

**2021 South Carolina Individual Accident and Health Complaints Summary**

Total South Carolina Premiums: \$3,204,151,152

Total South Carolina Complaints Received by the SCDOI: 279

Total South Carolina Confirmed Complaints Analyzed by the SCDOI: 82

Group Code	Cocode	Company Name	Total Complaints	Confirmed Complaints	Confirmed Complaints as a % of Total Complaints	U.S. Market Share	Premiums
661	38520	BCBS Of SC Inc	95	26	27%	60%	\$ 1,919,528,097
1531	15329	Molina Hlthcare of SC Inc	37	14	38%	5%	\$ 158,276,871
1295	12959	Absolute Total Care Inc	7	3	43%	2%	\$ 76,160,443
370	60380	American Family Life Assur Co of Col	4	2	50%	2%	\$ 64,807,651
4011	70025	Genworth Life Ins Co	6	1	17%	1%	\$ 43,638,009
119	73288	Humana Ins Co	4	2	50%	1%	\$ 41,093,638
707	82406	All Savers Ins Co	0	0	0%	1%	\$ 40,903,748
661	95741	BlueChoice Hlthplan of SC Inc	4	0	0%	1%	\$ 39,768,280
1	12575	SilverScript Ins Co	0	0	0%	1%	\$ 35,402,302
1295	10155	WellCare Prescription Ins Inc	0	0	0%	1%	\$ 33,596,202
565	62049	Colonial Life & Accident Ins Co	4	1	25%	1%	\$ 33,529,209
3680	55697	Delta Dental of MO	0	0	0%	1%	\$ 27,754,596
901	67369	Cigna Hlth & Life Ins Co	3	1	33%	1%	\$ 24,754,663
261	72850	United World Life Ins Co	0	0	0%	1%	\$ 24,054,958
904	65838	John Hancock Life Ins Co USA	0	0	0%	1%	\$ 23,529,332
4887	16544	Bright Hlth Co of SC	7	6	86%	1%	\$ 22,597,093
1	72052	Aetna Hlth Ins Co	3	2	67%	1%	\$ 21,849,083
707	62286	Golden Rule Ins Co	2	1	50%	1%	\$ 21,059,116
	12747	Elixir Ins Co	0	0	0%	1%	\$ 19,161,385
860	67091	Northwestern Mut Life Ins Co	1	0	0%	1%	\$ 18,925,522
261	13100	Omaha Ins Co	0	0	0%	1%	\$ 18,733,212
261	71412	Mutual Of Omaha Ins Co	0	0	0%	1%	\$ 18,268,782
261	69868	United Of Omaha Life Ins Co	0	0	0%	1%	\$ 17,437,057
435	65935	Massachusetts Mut Life Ins Co	0	0	0%	0%	\$ 15,752,691
901	88366	American Retirement Life Ins Co	0	0	0%	0%	\$ 15,563,020
176	25178	State Farm Mut Auto Ins Co	1	0	0%	0%	\$ 14,307,719
860	69000	Northwestern Long Term Care Ins Co	0	0	0%	0%	\$ 12,757,678
1	68500	Continental Life Ins Co Brentwood	0	0	0%	0%	\$ 12,178,150
468	86231	Transamerica Life Ins Co	7	1	14%	0%	\$ 11,608,158
1	78700	Aetna Hlth & Life Ins Co	0	0	0%	0%	\$ 10,836,318
200	69663	USAA Life Ins Co	1	0	0%	0%	\$ 10,466,074
520	67784	Philadelphia Amer Life Ins Co	1	0	0%	0%	\$ 9,908,182
1	12321	American Continental Ins Co	0	0	0%	0%	\$ 9,732,965
1117	61883	ManhattanLife Ins & Ann Co	1	0	0%	0%	\$ 9,338,626
520	78743	New Era Life Ins Co	1	1	100%	0%	\$ 9,293,981



943	61301	Ameritas Life Ins Corp	0	0	0%	0%	\$	8,892,158
233	61263	Bankers Life & Cas Co	3	1	33%	0%	\$	8,561,208
241	65978	Metropolitan Life Ins Co	4	0	0%	0%	\$	8,498,154
