

2020 South Carolina Group Annuity Complaints Summary

Total South Carolina Premiums: \$785,083,869

Total South Carolina Complaints Received by the SCDOI: 0

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	Premiums
4734	61689	Athene Ann & Life Co	0	0	0	14%	\$ 111,901,716
20	65676	Lincoln Natl Life Ins Co	0	0	0	12%	\$ 97,556,217
769	68322	Great W Life & Ann Ins Co	0	0	0	9%	\$ 73,665,165
4832	86509	Voya Retirement Ins & Ann Co	0	0	0	9%	\$ 70,290,989
332	61271	Principal Life Ins Co	0	0	0	9%	\$ 67,122,788
241	97136	Metropolitan Tower Life Ins Co	0	0	0	8%	\$ 61,408,333
435	65935	Massachusetts Mut Life Ins Co	0	0	0	6%	\$ 49,493,463
1216	69345	Teachers Ins & Ann Assoc Of Amer	0	0	0	6%	\$ 44,476,384
304	68241	Prudential Ins Co Of Amer	0	0	0	5%	\$ 39,677,781
4965	62944	Equitable Financial Life Ins Co	0	0	0	4%	\$ 32,809,774
709	67466	Pacific Life Ins Co	0	0	0	3%	\$ 24,560,503
872	94250	Banner Life Ins Co	0	0	0	2%	\$ 16,283,831
619	60895	American United Life Ins Co	0	0	0	2%	\$ 13,898,823
140	66869	Nationwide Life Ins Co	0	0	0	2%	\$ 12,523,247
12	70238	Variable Ann Life Ins Co	0	0	0	1%	\$ 10,824,424
943	61301	Ameritas Life Ins Corp	0	0	0	1%	\$ 10,128,026
169	68810	Sentry Life Ins Co	0	0	0	1%	\$ 9,685,719
869	66168	Minnesota Life Ins Co	0	0	0	1%	\$ 9,013,891
826	66915	New York Life Ins Co	0	0	0	1%	\$ 7,381,120
261	69868	United Of Omaha Life Ins Co	0	0	0	1%	\$ 5,424,779
4794	79065	Delaware Life Ins Co	0	0	0	1%	\$ 4,446,370
241	65978	Metropolitan Life Ins Co	0	0	0	0%	\$ 2,853,184
84	63312	Great Amer Life Ins Co	0	0	0	0%	\$ 1,321,432
12	60488	American Gen Life Ins Co	0	0	0	0%	\$ 1,265,987
140	92657	Nationwide Life & Ann Ins Co	0	0	0	0%	\$ 787,514
344	61875	Church Life Ins Corp	0	0	0	0%	\$ 770,344
836	92622	Western Southern Life Assur Co	0	0	0	0%	\$ 752,542
869	93742	Securian Life Ins Co	0	0	0	0%	\$ 583,170
918	65056	Jackson Natl Life Ins Co	0	0	0	0%	\$ 535,706
4832	67105	Reliastar Life Ins Co	0	0	0	0%	\$ 508,824
408	60739	American Natl Ins Co	0	0	0	0%	\$ 417,508

634	65528	Life Ins Co Of The Southwest	0	0	0	0%	\$ 408,464
468	86231	Transamerica Life Ins Co	0	0	0	0%	\$ 349,101
431	66044	Midland Natl Life Ins Co	0	0	0	0%	\$ 266,188
1211	66583	National Guardian Life Ins Co	0	0	0	0%	\$ 235,478
4	65005	RiverSource Life Ins Co	0	0	0	0%	\$ 233,722
431	66974	North Amer Co Life & Hlth Ins	0	0	0	0%	\$ 213,917
4734	80942	Venerable Ins & Ann Co	0	0	0	0%	\$ 205,288
300	64513	Horace Mann Life Ins Co	0	0	0	0%	\$ 194,628
4890	68675	Security Benefit Life Ins Co	0	0	0	0%	\$ 115,862
836	65242	Lafayette Life Ins Co	0	0	0	0%	\$ 95,088
20	62057	Lincoln Life & Ann Co of NY	0	0	0	0%	\$ 92,605
367	72125	Physicians Life Ins Co	0	0	0	0%	\$ 66,708
4855	68608	Symetra Life Ins Co	0	0	0	0%	\$ 53,259
	62510	Equitrust Life Ins Co	0	0	0	0%	\$ 50,083
4	80594	Riversource Life Ins Co Of NY	0	0	0	0%	\$ 47,545
943	60033	Ameritas Life Ins Corp of NY	0	0	0	0%	\$ 39,688
3891	69140	First Allmerica Fin Life Ins Co	0	0	0	0%	\$ 16,331
4734	68039	Athene Ann & Life Assur Co of NY	0	0	0	0%	\$ 9,080
4011	70025	Genworth Life Ins Co	0	0	0	0%	\$ 5,400
19	67989	American Memorial Life Ins Co	0	0	0	0%	\$ 4,003
449	90212	Great Southern Life Ins Co	0	0	0	0%	\$ 3,600
	71404	Continental Gen Ins Co	0	0	0	0%	\$ 3,190
4932	87726	Brighthouse Life Ins Co	0	0	0	0%	\$ 2,687
12	70106	United States Life Ins Co in the Cit	0	0	0	0%	\$ 2,000
153	67628	Pekin Life Ins Co	0	0	0	0%	\$ 400

*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.