	100%		0%	\$ 3,479,266.00
215	68462	Reserve Natl Ins Co	1	0	0%		0%	\$ 3,344,481.00
4719	60250	AmFirst Ins Co	0	0	0%		0%	\$ 3,344,179.00
565	62235	Unum Life Ins Co Of Amer	0	0	0%		0%	\$ 3,182,162.00
836	70939	Gerber Life Ins Co	0	0	0%		0%	\$ 3,163,276.00
4932	87726	Brighthouse Life Ins Co	0	0	0%		0%	\$ 3,143,262.00
290	77968	Family Heritage Life Ins Co Of Amer	0	0	0%		0%	\$ 3,085,206.00

Group Code	Cocode	Company Name	Total Complaints	Confirmed Complaints	Confirmed Complaints		U.S. Market Share	Premiums
					as % of Total Complaints			
587	61239	Bankers Fidelity Life Ins Co	1	1	100%		0%	\$ 2,942,089.00
304	68241	Prudential Ins Co Of Amer	2	1	50%		0%	\$ 2,902,106.00
290	65331	Liberty Natl Life Ins Co	0	0	0%		0%	\$ 2,808,277.00
290	92916	United Amer Ins Co	0	0	0%		0%	\$ 2,734,549.00
4734	61492	Athene Annuity & Life Assur Co	0	0	0%		0%	\$ 2,531,732.00
12	60488	American Gen Life Ins Co	2	0	0%		0%	\$ 2,466,685.00
	90638	Best Life & Hlth Ins Co	2	0	0%		0%	\$ 2,366,929.00
1	60054	Aetna Life Ins Co	1	0	0%		0%	\$ 2,107,379.00
4712	63967	Government Personnel Mut Life Ins Co	0	0	0%		0%	\$ 2,089,706.00
429	64246	Guardian Life Ins Co Of Amer	1	1	100%		0%	\$ 2,066,252.00
1295	12959	Absolute Total Care Inc	0	0	0%		0%	\$ 2,055,842.00
1117	85189	Western United Life Assur Co	0	0	0%		0%	\$ 2,039,551.00
	19178	Southern Guar Ins Co	0	0	0%		0%	\$ 1,992,413.00
	56693	GCU	0	0	0%		0%	\$ 1,827,120.00
31	82880	CSI Life Ins Co	0	0	0%		0%	\$ 1,812,248.00
	68896	Southern Farm Bureau Life Ins Co	1	1	100%		0%	\$ 1,663,044.00
574	76112	Oxford Life Ins Co	0	0	0%		0%	\$ 1,492,573.00
4736	62359	Nassau Life Ins Co of TX	1	1	100%		0%	\$ 1,402,993.00
306	62626	CMFG Life Ins Co	3	0	0%		0%	\$ 1,327,121.00
	65412	Life Ins Co Of AL	0	0	0%		0%	\$ 1,279,434.00
565	67598	Paul Revere Life Ins Co	0	0	0%		0%	\$ 1,208,786.00
4862	71439	Assurity Life Ins Co	0	0	0%		0%	\$ 1,172,578.00
587	71919	Bankers Fidelity Assur Co	0	0	0%		0%	\$ 1,150,801.00
4712	67059	GPM Hlth & Life Ins Co	0	0	0%		0%	\$ 1,142,617.00
181	73504	Lumico Life Ins Co	0	0	0%		0%	\$ 1,102,483.00
3527	31119	Medico Ins Co	0	0	0%		0%	\$ 1,099,726.00
1186	69515	Medamerica Ins Co	0	0	0%		0%	\$ 1,081,174.00
	69477	Time Ins Co	0	0	0%		0%	\$ 1,048,801.00
4011	72990	Genworth Life Ins Co of NY	0	0	0%		0%	\$ 1,040,021.00
119	70580	Humanadental Ins Co	1	0	0%		0%	\$ 1,033,529.00
261	88080	Omaha Hlth Ins Co	0	0	0%		0%	\$ 1,005,762.00
3527	60836	American Republic Ins Co	0	0	0%		0%	\$ 966,866.00
19	70408	Union Security Ins Co	0	0	0%		0%	\$ 963,068.00
	58033	Knights Of Columbus	0	0	0%		0%	\$ 882,538.00
1120	26921	Everest Reins Co	0	0	0%		0%	\$ 838,239.00
4904	27154	Atlantic Specialty Ins Co	0	0	0%		0%	\$ 783,886.00
4213	65900	Wilco Life Ins Co	0	0	0%		0%	\$ 776,839.00

