

## 2020 South Carolina Individual Accident and Health Complaints Summary

Total South Carolina Premiums: \$2,953,229,181

Total South Carolina Complaints Received by the SCDOI: 260

Total South Carolina Confirmed Complaints Analyzed by the SCDOI: 64

Group Code	Cocode	Company Name	Total Complaints	Confirmed Complaints	Confirmed Complaints as % of Total Complaints	U.S. Market Share	Premiums
661	38520	BCBS Of SC Inc	103	24	23%	63%	\$ 1,855,064,502
370	60380	American Family Life Assur Co of Col	4	2	50%	2%	\$ 66,320,812
1295	12959	Absolute Total Care Inc	11	1	9%	2%	\$ 49,699,285
1295	10155	WellCare Prescription Ins Inc	0	0	0%	2%	\$ 47,235,070
1	12575	SilverScript Ins Co	0	0	0%	2%	\$ 46,849,415
661	95741	BlueChoice Hlthplan of SC Inc	6	4	67%	2%	\$ 46,182,619
119	73288	Humana Ins Co	10	3	30%	1%	\$ 43,534,118
4011	70025	Genworth Life Ins Co	1	0	0%	1%	\$ 43,041,136
565	62049	Colonial Life & Accident Ins Co	2	0	0%	1%	\$ 34,294,788
1531	15329	Molina Hlthcare of SC Inc	6	2	33%	1%	\$ 31,149,918
3680	55697	Delta Dental of MO	0	0	0%	1%	\$ 25,405,410
901	67369	Cigna Hlth & Life Ins Co	3	1	33%	1%	\$ 25,403,084
707	82406	All Savers Ins Co	0	0	0%	1%	\$ 25,395,185
261	72850	United World Life Ins Co	1	0	0%	1%	\$ 23,422,128
904	65838	John Hancock Life Ins Co USA	1	0	0%	1%	\$ 23,164,980
	12747	Elixir Ins Co	0	0	0%	1%	\$ 21,962,545
261	13100	Omaha Ins Co	2	0	0%	1%	\$ 20,176,934
261	69868	United Of Omaha Life Ins Co	1	0	0%	1%	\$ 19,687,485
860	67091	Northwestern Mut Life Ins Co	0	0	0%	1%	\$ 17,827,573
707	62286	Golden Rule Ins Co	13	4	31%	1%	\$ 17,387,357
901	88366	American Retirement Life Ins Co	1	0	0%	1%	\$ 16,792,811
261	71412	Mutual Of Omaha Ins Co	5	0	0%	1%	\$ 16,317,729
435	65935	Massachusetts Mut Life Ins Co	0	0	0%	1%	\$ 15,778,180
176	25178	State Farm Mut Auto Ins Co	0	0	0%	0%	\$ 13,968,526
1	68500	Continental Life Ins Co Brentwood	3	1	33%	0%	\$ 12,551,700
4887	16544	Bright Hlth Co of SC	1	1	100%	0%	\$ 12,341,229
468	86231	Transamerica Life Ins Co	6	0	0%	0%	\$ 11,992,328
860	69000	Northwestern Long Term Care Ins Co	0	0	0%	0%	\$ 11,847,493
1	78700	Aetna Hlth & Life Ins Co	0	0	0%	0%	\$ 11,830,643
1	12321	American Continental Ins Co	1	0	0%	0%	\$ 10,853,280
520	78743	New Era Life Ins Co	1	0	0%	0%	\$ 10,426,682
1	72052	Aetna Hlth Ins Co	5	2	40%	0%	\$ 9,821,259
200	69663	USAA Life Ins Co	0	0	0%	0%	\$ 9,601,989