565	68195	Provident Life & Accident Ins Co	3	1	33%	0%	\$	8,483,689
901	63762	Medco Containment Life Ins Co	1	0	0%	0%	\$	8,452,352
332	61271	Principal Life Ins Co	1	0	0%	0%	\$	7,814,473
233	62065	Colonial Penn Life Ins Co	1	0	0%	0%	\$	7,484,731
429	71714	Berkshire Life Ins Co of Amer	0	0	0%	0%	\$	7,464,610
626	62146	Combined Ins Co Of Amer	3	0	0%	0%	\$	7,354,487
367	80578	Physicians Mut Ins Co	1	0	0%	0%	\$	7,158,871
233	70319	Washington Natl Ins Co	2	0	0%	0%	\$	6,699,351
300	87963	National Teachers Assoc Life Ins Co	1	0	0%	0%	\$	6,408,004
1348	69019	Standard Ins Co	0	0	0%	0%	\$	6,205,676
707	61832	Chesapeake Life Ins Co	2	0	0%	0%	\$	5,941,990
	61921	Citizens Security Life Ins Co	0	0	0%	0%	\$	5,641,481
1	63444	Accendo Ins Co	2	1	50%	0%	\$	5,415,967
826	66915	New York Life Ins Co	1	0	0%	0%	\$	5,333,282
901	65722	Loyal Amer Life Ins Co	0	0	0%	0%	\$	5,068,324
2479	73474	Dentegra Ins Co	1	0	0%	0%	\$	5,082,996
31	34274	Central States Ind Co Of Omaha	0	0	0%	0%	\$	4,994,470
8	60534	American Heritage Life Ins Co	0	0	0%	0%	\$	4,956,292
	71404	Continental Gen Ins Co	2	0	0%	0%	\$	4,674,036
1117	65870	Manhattan Life Ins Co	1	0	0%	0%	\$	4,624,026
687	64211	Guarantee Trust Life Ins Co	0	0	0%	0%	\$	4,385,672
4	65005	RiverSource Life Ins Co	0	0	0%	0%	\$	4,343,728
	56014	Thrivent Financial For Lutherans	0	0	0%	0%	\$	4,156,981
290	77968	Family Heritage Life Ins Co Of Amer	0	0	0%	0%	\$	3,912,863
	19178	Southern Guar Ins Co	1	0	0%	0%	\$	3,909,736
4794	78301	Clear Spring Hlth Ins Co	0	0	0%	0%	\$	3,807,400
3527	79987	Medico Corp Life Ins Co	0	0	0%	0%	\$	3,666,228
761	90611	Allianz Life Ins Co Of N Amer	1	0	0%	0%	\$	3,563,047
215	68462	Reserve Natl Ins Co	1	0	0%	0%	\$	3,462,157
	90638	Best Life & Hlth Ins Co	1	1	100%	0%	\$	3,441,175
477	61700	Renaissance Life & Hlth Ins Co of Am	1	0	0%	0%	\$	3,398,297
3891	91642	Forethought Life Ins Co	0	0	0%	0%	\$	3,402,850
290	65331	Liberty Natl Life Ins Co	1	1	100%	0%	\$	3,250,740
218	20443	Continental Cas Co	0	0	0%	0%	\$	3,235,418
31	22276	Berkshire Hathaway Specialty Ins Co	0	0	0%	0%	\$	3,096,616
304	68241	Prudential Ins Co Of Amer	6	1	17%	0%	\$	3,099,708
707	84549	UnitedHealthcare Ins Co of Amer	0	0	0%	0%	\$	3,029,144
565	62235	Unum Life Ins Co Of Amer	0	0	0%	0%	\$	2,921,314
181	73504	Lumico Life Ins Co	0	0	0%	0%	\$	2,793,940



429	64246	Guardian Life Ins Co Of Amer	1	1	100%	0%	\$	2,783,631
4932	87726	BrightHouse Life Ins Co	0	0	0%	0%	\$	2,776,519
261	88080	Omaha Hlth Ins Co	0	0	0%	0%	\$	2,703,188
4888	62952	SILAC Ins Co	0	0	0%	0%	\$	2,705,275
290	92916	United Amer Ins Co	0	0	0%	0%	\$	2,534,805
1117	85189	Western United Life Assur Co	0	0	0%	0%	\$	2,542,418