Group Code	Cocode	Company Name	Total Complaints	Confirmed Complaints	Confirmed Complaints		U.S. Market Share	Premiums
					as % of Total Complaints			
904	93610	John Hancock Life & Hlth Ins Co	0	0	0%	0%	\$	774,282.00
	81779	Individual Assur Co Life Hlth & Acc	0	0	0%	0%	\$	772,846.00
	66214	Heartland Natl Life Ins Co	0	0	0%	0%	\$	707,274.00
901	77399	Sterling Life Ins Co	0	0	0%	0%	\$	703,772.00
7	63258	Federated Life Ins Co	0	0	0%	0%	\$	695,610.00
707	98205	Natl Foundation Life Ins Co	0	0	0%	0%	\$	694,520.00
408	86355	Standard Life & Accident Ins Co	0	0	0%	0%	\$	675,073.00
215	69930	United Ins Co Of Amer	2	2	100%	0%	\$	662,057.00
917	70670	Health Care Serv Corp A Mut Legal Re	0	0	0%	0%	\$	654,543.00
4925	65595	Lincoln Benefit Life Co	1	0	0%	0%	\$	608,629.00
	64580	Illinois Mut Life Ins Co	0	0	0%	0%	\$	595,550.00
4947	60183	S USA Life Ins Co Inc	0	0	0%	0%	\$	589,509.00
	57320	Woodmen World Life Ins Soc	1	0	0%	0%	\$	573,189.00
4736	68284	Nassau Life Ins Co of KS	0	0	0%	0%	\$	567,694.00
1	72052	Aetna Hlth Ins Co	0	0	0%	0%	\$	566,341.00
4928	82538	National Hlth Ins Co	1	0	0%	0%	\$	548,402.00
1117	63053	Family Life Ins Co	0	0	0%	0%	\$	537,342.00
901	67903	Provident Amer Life & Hlth Ins Co	0	0	0%	0%	\$	532,859.00
290	91472	Globe Life & Accident Ins Co	0	0	0%	0%	\$	525,773.00
290	60577	American Income Life Ins Co	0	0	0%	0%	\$	518,107.00
572	77720	LifeSecure Ins Co	0	0	0%	0%	\$	515,436.00
367	72125	Physicians Life Ins Co	0	0	0%	0%	\$	461,841.00
	69132	State Mut Ins Co	0	0	0%	0%	\$	460,420.00
707	97179	UnitedHealthcare Life Ins Co	0	0	0%	0%	\$	447,770.00
3527	67679	American Republic Corp Ins Co	0	0	0%	0%	\$	446,910.00
449	61999	Americo Fin Life & Ann Ins Co	0	0	0%	0%	\$	427,579.00
450	26581	Independence Amer Ins Co	1	0	0%	0%	\$	418,022.00
84	63312	Great Amer Life Ins Co	1	0	0%	0%	\$	417,029.00
	56383	Order of United Commercial Travelers	0	0	0%	0%	\$	414,023.00
4748	11128	Greenville Cas Ins Co Inc	0	0	0%	0%	\$	412,252.00
574	68349	North Amer Ins Co	0	0	0%	0%	\$	399,393.00
869	66168	Minnesota Life Ins Co	0	0	0%	0%	\$	393,003.00
704	89206	Ohio Natl Life Assur Corp	0	0	0%	0%	\$	389,625.00
19	65080	John Alden Life Ins Co	1	0	0%	0%	\$	385,022.00
	11121	Unified Life Ins Co	0	0	0%	0%	\$	382,767.00
361	19720	American Alt Ins Corp	0	0	0%	0%	\$	371,000.00
280	61190	Auto Owners Life Ins Co	0	0	0%	0%	\$	366,162.00

Group Code	Cocode	Company Name	Total Complaints	Confirmed Complaints	Confirmed Complaints		U.S. Market Share	Premiums
					as % of Total Complaints			
626	20281	Federal Ins Co	0	0	0%		0%	\$ 363,084.00
565	68985	Starmount Life Ins Co	1	0	0%		0%	\$ 359,434.00
330	60410	American Fidelity Assur Co	0	0	0%		0%	\$ 357,076.00
4965	62944	AXA Equitable Life Ins Co	0	0	0%		0%	\$ 346,966.00