901	63762	Medco Containment Life Ins Co	0	0	0%	0%	\$ 9,236,411



520	67784	Philadelphia Amer Life Ins Co	0	0	0%	0%	\$ 9,078,298
233	61263	Bankers Life & Cas Co	3	0	0%	0%	\$ 8,975,859
565	68195	Provident Life & Accident Ins Co	1	0	0%	0%	\$ 8,800,896
241	65978	Metropolitan Life Ins Co	3	1	33%	0%	\$ 8,607,477
626	62146	Combined Ins Co Of Amer	3	0	0%	0%	\$ 8,369,062
1117	61883	ManhattanLife Assur Co of Amer	0	0	0%	0%	\$ 7,867,470
233	62065	Colonial Penn Life Ins Co	1	1	100%	0%	\$ 7,739,862
332	61271	Principal Life Ins Co	0	0	0%	0%	\$ 7,181,793
367	80578	Physicians Mut Ins Co	0	0	0%	0%	\$ 7,130,255
429	71714	Berkshire Life Ins Co of Amer	0	0	0%	0%	\$ 7,032,743
943	61301	Ameritas Life Ins Corp	0	0	0%	0%	\$ 6,776,347
300	87963	National Teachers Assoc Life Ins Co	0	0	0%	0%	\$ 6,738,516
233	70319	Washington Natl Ins Co	1	0	0%	0%	\$ 6,636,401
1348	69019	Standard Ins Co	0	0	0%	0%	\$ 6,324,718
31	22276	Berkshire Hathaway Specialty Ins Co	0	0	0%	0%	\$ 6,098,277
	61921	Citizens Security Life Ins Co	0	0	0%	0%	\$ 5,975,071
901	65722	Loyal Amer Life Ins Co	0	0	0%	0%	\$ 5,376,694
1117	65870	Manhattan Life Ins Co	2	0	0%	0%	\$ 5,321,485
8	60534	American Heritage Life Ins Co	0	0	0%	0%	\$ 5,263,495
826	66915	New York Life Ins Co	0	0	0%	0%	\$ 5,232,886
	71404	Continental Gen Ins Co	4	1	25%	0%	\$ 4,949,068
2479	73474	Dentegra Ins Co	0	0	0%	0%	\$ 4,651,530
4	65005	RiverSource Life Ins Co	0	0	0%	0%	\$ 4,307,296
	56014	Thrivent Financial For Lutherans	0	0	0%	0%	\$ 4,174,660
687	64211	Guarantee Trust Life Ins Co	0	0	0%	0%	\$ 4,111,092
3527	79987	Medico Corp Life Ins Co	0	0	0%	0%	\$ 4,036,374
3891	91642	Forethought Life Ins Co	0	0	0%	0%	\$ 3,778,094
	19178	Southern Guar Ins Co	0	0	0%	0%	\$ 3,768,391
761	90611	Allianz Life Ins Co Of N Amer	1	0	0%	0%	\$ 3,571,337
215	68462	Reserve Natl Ins Co	1	0	0%	0%	\$ 3,452,224
290	77968	Family Heritage Life Ins Co Of Amer	0	0	0%	0%	\$ 3,432,965
218	20443	Continental Cas Co	5	1	20%	0%	\$ 3,320,090
477	61700	Renaissance Life & Hlth Ins Co of Am	0	0	0%	0%	\$ 3,272,107
4888	62952	SILAC Ins Co	0	0	0%	0%	\$ 3,104,502
565	62235	Unum Life Ins Co Of Amer	1	0	0%	0%	\$ 3,078,488
290	65331	Liberty Natl Life Ins Co	0	0	0%	0%	\$ 3,026,439
836	70939	Gerber Life Ins Co	0	0	0%	0%	\$ 2,859,863
304	68241	Prudential Ins Co Of Amer	4	0	0%	0%	\$ 2,855,535
4719	60250	AmFirst Ins Co	0	0	0%	0%	\$ 2,844,248
4932	87726	Brighthouse Life Ins Co	0	0	0%	0%	\$ 2,840,863