836	70939	Gerber Life Ins Co	0	0	0%	0%	\$	2,524,447
587	61239	Bankers Fidelity Life Ins Co	0	0	0%	0%	\$	2,485,453
4719	60250	AmFirst Ins Co	0	0	0%	0%	\$	2,465,987
31	82880	CSI Life Ins Co	0	0	0%	0%	\$	2,309,839
4734	61492	Athene Annuity & Life Assur Co	3	0	0%	0%	\$	2,244,978
12	60488	American Gen Life Ins Co	0	0	0%	0%	\$	2,027,605
119	60984	Compbenefits Ins Co	0	0	0%	0%	\$	1,935,289
1	60054	Aetna Life Ins Co	1	1	100%	0%	\$	1,899,755
8	82538	National Hlth Ins Co	3	0	0%	0%	\$	1,799,447
119	70580	Humanadental Ins Co	0	0	0%	0%	\$	1,771,238
4712	63967	Government Personnel Mut Life Ins Co	0	0	0%	0%	\$	1,611,659
	68896	Southern Farm Bureau Life Ins Co	1	0	0%	0%	\$	1,611,622
901	61727	Cigna Natl Hlth Ins Co	0	0	0%	0%	\$	1,573,135
3527	31119	Medico Ins Co	0	0	0%	0%	\$	1,543,816
306	62626	CMFG Life Ins Co	1	0	0%	0%	\$	1,515,395
4824	61115	Atlantic Coast Life Ins Co	0	0	0%	0%	\$	1,331,450
	56693	GCU	1	0	0%	0%	\$	1,303,183
4011	72990	Genworth Life Ins Co of NY	0	0	0%	0%	\$	1,263,102
4712	67059	GPM Hlth & Life Ins Co	0	0	0%	0%	\$	1,256,703
574	76112	Oxford Life Ins Co	0	0	0%	0%	\$	1,199,047
4904	27154	Atlantic Specialty Ins Co	0	0	0%	0%	\$	1,202,126
	65412	Life Ins Co Of AL	0	0	0%	0%	\$	1,177,281
306	70408	Union Security Ins Co	1	1	100%	0%	\$	1,097,039
1186	69515	Medamerica Ins Co	0	0	0%	0%	\$	1,071,413
4862	71439	Assurity Life Ins Co	0	0	0%	0%	\$	1,075,996
367	72125	Physicians Life Ins Co	0	0	0%	0%	\$	1,044,206
565	67598	Paul Revere Life Ins Co	0	0	0%	0%	\$	1,045,541
587	71919	Bankers Fidelity Assur Co	0	0	0%	0%	\$	999,707
2479	81396	Delta Dental Ins Co	3	0	0%	0%	\$	958,227
	58033	Knights Of Columbus	1	0	0%	0%	\$	937,326
687	92703	United Natl Life Ins Co Of Amer	0	0	0%	0%	\$	912,472
1120	26921	Everest Reins Co	0	0	0%	0%	\$	916,648
4734	43460	Aspen Amer Ins Co	0	0	0%	0%	\$	898,952
	26581	Independence Amer Ins Co	1	1	100%	0%	\$	926,866
904	93610	John Hancock Life & Hlth Ins Co	0	0	0%	0%	\$	878,665
1117	71706	Standard Life & Cas Ins Co	0	0	0%	0%	\$	881,505

707	98205	Natl Foundation Life Ins Co	0	0	0%	0%	\$	807,862
917	70670	Health Care Serv Corp A Mut Legal Re	0	0	0%	0%	\$	812,306
4736	93734	Nassau Life & Ann Co	1	0	0%	0%	\$	817,199
7	63258	Federated Life Ins Co	0	0	0%	0%	\$	798,333
3527	60836	American Republic Ins Co	0	0	0%	0%	\$	754,054
215	69930	United Ins Co Of Amer	1	0	0%	0%	\$	687,576
4213	62413	Wilcac Life Ins Co	0	0	0%	0%	\$	680,872
449	90212	Great Southern Life Ins Co	0	0	0%	0%	\$	668,295
572	77720	LifeSecure Ins Co	0	0	0%	0%	\$	638,669
626	20281	Federal Ins Co	1	0	0%	0%	\$	630,010
704	89206	Ohio Natl Life Assur Corp	0	0	0%	0%	\$	629,501
	66214	Heartland Natl Life Ins Co	0	0	0%	0%	\$	622,819