	42129	United Security Assur Co Of PA	1	0	0%		0%	\$ 343,627.00
565	64297	First Unum Life Ins Co	0	0	0%		0%	\$ 329,012.00
458	68136	Protective Life Ins Co	1	0	0%		0%	\$ 309,977.00
1	90328	First Hlth Life & Hlth Ins Co	0	0	0%		0%	\$ 308,978.00
661	77828	Companion Life Ins Co	0	0	0%		0%	\$ 305,880.00
	71706	Standard Life & Cas Ins Co	1	0	0%		0%	\$ 294,277.00
4888	91785	Sterling Nat Life Ins Co Inc	0	0	0%		0%	\$ 290,145.00
31	32280	Wellfleet Ins Co	0	0	0%		0%	\$ 286,248.00
20	65676	Lincoln Natl Life Ins Co	0	0	0%		0%	\$ 285,024.00
4888	89184	Sterling Investors Life Ins Co	0	0	0%		0%	\$ 279,277.00
836	70483	Western & Southern Life Ins Co	0	0	0%		0%	\$ 278,853.00
707	62324	Freedom Life Ins Co Of Amer	5	0	0%		0%	\$ 271,217.00
812	85766	United Concordia Ins Co	0	0	0%		0%	\$ 264,092.00
451	71870	Fidelity Security Life Ins Co	0	0	0%		0%	\$ 261,157.00
408	71773	American Natl Life Ins Co Of TX	0	0	0%		0%	\$ 257,323.00
4011	65536	Genworth Life & Ann Ins Co	0	0	0%		0%	\$ 247,579.00
565	68209	Provident Life & Cas Ins Co	0	0	0%		0%	\$ 240,657.00
626	78697	Combined Life Ins Co Of NY	0	0	0%		0%	\$ 233,759.00
918	65056	Jackson Natl Life Ins Co	1	1	100%		0%	\$ 227,801.00
549	68047	Professional Ins Co	0	0	0%		0%	\$ 226,762.00
3436	68543	Liberty Bankers Life Ins Co	0	0	0%		0%	\$ 223,791.00
687	92703	United Natl Life Ins Co Of Amer	1	0	0%		0%	\$ 216,546.00
	56499	Assured Life Assn	0	0	0%		0%	\$ 212,801.00
4853	71854	AAA Life Ins Co	0	0	0%		0%	\$ 193,366.00
370	71730	Continental Amer Ins Co	0	0	0%		0%	\$ 177,741.00
4909	11558	AssuranceAmerica Ins Co	0	0	0%		0%	\$ 176,935.00
525	67539	Pan Amer Life Ins Co	0	0	0%		0%	\$ 176,644.00
4734	43460	Aspen Amer Ins Co	0	0	0%		0%	\$ 176,102.00
1289	35963	AF&L Ins Co	0	0	0%		0%	\$ 171,449.00
1211	66583	National Guardian Life Ins Co	0	0	0%		0%	\$ 155,582.00
458	66370	Mony Life Ins Co	0	0	0%		0%	\$ 154,536.00
140	66869	Nationwide Life Ins Co	0	0	0%		0%	\$ 152,335.00
901	62308	Connecticut Gen Life Ins Co	0	0	0%		0%	\$ 143,454.00

Group Code	Cocode	Company Name	Total Complaints	Confirmed Complaints	Confirmed Complaints		U.S. Market Share	Premiums
					as % of Total Complaints			
4824	61115	Atlantic Coast Life Ins Co	1	1	100%	0%	\$	142,280.00
619	69116	State Life Ins Co	0	0	0%	0%	\$	135,039.00
785	38970	Markel Ins Co	0	0	0%	0%	\$	133,470.00
	56758	Loyal Christian Benefit Assn	0	0	0%	0%	\$	127,737.00
316	66788	National Security Ins Co	0	0	0%	0%	\$	125,572.00
	58068	Independent Order Of Foresters Us Br	0	0	0%	0%	\$	123,015.00
690	61751	Central States H & L Co Of Omaha	0	0	0%	0%	\$	121,349.00
901	61727	Cigna Natl Hlth Ins Co	0	0	0%	0%	\$	121,125.00
50	62553	Country Life Ins Co	0	0	0%	0%	\$	119,076.00
449	90212	Great Southern Life Ins Co	0	0	0%	0%	\$	116,059.00