1117	85189	Western United Life Assur Co	0	0	0%	0%	\$ 2,829,808
587	61239	Bankers Fidelity Life Ins Co	0	0	0%	0%	\$ 2,822,059
290	92916	United Amer Ins Co	2	2	100%	0%	\$ 2,642,647
261	88080	Omaha Hlth Ins Co	0	0	0%	0%	\$ 2,594,989
4734	61492	Athene Annuity & Life Assur Co	2	1	50%	0%	\$ 2,378,194
12	60488	American Gen Life Ins Co	0	0	0%	0%	\$ 2,204,030
181	73504	Lumico Life Ins Co	0	0	0%	0%	\$ 2,186,811
429	64246	Guardian Life Ins Co Of Amer	0	0	0%	0%	\$ 1,967,771
1	60054	Aetna Life Ins Co	0	0	0%	0%	\$ 1,961,968
4712	63967	Government Personnel Mut Life Ins Co	0	0	0%	0%	\$ 1,845,385
4734	43460	Aspen Amer Ins Co	1	0	0%	0%	\$ 1,773,285
119	70580	Humanadental Ins Co	1	0	0%	0%	\$ 1,585,344
	56693	GCU	0	0	0%	0%	\$ 1,573,207
	68896	Southern Farm Bureau Life Ins Co	0	0	0%	0%	\$ 1,564,168
4904	27154	Atlantic Specialty Ins Co	0	0	0%	0%	\$ 1,499,878
306	62626	CMFG Life Ins Co	0	0	0%	0%	\$ 1,439,634
574	76112	Oxford Life Ins Co	0	0	0%	0%	\$ 1,362,229
4712	67059	GPM Hlth & Life Ins Co	0	0	0%	0%	\$ 1,344,255
	65412	Life Ins Co Of AL	0	0	0%	0%	\$ 1,276,982
3527	31119	Medico Ins Co	1	0	0%	0%	\$ 1,202,552
4011	72990	Genworth Life Ins Co of NY	0	0	0%	0%	\$ 1,174,931
4736	93734	Nassau Life & Ann Co	0	0	0%	0%	\$ 1,147,924
19	70408	Union Security Ins Co	0	0	0%	0%	\$ 1,108,342
587	71919	Bankers Fidelity Assur Co	0	0	0%	0%	\$ 1,107,111
565	67598	Paul Revere Life Ins Co	0	0	0%	0%	\$ 1,101,097
4862	71439	Assurity Life Ins Co	0	0	0%	0%	\$ 1,083,080
1120	26921	Everest Reins Co	0	0	0%	0%	\$ 1,044,281
1186	69515	Medamerica Ins Co	0	0	0%	0%	\$ 1,039,550
450	26581	Independence Amer Ins Co	0	0	0%	0%	\$ 1,004,230
8	82538	National Hlth Ins Co	3	1	33%	0%	\$ 1,003,398
	58033	Knights Of Columbus	0	0	0%	0%	\$ 899,043
1	63444	Accendo Ins Co	0	0	0%	0%	\$ 894,147
904	93610	John Hancock Life & Hlth Ins Co	0	0	0%	0%	\$ 825,855
4824	61115	Atlantic Coast Life Ins Co	0	0	0%	0%	\$ 812,610
3527	60836	American Republic Ins Co	0	0	0%	0%	\$ 798,184
119	60984	Compbenefits Ins Co	0	0	0%	0%	\$ 783,040
367	72125	Physicians Life Ins Co	0	0	0%	0%	\$ 759,681
917	70670	Health Care Serv Corp A Mut Legal Re	0	0	0%	0%	\$ 737,589
4213	62413	Wilcac Life Ins Co	0	0	0%	0%	\$ 732,121
7	63258	Federated Life Ins Co	0	0	0%	0%	\$ 726,986



707	98205	Natl Foundation Life Ins Co	1	1	100%	0%	\$ 697,501
215	69930	United Ins Co Of Amer	0	0	0%	0%	\$ 680,511