290	60577	American Income Life Ins Co	0	0	0%	0%	\$	603,044
4925	65595	Lincoln Benefit Life Co	0	0	0%	0%	\$	598,159
	64580	Illinois Mut Life Ins Co	0	0	0%	0%	\$	605,996
	57320	Woodmen World Life Ins Soc	0	0	0%	0%	\$	578,043
290	91472	Globe Life & Accident Ins Co	0	0	0%	0%	\$	546,288
901	77399	Sterling Life Ins Co	0	0	0%	0%	\$	553,273
2858	81779	Individual Assur Co Life Hlth & Acc	0	0	0%	0%	\$	564,843
408	86355	Standard Life & Accident Ins Co	0	0	0%	0%	\$	543,418
4888	89184	Sterling Investors Life Ins Co	0	0	0%	0%	\$	540,091
4947	60183	S USA Life Ins Co Inc	0	0	0%	0%	\$	513,892
451	71870	Fidelity Security Life Ins Co	0	0	0%	0%	\$	507,834
1117	63053	Family Life Ins Co	0	0	0%	0%	\$	453,309
4736	68284	Nassau Life Ins Co of KS	0	0	0%	0%	\$	463,984
330	60410	American Fidelity Assur Co	0	0	0%	0%	\$	429,949
565	64297	First Unum Life Ins Co	0	0	0%	0%	\$	432,056
	81264	Nippon Life Ins Co Of Amer	0	0	0%	0%	\$	421,614
707	62324	Freedom Life Ins Co Of Amer	3	1	33%	0%	\$	388,694
280	61190	Auto Owners Life Ins Co	0	0	0%	0%	\$	372,544
449	61999	Americo Fin Life & Ann Ins Co	0	0	0%	0%	\$	356,560
661	77828	Companion Life Ins Co	0	0	0%	0%	\$	374,801
901	67903	Provident Amer Life & Hlth Ins Co	0	0	0%	0%	\$	383,201
	56383	Order of United Commercial Travelers	0	0	0%	0%	\$	380,196
	56499	Assured Life Assn	0	0	0%	0%	\$	358,806
3527	67679	American Republic Corp Ins Co	0	0	0%	0%	\$	343,290
	42129	United Security Assur Co Of PA	0	0	0%	0%	\$	332,500
1	90328	First Hlth Life & Hlth Ins Co	1	1	100%	0%	\$	316,726
435	63312	MassMutual Ascend Life Ins Co	0	0	0%	0%	\$	306,761
565	68209	Provident Life & Cas Ins Co	0	0	0%	0%	\$	292,173
690	61751	Central States H & L Co Of Omaha	1	0	0%	0%	\$	314,679
707	97179	UnitedHealthcare Life Ins Co	0	0	0%	0%	\$	308,309

869	66168	Minnesota Life Ins Co	2	0	0%	0%	\$	301,593
5026	65080	John Alden Life Ins Co	1	1	100%	0%	\$	300,861
	69132	State Mut Ins Co	0	0	0%	0%	\$	301,855
	11121	Unified Life Ins Co	2	0	0%	0%	\$	301,011
458	68136	Protective Life Ins Co	0	0	0%	0%	\$	276,512
565	68985	Starmount Life Ins Co	0	0	0%	0%	\$	256,829
574	68349	North Amer Ins Co	0	0	0%	0%	\$	282,134
626	78697	Combined Life Ins Co Of NY	0	0	0%	0%	\$	258,278
3436	61581	Capitol Life Ins Co	0	0	0%	0%	\$	281,959
4965	62944	Equitable Financial Life Ins Co	0	0	0%	0%	\$	259,857
158	21113	United States Fire Ins Co	0	0	0%	0%	\$	248,650
408	71773	American Natl Life Ins Co Of TX	0	0	0%	0%	\$	251,853
525	67539	Pan Amer Life Ins Co	0	0	0%	0%	\$	248,829
836	70483	Western & Southern Life Ins Co	0	0	0%	0%	\$	253,204
1211	66583	National Guardian Life Ins Co	0	0	0%	0%	\$	255,139
918	65056	Jackson Natl Life Ins Co	0	0	0%	0%	\$	195,675