440	66265	Monarch Life Ins Co	0	0	0%	0%	\$	114,769.00
	58009	Police & Firemens Ins Assn	0	0	0%	0%	\$	112,025.00
4947	68845	Shenandoah Life Ins Co	0	0	0%	0%	\$	111,837.00
8	60186	Allstate Life Ins Co	1	0	0%	0%	\$	110,892.00
	65927	Lincoln Heritage Life Ins Co	0	0	0%	0%	\$	108,140.00
244	76236	The Cincinnati Life Ins Co	0	0	0%	0%	\$	95,577.00
4832	61360	Reliastar Life Ins Co Of NY	0	0	0%	0%	\$	93,498.00
4	80594	Riversource Life Ins Co Of NY	0	0	0%	0%	\$	88,898.00
704	67172	Ohio Natl Life Ins Co	0	0	0%	0%	\$	87,175.00
634	66680	National Life Ins Co	0	0	0%	0%	\$	85,614.00
581	61476	Boston Mut Life Ins Co	0	0	0%	0%	\$	80,302.00
4932	91626	New England Life Ins Co	0	0	0%	0%	\$	78,735.00
1295	80624	American Progressive L&H Ins Of NY	0	0	0%	0%	\$	76,853.00
1216	60142	TIAA Cref Life Ins Co	0	0	0%	0%	\$	72,883.00
276	61425	Trustmark Ins Co	1	0	0%	0%	\$	70,680.00
4824	71471	Ability Ins Co	0	0	0%	0%	\$	70,339.00
4734	60518	American Hlth & Life Ins Co	0	0	0%	0%	\$	70,073.00
872	94250	Banner Life Ins Co	0	0	0%	0%	\$	69,816.00
330	60801	American Public Life Ins Co	0	0	0%	0%	\$	66,717.00
241	97136	Metropolitan Tower Life Ins Co	0	0	0%	0%	\$	65,189.00
212	80896	Centre Life Ins Co	0	0	0%	0%	\$	64,549.00
533	15164	South Carolina Farm Bur Mut Ins Co	0	0	0%	0%	\$	58,270.00
	60216	Amalgamated Life Ins Co	0	0	0%	0%	\$	51,913.00
1295	80799	Celtic Ins Co	0	0	0%	0%	\$	50,659.00
4677	94587	Members Hlth Ins Co	0	0	0%	0%	\$	48,300.00
	56413	United Transportation Union Ins Assn	0	0	0%	0%	\$	47,613.00
	57657	Royal Neighbors Of Amer	0	0	0%	0%	\$	46,637.00

Group Code	Cocode	Company Name	Total Complaints	Confirmed Complaints	Confirmed Complaints		U.S. Market Share	Premiums
					as % of Total Complaints			
850	67644	Penn Mut Life Ins Co	0	0	0%	0%	\$	39,669.00
3098	42374	Houston Cas Co	0	0	0%	0%	\$	37,554.00
468	70688	Transamerica Financial Life Ins Co	0	0	0%	0%	\$	35,723.00
761	64190	Allianz Life Ins Co Of NY	0	0	0%	0%	\$	34,184.00
408	60739	American Natl Ins Co	0	0	0%	0%	\$	32,096.00
4616	57991	Everence Assn Inc	0	0	0%	0%	\$	25,722.00
212	63177	Farmers New World Life Ins Co	0	0	0%	0%	\$	25,431.00
1216	69345	Teachers Ins & Ann Assoc Of Amer	0	0	0%	0%	\$	22,704.00
4903	71390	Puritan Life Ins Co of Amer	0	0	0%	0%	\$	21,855.00
769	80705	GREAT-WEST LIFE ASSUR CO	0	0	0%	0%	\$	21,719.00
707	84549	Symphonix Hlth Ins Inc	0	0	0%	0%	\$	21,468.00
4925	64238	Guaranty Income Life Ins Co	0	0	0%	0%	\$	21,252.00
8	70874	Allstate Life Ins Co Of NY	0	0	0%	0%	\$	20,746.00
119	60984	Compbenefits Ins Co	0	0	0%	0%	\$	20,478.00
	62928	EMC Natl Life Co	0	0	0%	0%	\$	20,205.00
943	60033	Ameritas Life Ins Corp of NY	0	0	0%	0%	\$	19,130.00
12	19445	National Union Fire Ins Co Of Pitts	0	0	0%	0%	\$	17,443.00
4947	60176	SBLI USA Life Ins Co Inc	0	0	0%	0%	\$	16,480.00