2858	81779	Individual Assur Co Life Hlth & Acc	0	0	0%	0%	\$ 678,244
	66214	Heartland Natl Life Ins Co	0	0	0%	0%	\$ 655,042
901	77399	Sterling Life Ins Co	0	0	0%	0%	\$ 628,972
4925	65595	Lincoln Benefit Life Co	0	0	0%	0%	\$ 623,855
4947	60183	S USA Life Ins Co Inc	0	0	0%	0%	\$ 612,028
408	86355	Standard Life & Accident Ins Co	0	0	0%	0%	\$ 579,182
572	77720	LifeSecure Ins Co	0	0	0%	0%	\$ 572,782
	64580	Illinois Mut Life Ins Co	0	0	0%	0%	\$ 572,478
687	92703	United Natl Life Ins Co Of Amer	0	0	0%	0%	\$ 562,019
	57320	Woodmen World Life Ins Soc	0	0	0%	0%	\$ 557,377
290	60577	American Income Life Ins Co	0	0	0%	0%	\$ 551,431
290	91472	Globe Life & Accident Ins Co	0	0	0%	0%	\$ 538,275
4736	68284	Nassau Life Ins Co of KS	0	0	0%	0%	\$ 528,040
704	89206	Ohio Natl Life Assur Corp	0	0	0%	0%	\$ 518,120
449	90212	Great Southern Life Ins Co	0	0	0%	0%	\$ 478,294
1117	63053	Family Life Ins Co	0	0	0%	0%	\$ 476,569
330	60410	American Fidelity Assur Co	0	0	0%	0%	\$ 460,065
901	67903	Provident Amer Life & Hlth Ins Co	0	0	0%	0%	\$ 455,692
451	71870	Fidelity Security Life Ins Co	0	0	0%	0%	\$ 438,116
4794	78301	Clear Spring Hlth Ins Co	0	0	0%	0%	\$ 408,675
3527	67679	American Republic Corp Ins Co	0	0	0%	0%	\$ 400,012
449	61999	Americo Fin Life & Ann Ins Co	0	0	0%	0%	\$ 393,223
	56383	Order of United Commercial Travelers	0	0	0%	0%	\$ 390,628
565	64297	First Unum Life Ins Co	0	0	0%	0%	\$ 389,304
4888	91785	Sterling Nat Life Ins Co Inc	0	0	0%	0%	\$ 381,969
	69132	State Mut Ins Co	0	0	0%	0%	\$ 365,067
84	63312	Great Amer Life Ins Co	0	0	0%	0%	\$ 357,876
574	68349	North Amer Ins Co	0	0	0%	0%	\$ 353,906
	56499	Assured Life Assn	0	0	0%	0%	\$ 351,825
19	65080	John Alden Life Ins Co	0	0	0%	0%	\$ 351,203
	42129	United Security Assur Co Of PA	0	0	0%	0%	\$ 344,652
707	97179	UnitedHealthcare Life Ins Co	0	0	0%	0%	\$ 340,778
869	66168	Minnesota Life Ins Co	1	0	0%	0%	\$ 334,257
4748	11128	Greenville Cas Ins Co Inc	0	0	0%	0%	\$ 331,464
	11121	Unified Life Ins Co	1	0	0%	0%	\$ 328,907
661	77828	Companion Life Ins Co	1	0	0%	0%	\$ 310,211
1	90328	First Hlth Life & Hlth Ins Co	0	0	0%	0%	\$ 302,118
458	68136	Protective Life Ins Co	1	1	100%	0%	\$ 295,645



4965	62944	Equitable Financial Life Ins Co	0	0	0%	0%	\$ 293,254
707	62324	Freedom Life Ins Co Of Amer	1	0	0%	0%	\$ 288,906
408	71773	American Natl Life Ins Co Of TX	0	0	0%	0%	\$ 280,395
	71706	Standard Life & Cas Ins Co	0	0	0%	0%	\$ 277,876