4011	65536	Genworth Life & Ann Ins Co	1	1	100%	0%	\$	199,171
549	68047	Professional Ins Co	0	0	0%	0%	\$	181,724
1279	11150	Arch Ins Co	0	0	0%	0%	\$	166,497
3436	68543	Liberty Bankers Life Ins Co	0	0	0%	0%	\$	188,815
4748	11128	Greenville Cas Ins Co Inc	0	0	0%	0%	\$	173,418
4853	71854	AAA Life Ins Co	0	0	0%	0%	\$	160,521
316	66788	National Security Ins Co	1	0	0%	0%	\$	134,624
370	71730	Continental Amer Ins Co	1	1	100%	0%	\$	138,269
458	66370	Mony Life Ins Co	0	0	0%	0%	\$	135,385
619	69116	State Life Ins Co	0	0	0%	0%	\$	145,170
812	85766	United Concordia Ins Co	0	0	0%	0%	\$	138,450
4	80594	Riversource Life Ins Co Of NY	0	0	0%	0%	\$	111,100
20	65676	Lincoln Natl Life Ins Co	0	0	0%	0%	\$	117,835
50	62553	Country Life Ins Co	0	0	0%	0%	\$	121,598
785	38970	Markel Ins Co	0	0	0%	0%	\$	106,530
872	94250	Banner Life Ins Co	0	0	0%	0%	\$	110,482
1289	35963	AF&L Ins Co	0	0	0%	0%	\$	107,334
4947	68845	Shenandoah Life Ins Co	0	0	0%	0%	\$	119,152
	58068	Independent Order Of Foresters Us Br	0	0	0%	0%	\$	125,750
	60216	Amalgated Life Ins Co	0	0	0%	0%	\$	123,307
	58009	Police & Firemens Ins Assn	0	0	0%	0%	\$	113,464
31	32280	Wellfleet Ins Co	0	0	0%	0%	\$	88,150
140	66869	Nationwide Life Ins Co	0	0	0%	0%	\$	87,185
244	76236	The Cincinnati Life Ins Co	0	0	0%	0%	\$	95,256
370	92908	Tier One Ins Co	0	0	0%	0%	\$	95,059
704	67172	Ohio Natl Life Ins Co	0	0	0%	0%	\$	76,054

901	62308	Connecticut Gen Life Ins Co	0	0	0%	0%	\$	70,016
1216	60142	TIAA Cref Life Ins Co	0	0	0%	0%	\$	73,453
1295	80624	American Progressive L&H Ins Of NY	0	0	0%	0%	\$	87,692
4832	61360	Reliastar Life Ins Co Of NY	0	0	0%	0%	\$	70,058
4909	10922	Insuremax Ins Co	0	0	0%	0%	\$	76,331
4909	11558	AssuranceAmerica Ins Co	0	0	0%	0%	\$	76,159
4932	91626	New England Life Ins Co	0	0	0%	0%	\$	67,175
5014	60186	Everlake Life Ins Co	0	0	0%	0%	\$	91,538
	65927	Lincoln Heritage Life Ins Co	0	0	0%	0%	\$	89,743
	56758	Loyal Christian Benefit Assn	0	0	0%	0%	\$	69,054
181	85561	Elips Life Ins Co	0	0	0%	0%	\$	62,732
212	80896	Centre Life Ins Co	0	0	0%	0%	\$	57,447
241	97136	Metropolitan Tower Life Ins Co	0	0	0%	0%	\$	40,308
276	61425	Trustmark Ins Co	0	0	0%	0%	\$	54,229
330	60801	American Public Life Ins Co	0	0	0%	0%	\$	42,630
408	60739	American Natl Ins Co	0	0	0%	0%	\$	34,416
440	66265	Monarch Life Ins Co	0	0	0%	0%	\$	63,768
468	70688	Transamerica Financial Life Ins Co	0	0	0%	0%	\$	41,488
533	15164	South Carolina Farm Bur Mut Ins Co	0	0	0%	0%	\$	55,963
581	61476	Boston Mut Life Ins Co	0	0	0%	0%	\$	44,799
629	97152	Plateau Ins Co	0	0	0%	0%	\$	42,081
634	66680	National Life Ins Co	0	0	0%	0%	\$	48,374
761	64190	Allianz Life Ins Co Of NY	0	0	0%	0%	\$	36,102