450	69078	Standard Security Life Ins Co Of NY	0	0	0%	0%	\$	15,056.00
707	66087	Mid West Natl Life Ins Co Of TN	0	0	0%	0%	\$	14,834.00
350	62596	Union Fidelity Life Ins Co	0	0	0%	0%	\$	14,642.00
626	22667	Ace Amer Ins Co	0	0	0%	0%	\$	13,421.00
4909	10922	Insuremax Ins Co	0	0	0%	0%	\$	13,348.00
769	80659	US Business of Canada Life Assur Co	0	0	0%	0%	\$	11,709.00
153	67628	Pekin Life Ins Co	0	0	0%	0%	\$	10,094.00
1	81973	Coventry Hlth & Life Ins Co	0	0	0%	0%	\$	8,515.00
19	60275	American Bankers Life Assur Co Of FL	0	0	0%	0%	\$	8,509.00
901	65498	Life Ins Co Of N Amer	0	0	0%	0%	\$	8,443.00
	56006	Travelers Protective Assn Of Amer	0	0	0%	0%	\$	8,160.00
315	91693	IA Amer Life Ins Co	0	0	0%	0%	\$	7,932.00
2858	99724	LifeShield Natl Ins Co	5	2	40%	0%	\$	7,435.00
781	69744	Union Labor Life Ins Co	0	0	0%	0%	\$	7,185.00
	56456	United States Letter Carriers Mut Be	0	0	0%	0%	\$	6,719.00
1348	89009	Standard Life Ins Co Of NY	0	0	0%	0%	\$	6,364.00
574	61859	Christian Fidelity Life Ins Co	0	0	0%	0%	\$	5,990.00
69	20796	21st Century Premier Ins Co	0	0	0%	0%	\$	5,479.00
876	94358	USAbLe Life	0	0	0%	0%	\$	5,160.00

Group Code	Cocode	Company Name	Total Complaints	Confirmed Complaints	Confirmed Complaints		U.S. Market Share	Premiums
					as % of Total Complaints			
31	97764	Idealife Ins Co	0	0	0%	0%	\$	5,120.00
3098	92711	HCC Life Ins Co	0	0	0%	0%	\$	5,000.00
3891	84824	Commonwealth Ann & Life Ins Co	0	0	0%	0%	\$	3,607.00
588	67199	Old Amer Ins Co	0	0	0%	0%	\$	3,559.00
12	19380	American Home Assur Co	0	0	0%	0%	\$	3,538.00
	61212	Baltimore Life Ins Co	0	0	0%	0%	\$	3,500.00
619	60895	American United Life Ins Co	1	0	0%	0%	\$	3,293.00
904	86375	John Hancock Life Ins Co of NY	0	0	0%	0%	\$	3,221.00
535	62103	Columbian Mut Life Ins Co	0	0	0%	0%	\$	3,216.00
	63290	Fidelity Life Assn A Legal Reserve L	0	0	0%	0%	\$	2,937.00
	57487	Catholic Order Of Foresters	0	0	0%	0%	\$	2,786.00
542	69892	United Farm Family Life Ins Co	0	0	0%	0%	\$	2,721.00
4855	68608	Symetra Life Ins Co	0	0	0%	0%	\$	2,690.00
450	65781	Madison Natl Life Ins Co Inc	0	0	0%	0%	\$	2,508.00
4736	67814	Nassau Life Ins Co	0	0	0%	0%	\$	2,371.00
111	19917	Liberty Ins Underwriters Inc	0	0	0%	0%	\$	2,326.00
4832	86509	Voya Retirement Ins & Ann Co	0	0	0%	0%	\$	2,223.00
4213	62413	Wilcac Life Ins Co	0	0	0%	0%	\$	2,071.00
4734	61689	Athene Ann & Life Co	0	0	0%	0%	\$	2,027.00
588	65129	Kansas City Life Ins Co	1	0	0%	0%	\$	2,020.00
4734	80942	Voya Ins & Ann Co	0	0	0%	0%	\$	1,806.00
4832	67105	Reliastar Life Ins Co	0	0	0%	0%	\$	1,729.00
	68772	Security Mut Life Ins Co Of NY	0	0	0%	0%	\$	1,729.00
31	22063	Government Employees Ins Co	0	0	0%	0%	\$	1,098.00
1211	81426	Commercial Travelers Life Ins Co	0	0	0%	0%	\$	1,042.00