565	68985	Starmount Life Ins Co	0	0	0%	0%	\$ 277,440
836	70483	Western & Southern Life Ins Co	0	0	0%	0%	\$ 258,582
565	68209	Provident Life & Cas Ins Co	0	0	0%	0%	\$ 247,328
525	67539	Pan Amer Life Ins Co	0	0	0%	0%	\$ 242,878
901	61727	Cigna Natl Hlth Ins Co	0	0	0%	0%	\$ 238,431
4011	65536	Genworth Life & Ann Ins Co	0	0	0%	0%	\$ 237,269
1211	66583	National Guardian Life Ins Co	1	0	0%	0%	\$ 234,948
20	65676	Lincoln Natl Life Ins Co	0	0	0%	0%	\$ 234,158
4888	89184	Sterling Investors Life Ins Co	0	0	0%	0%	\$ 220,221
626	78697	Combined Life Ins Co Of NY	0	0	0%	0%	\$ 218,316
3436	68543	Liberty Bankers Life Ins Co	0	0	0%	0%	\$ 209,988
707	84549	UnitedHealthcare Ins Co of Amer	0	0	0%	0%	\$ 203,073
549	68047	Professional Ins Co	0	0	0%	0%	\$ 203,001
918	65056	Jackson Natl Life Ins Co	1	0	0%	0%	\$ 200,614
4853	71854	AAA Life Ins Co	0	0	0%	0%	\$ 177,230
370	71730	Continental Amer Ins Co	0	0	0%	0%	\$ 153,418
1289	35963	AF&L Ins Co	0	0	0%	0%	\$ 148,830
458	66370	Mony Life Ins Co	0	0	0%	0%	\$ 142,864
619	69116	State Life Ins Co	0	0	0%	0%	\$ 139,465
690	61751	Central States H & L Co Of Omaha	0	0	0%	0%	\$ 135,152
316	66788	National Security Ins Co	0	0	0%	0%	\$ 130,525
812	85766	United Concordia Ins Co	0	0	0%	0%	\$ 128,180
4909	11558	AssuranceAmerica Ins Co	0	0	0%	0%	\$ 124,274
50	62553	Country Life Ins Co	0	0	0%	0%	\$ 116,530
2479	81396	Delta Dental Ins Co	1	1	100%	0%	\$ 114,631
	58068	Independent Order Of Foresters Us Br	0	0	0%	0%	\$ 113,387
785	38970	Markel Ins Co	0	0	0%	0%	\$ 112,322
	58009	Police & Firemens Ins Assn	0	0	0%	0%	\$ 110,806
244	76236	The Cincinnati Life Ins Co	0	0	0%	0%	\$ 108,086
	60216	Amalgamated Life Ins Co	0	0	0%	0%	\$ 107,722
4947	68845	Shenandoah Life Ins Co	0	0	0%	0%	\$ 105,898
8	60186	Allstate Life Ins Co	0	0	0%	0%	\$ 100,451
901	62308	Connecticut Gen Life Ins Co	0	0	0%	0%	\$ 96,839
1295	80624	American Progressive L&H Ins Of NY	0	0	0%	0%	\$ 96,326
	56758	Loyal Christian Benefit Assn	0	0	0%	0%	\$ 96,229
4	80594	Riversource Life Ins Co Of NY	0	0	0%	0%	\$ 93,001

	65927	Lincoln Heritage Life Ins Co	0	0	0%	0%	\$ 91,680
872	94250	Banner Life Ins Co	0	0	0%	0%	\$ 89,947
4832	61360	Reliastar Life Ins Co Of NY	0	0	0%	0%	\$ 81,797
704	67172	Ohio Natl Life Ins Co	0	0	0%	0%	\$ 80,505
440	66265	Monarch Life Ins Co	0	0	0%	0%	\$ 78,750
3436	61581	Capitol Life Ins Co	0	0	0%	0%	\$ 77,170