850	67644	Penn Mut Life Ins Co	0	0	0%	0%	\$	32,975
1295	80799	Celtic Ins Co	0	0	0%	0%	\$	38,613
3098	42374	Houston Cas Co	0	0	0%	0%	\$	37,554
4616	57991	Everence Assn Inc	0	0	0%	0%	\$	44,531
4677	94587	Members Hlth Ins Co	0	0	0%	0%	\$	52,576
5021	60518	American Hlth & Life Ins Co	0	0	0%	0%	\$	57,628
	71471	Ability Ins Co	1	0	0%	0%	\$	59,786
	58181	Supreme Council The Royal Arcanum	0	0	0%	0%	\$	52,430
	56413	United Transportation Union Ins Assn	0	0	0%	0%	\$	39,729
	57657	Royal Neighbors Of Amer	0	0	0%	0%	\$	34,682
1	95109	Aetna Hlth Inc PA Corp	0	0	0%	0%	\$	17,108
1	81973	Coventry Hlth & Life Ins Co	0	0	0%	0%	\$	11,833
12	19445	National Union Fire Ins Co of Pittsb	0	0	0%	0%	\$	15,033
12	70106	United States Life Ins Co in the Cit	0	0	0%	0%	\$	5,655
12	19380	American Home Assur Co	0	0	0%	0%	\$	3,813
19	60275	American Bankers Life Assur Co Of FL	0	0	0%	0%	\$	3,447
19	10111	American Bankers Ins Co Of FL	0	0	0%	0%	\$	666
20	62057	Lincoln Life & Ann Co of NY	0	0	0%	0%	\$	57
23	38245	BCS Ins Co	1	0	0%	0%	\$	2,037

31	97764	Idealife Ins Co	0	0	0%	0%	\$	4,787
31	22063	Government Employees Ins Co	0	0	0%	0%	\$	868
55	84522	Auto Club Life Ins Co	0	0	0%	0%	\$	525
69	20796	21st Century Premier Ins Co	0	0	0%	0%	\$	3,646
91	70815	Hartford Life & Accident Ins Co	0	0	0%	0%	\$	8,907
111	19917	Liberty Ins Underwriters Inc	0	0	0%	0%	\$	5,188
123	65757	Shelter Life Ins Co	0	0	0%	0%	\$	361
140	11991	National Cas Co	1	0	0%	0%	\$	215
153	67628	Pekin Life Ins Co	0	0	0%	0%	\$	15,200
158	37079	Hilltop Specialty Ins Co	0	0	0%	0%	\$	15,096
212	63177	Farmers New World Life Ins Co	0	0	0%	0%	\$	30,055
213	70769	Erie Family Life Ins Co	0	0	0%	0%	\$	3,069
215	66397	Mutual Savings Life Ins Co	0	0	0%	0%	\$	253
215	68357	Reliable Life Ins Co	0	0	0%	0%	\$	96
215	69779	Union Natl Life Ins Co	0	0	0%	0%	\$	14
218	20427	American Cas Co Of Reading PA	0	0	0%	0%	\$	699
233	61506	Resource Life Ins Co	0	0	0%	0%	\$	2,121
261	16537	Omaha Supplemental Ins Co	0	0	0%	0%	\$	13,719
300	65781	Madison Natl Life Ins Co Inc	0	0	0%	0%	\$	2,508
300	64513	Horace Mann Life Ins Co	0	0	0%	0%	\$	378
306	67989	American Memorial Life Ins Co	0	0	0%	0%	\$	278
315	91693	IA Amer Life Ins Co	0	0	0%	0%	\$	6,395
350	62596	Union Fidelity Life Ins Co	0	0	0%	0%	\$	10,604
408	63657	Garden State Life Ins Co	0	0	0%	0%	\$	11,838
431	66044	Midland Natl Life Ins Co	0	0	0%	0%	\$	90
431	66974	North Amer Co Life & Hlth Ins	0	0	0%	0%	\$	8
454	69485	Security Natl Life Ins Co	0	0	0%	0%	\$	367
458	88536	Protective Life & Annuity Ins Co	0	0	0%	0%	\$	274
513	63088	Farm Bureau Life Ins Co	0	0	0%	0%	\$	588
526	61735	Central Security Life Ins Co	0	0	0%	0%	\$	161