4750	65919	Primerica Life Ins Co	0	0	0%	0%	\$	975.00
19	10111	American Bankers Ins Co Of FL	0	0	0%	0%	\$	899.00
513	63088	Farm Bureau Life Ins Co	0	0	0%	0%	\$	857.00
4926	71153	Talcott Resolution Life & Ann Ins Co	0	0	0%	0%	\$	828.00
	61093	Atlanta Life Ins Co	0	0	0%	0%	\$	816.00
55	84522	Auto Club Life Ins Co	0	0	0%	0%	\$	602.00
218	20427	American Cas Co Of Reading PA	0	0	0%	0%	\$	518.00
215	66397	Mutual Savings Life Ins Co	0	0	0%	0%	\$	507.00
	64904	Investors Heritage Life Ins Co	0	0	0%	0%	\$	465.00
	69310	Surety Life Ins Co	0	0	0%	0%	\$	460.00
4832	68713	Security Life Of Denver Ins Co	0	0	0%	0%	\$	459.00
300	64513	Horace Mann Life Ins Co	0	0	0%	0%	\$	427.00

Group Code	Cocode	Company Name	Total Complaints	Confirmed Complaints	Confirmed Complaints		U.S. Market Share	Premiums
					as % of Total Complaints			
1295	11229	Harmony Hlth Plan Inc	0	0	0%	0%	\$	426.00
581	78140	Life Ins Co Of Boston & NY	0	0	0%	0%	\$	412.00
3098	68381	Reliance Standard Life Ins Co	1	0	0%	0%	\$	393.00
123	65757	Shelter Life Ins Co	0	0	0%	0%	\$	361.00
4718	97691	Life Of The South Ins Co	0	0	0%	0%	\$	357.00
588	71218	Grange Life Ins Co	0	0	0%	0%	\$	309.00
454	69485	Security Natl Life Ins Co	0	0	0%	0%	\$	307.00
525	66427	Mutual Trust Life Ins Co a Pan Amer	0	0	0%	0%	\$	281.00
458	88536	Protective Life & Annuity Ins Co	0	0	0%	0%	\$	274.00
836	65242	Lafayette Life Ins Co	0	0	0%	0%	\$	233.00
140	11991	National Cas Co	1	0	0%	0%	\$	220.00
213	70769	Erie Family Life Ins Co	0	0	0%	0%	\$	200.00
12	70106	United States Life Ins Co in the Cit	0	0	0%	0%	\$	185.00
4734	41211	Triton Ins Co	0	0	0%	0%	\$	175.00
4941	67393	Ozark Natl Life Ins Co	0	0	0%	0%	\$	158.00
526	61735	Central Security Life Ins Co	0	0	0%	0%	\$	121.00
1211	97241	Settlers Life Ins Co	0	0	0%	0%	\$	105.00
	56030	Catholic Financial Life	0	0	0%	0%	\$	105.00
836	99937	Columbus Life Ins Co	0	0	0%	0%	\$	101.00
215	68357	Reliable Life Ins Co	0	0	0%	0%	\$	96.00
431	66044	Midland Natl Life Ins Co	0	0	0%	0%	\$	90.00
634	65528	Life Ins Co Of The Southwest	0	0	0%	0%	\$	88.00
	57541	Modern Woodmen Of Amer	0	0	0%	0%	\$	84.00
4213	60704	Wilton Reassur Life Co of NY	0	0	0%	0%	\$	67.00
4750	61409	National Benefit Life Ins Co	0	0	0%	0%	\$	58.00
	60542	American Home Life Ins Co	0	0	0%	0%	\$	45.00
	27928	Amex Assur Co	0	0	0%	0%	\$	44.00
431	66974	North Amer Co Life & Hlth Ins	0	0	0%	0%	\$	31.00
140	64017	Jefferson Natl Life Ins Co	0	0	0%	0%	\$	25.00
535	76023	Columbian Life Ins Co	0	0	0%	0%	\$	22.00
215	69779	Union Natl Life Ins Co	0	0	0%	0%	\$	14.00
	70130	Universal Guar Life Ins Co	0	0	0%	0%	\$	10.00
4966	63223	Federal Life Ins Co	0	0	0%	0%	\$	7.00

*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 SCDOI 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.