31	32280	Wellfleet Ins Co	0	0	0%	0%	\$ 75,326
4932	91626	New England Life Ins Co	0	0	0%	0%	\$ 74,981
1216	60142	TIAA Cref Life Ins Co	0	0	0%	0%	\$ 73,006
276	61425	Trustmark Ins Co	0	0	0%	0%	\$ 67,806
4824	71471	Ability Ins Co	0	0	0%	0%	\$ 66,373
4734	60518	American Hlth & Life Ins Co	0	0	0%	0%	\$ 62,830
634	66680	National Life Ins Co	0	0	0%	0%	\$ 60,088
212	80896	Centre Life Ins Co	0	0	0%	0%	\$ 58,034
241	97136	Metropolitan Tower Life Ins Co	0	0	0%	0%	\$ 56,617
533	15164	South Carolina Farm Bur Mut Ins Co	0	0	0%	0%	\$ 55,946
581	61476	Boston Mut Life Ins Co	0	0	0%	0%	\$ 54,272
330	60801	American Public Life Ins Co	0	0	0%	0%	\$ 54,081
4677	94587	Members Hlth Ins Co	0	0	0%	0%	\$ 49,045
468	70688	Transamerica Financial Life Ins Co	0	0	0%	0%	\$ 46,700
	57657	Royal Neighbors Of Amer	0	0	0%	0%	\$ 46,057
4909	10922	Insuremax Ins Co	0	0	0%	0%	\$ 42,518
	56413	United Transportation Union Ins Assn	0	0	0%	0%	\$ 40,699
1295	80799	Celtic Ins Co	0	0	0%	0%	\$ 37,336
761	64190	Allianz Life Ins Co Of NY	0	0	0%	0%	\$ 34,571
408	60739	American Natl Ins Co	0	0	0%	0%	\$ 33,214
140	66869	Nationwide Life Ins Co	0	0	0%	0%	\$ 32,836
4616	57991	Everence Assn Inc	0	0	0%	0%	\$ 32,662
850	67644	Penn Mut Life Ins Co	0	0	0%	0%	\$ 31,242
4903	71390	Puritan Life Ins Co of Amer	0	0	0%	0%	\$ 28,121
212	63177	Farmers New World Life Ins Co	0	0	0%	0%	\$ 27,953
626	20281	Federal Ins Co	0	0	0%	0%	\$ 27,268
158	21113	United States Fire Ins Co	0	0	0%	0%	\$ 26,920
3098	92711	HCC Life Ins Co	0	0	0%	0%	\$ 26,000
1216	69345	Teachers Ins & Ann Assoc Of Amer	0	0	0%	0%	\$ 25,249
943	60033	Ameritas Life Ins Corp of NY	0	0	0%	0%	\$ 24,348
8	70874	Allstate Life Ins Co Of NY	0	0	0%	0%	\$ 24,244
769	80659	US Business of Canada Life Assur Co	0	0	0%	0%	\$ 24,243
4925	64238	Guaranty Income Life Ins Co	0	0	0%	0%	\$ 21,515
4947	60176	SBLI USA Life Ins Co Inc	0	0	0%	0%	\$ 20,331



2858	99724	LifeShield Natl Ins Co	1	0	0%	0%	\$ 19,133
	62928	EMC Natl Life Co	0	0	0%	0%	\$ 18,780
12	19445	National Union Fire Ins Co Of Pitts	0	0	0%	0%	\$ 15,354
626	22667	Ace Amer Ins Co	0	0	0%	0%	\$ 14,315
450	69078	Standard Security Life Ins Co Of NY	0	0	0%	0%	\$ 12,079
1	81973	Coventry Hlth & Life Ins Co	0	0	0%	0%	\$ 11,551
153	67628	Pekin Life Ins Co	0	0	0%	0%	\$ 10,691
350	62596	Union Fidelity Life Ins Co	0	0	0%	0%	\$ 10,557
1348	89009	Standard Life Ins Co Of NY	0	0	0%	0%	\$ 9,790
91	70815	Hartford Life & Accident Ins Co	1	0	0%	0%	\$ 8,907
1	95109	Aetna Hlth Inc PA Corp	0	0	0%	0%	\$ 7,368
574	61859	Christian Fidelity Life Ins Co	0	0	0%	0%	\$ 7,336
	56006	Travelers Protective Assn Of Amer	0	0	0%	0%	\$ 7,108
315	91693	IA Amer Life Ins Co	0	0	0%	0%	\$ 6,931
826	65498	Life Ins Co Of N Amer	0	0	0%	0%	\$ 6,826
	56456	United States Letter Carriers Mut Be	0	0	0%	0%	\$ 6,788
781	69744	Union Labor Life Ins Co	0	0	0%	0%	\$ 6,441
261	16537	Omaha Supplemental Ins Co	0	0	0%	0%	\$ 6,317
408	63657	Garden State Life Ins Co	0	0	0%	0%	\$ 6,048
69	20796	21st Century Premier Ins Co	0	0	0%	0%	\$ 5,366
	61212	Baltimore Life Ins Co	0	0	0%	0%	\$ 5,267
12	70106	United States Life Ins Co in the Cit	0	0	0%	0%	\$ 4,790
31	97764	Idealife Ins Co	0	0	0%	0%	\$ 4,666
876	94358	USable Life	0	0	0%	0%	\$ 4,429
19	60275	American Bankers Life Assur Co Of FL	0	0	0%	0%	\$ 4,056
12	19380	American Home Assur Co	0	0	0%	0%	\$ 3,851
111	19917	Liberty Ins Underwriters Inc	0	0	0%	0%	\$ 3,842
	58181	Supreme Council The Royal Arcanum	0	0	0%	0%	\$ 3,239
904	86375	John Hancock Life Ins Co of NY	0	0	0%	0%	\$ 3,211
535	62103	Columbian Mut Life Ins Co	0	0	0%	0%	\$ 3,189
3891	84824	Commonwealth Ann & Life Ins Co	0	0	0%	0%	\$ 3,023
	68772	Security Mut Life Ins Co Of NY	0	0	0%	0%	\$ 2,722
	57487	Catholic Order Of Foresters	0	0	0%	0%	\$ 2,608
450	65781	Madison Natl Life Ins Co Inc	0	0	0%	0%	\$ 2,508
	63290	Fidelity Life Assn A Legal Reserve L	0	0	0%	0%	\$ 2,479
588	67199	Old Amer Ins Co	0	0	0%	0%	\$ 2,404
619	60895	American United Life Ins Co	0	0	0%	0%	\$ 2,308
233	61506	Resource Life Ins Co	0	0	0%	0%	\$ 2,227
4832	86509	Voya Retirement Ins & Ann Co	0	0	0%	0%	\$ 2,223
4855	68608	Symetra Life Ins Co	0	0	0%	0%	\$ 2,148

588	65129	Kansas City Life Ins Co	0	0	0%	0%	\$ 1,970
4734	80942	Venerable Ins & Ann Co	0	0	0%	0%	\$ 1,718
4734	61689	Athene Ann & Life Co	1	0	0%	0%	\$ 1,650
4832	67105	Reliastar Life Ins Co	0	0	0%	0%	\$ 1,594
213	70769	Erie Family Life Ins Co	0	0	0%	0%	\$ 1,485
4736	67814	Nassau Life Ins Co	0	0	0%	0%	\$ 1,416
1211	81426	Commercial Travelers Life Ins Co	0	0	0%	0%	\$ 949
4750	65919	Primerica Life Ins Co	0	0	0%	0%	\$ 942
31	22063	Government Employees Ins Co	0	0	0%	0%	\$ 905
542	69892	United Farm Family Life Ins Co	0	0	0%	0%	\$ 851
4926	71153	Talcott Resolution Life & Ann Ins Co	0	0	0%	0%	\$ 803
19	10111	American Bankers Ins Co Of FL	0	0	0%	0%	\$ 750
218	20427	American Cas Co Of Reading PA	0	0	0%	0%	\$ 699
513	63088	Farm Bureau Life Ins Co	0	0	0%	0%	\$ 600
4926	88072	Talcott Resolution Life Ins Co	0	0	0%	0%	\$ 548
55	84522	Auto Club Life Ins Co	0	0	0%	0%	\$ 512
	69310	Surety Life Ins Co	0	0	0%	0%	\$ 460
300	64513	Horace Mann Life Ins Co	0	0	0%	0%	\$ 427
215	66397	Mutual Savings Life Ins Co	0	0	0%	0%	\$ 398
581	78140	Life Ins Co Of Boston & NY	0	0	0%	0%	\$ 365
123	65757	Shelter Life Ins Co	0	0	0%	0%	\$ 361
454	69485	Security Natl Life Ins Co	0	0	0%	0%	\$ 342
	64904	Investors Heritage Life Ins Co	0	0	0%	0%	\$ 309
4734	41211	Triton Ins Co	0	0	0%	0%	\$ 308
3527	65641	Medico Life & Hlth Ins Co	0	0	0%	0%	\$ 288
458	88536	Protective Life & Annuity Ins Co	0	0	0%	0%	\$ 274
3098	68381	Reliance Standard Life Ins Co	0	0	0%	0%	\$ 263
4718	97691	Life Of The South Ins Co	0	0	0%	0%	\$ 247
836	65242	Lafayette Life Ins Co	0	0	0%	0%	\$ 233
140	11991	National Cas Co	0	0	0%	0%	\$ 220
526	61735	Central Security Life Ins Co	0	0	0%	0%	\$ 161
872	66230	William Penn Life Ins Co Of NY	0	0	0%	0%	\$ 135
	56030	Catholic Financial Life	0	0	0%	0%	\$ 105
1211	97241	Settlers Life Ins Co	0	0	0%	0%	\$ 105
836	99937	Columbus Life Ins Co	0	0	0%	0%	\$ 101
4941	67393	Ozark Natl Life Ins Co	0	0	0%	0%	\$ 100
215	68357	Reliable Life Ins Co	0	0	0%	0%	\$ 96
431	66044	Midland Natl Life Ins Co	0	0	0%	0%	\$ 90
634	65528	Life Ins Co Of The Southwest	0	0	0%	0%	\$ 81
588	71218	Grange Life Ins Co	0	0	0%	0%	\$ 77



4750	61409	National Benefit Life Ins Co	0	0	0%	0%	\$	58
4213	60704	Wilton Reassur Life Co of NY	0	0	0%	0%	\$	48
215	69779	Union Natl Life Ins Co	0	0	0%	0%	\$	14
3436	66001	American Benefit Life Ins Co	0	0	0%	0%	\$	13
431	66974	North Amer Co Life & Hlth Ins	0	0	0%	0%	\$	10
612	60076	Security Plan Life Ins Co	0	0	0%	0%	\$	8
4966	63223	Federal Life Ins Co	0	0	0%	0%	\$	7
119	12151	Arcadian Hlth Plan Inc	2	1	50%	0%	\$	-
4011	94072	Genworth Ins Co	1	1	100%	0%	\$	-
176	40150	MGA Ins Co Inc	1	0	0%	0%	\$	-
241	39950	Metropolitan Gen Ins Co	1	0	0%	0%	\$	-
8	23728	National Gen Ins Co	1	0	0%	0%	\$	-
	76325	Senior Hlth Ins Co of PA	1	0	0%	0%	\$	-
468	66281	TRANSAMERICA PREMIER LIFE INS CO	3	1	33%	0%	\$	-
200	25941	United Serv Automobile Assn	1	1	100%	0%	\$	-
707	79413	UnitedHealthcare Ins Co	9	4	44%	0%	\$	-
1189	39616	Vision Serv Plan Ins Co	1	0	0%	0%	\$	-

\*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.