535	62103	Columbian Mut Life Ins Co	0	0	0%	0%	\$	2,242
542	69892	United Farm Family Life Ins Co	0	0	0%	0%	\$	3,748
574	61859	Christian Fidelity Life Ins Co	0	0	0%	0%	\$	12,246
581	78140	Life Ins Co Of Boston & NY	0	0	0%	0%	\$	383
588	65129	Kansas City Life Ins Co	0	0	0%	0%	\$	2,058
588	67199	Old Amer Ins Co	0	0	0%	0%	\$	1,451
612	60076	Security Plan Life Ins Co	0	0	0%	0%	\$	27
619	60895	American United Life Ins Co	0	0	0%	0%	\$	679
626	22667	Ace Amer Ins Co	0	0	0%	0%	\$	54
707	66087	Mid West Natl Life Ins Co Of TN	0	0	0%	0%	\$	11,535
769	80659	US Business of Canada Life Assur Co	0	0	0%	0%	\$	30,993
781	69744	Union Labor Life Ins Co	0	0	0%	0%	\$	6,380

826	65498	Life Ins Co Of N Amer	0	0	0%	0%	\$	6,889
836	99937	Columbus Life Ins Co	0	0	0%	0%	\$	101
872	66230	William Penn Life Ins Co Of NY	0	0	0%	0%	\$	416
876	94358	USABLE Life	0	0	0%	0%	\$	3,987
904	86375	John Hancock Life Ins Co of NY	0	0	0%	0%	\$	3,196
943	60033	Ameritas Life Ins Corp of NY	0	0	0%	0%	\$	26,040
1117	16755	ManhattanLife of Amer Ins Co	0	0	0%	0%	\$	1,045
1211	81426	Commercial Travelers Life Ins Co	0	0	0%	0%	\$	919
1216	69345	Teachers Ins & Ann Assoc Of Amer	0	0	0%	0%	\$	22,389
1348	89009	Standard Life Ins Co Of NY	0	0	0%	0%	\$	10,632
2858	99724	LifeShield Natl Ins Co	2	2	100%	0%	\$	10,733
3098	92711	HCC Life Ins Co	0	0	0%	0%	\$	31,500
3098	69078	Standard Security Life Ins Co Of NY	0	0	0%	0%	\$	10,356
3098	68381	Reliance Standard Life Ins Co	0	0	0%	0%	\$	2,671
3436	66001	American Benefit Life Ins Co	0	0	0%	0%	\$	660
3527	65641	Medico Life & Hlth Ins Co	0	0	0%	0%	\$	2,804
3891	84824	Commonwealth Ann & Life Ins Co	0	0	0%	0%	\$	5,789
4213	60704	Wilton Reassur Life Co of NY	0	0	0%	0%	\$	26,715
4718	97691	Life Of The South Ins Co	0	0	0%	0%	\$	312
4734	61689	Athene Ann & Life Co	0	0	0%	0%	\$	1,650
4734	80942	Venerable Ins & Ann Co	0	0	0%	0%	\$	1,320
4736	67814	Nassau Life Ins Co	0	0	0%	0%	\$	1,459
4750	65919	Primerica Life Ins Co	0	0	0%	0%	\$	478
4750	61409	National Benefit Life Ins Co	0	0	0%	0%	\$	58
4832	86509	Voya Retirement Ins & Ann Co	0	0	0%	0%	\$	1,581
4832	67105	Reliastar Life Ins Co	0	0	0%	0%	\$	1,460
4855	68608	Symetra Life Ins Co	0	0	0%	0%	\$	727
4890	97241	Every Life Ins Co	0	0	0%	0%	\$	105
4903	71390	Puritan Life Ins Co of Amer	0	0	0%	0%	\$	14,885
4926	71153	Talcott Resolution Life & Ann Ins Co	0	0	0%	0%	\$	713
4941	67393	Ozark Natl Life Ins Co	0	0	0%	0%	\$	100
4947	60176	SBLI USA Life Ins Co Inc	0	0	0%	0%	\$	25,047
4966	63223	Federal Life Ins Co	0	0	0%	0%	\$	1,003
5016	64904	Investors Heritage Life Ins Co	0	0	0%	0%	\$	309
5021	41211	Triton Ins Co	0	0	0%	0%	\$	319
	62928	EMC Natl Life Co	0	0	0%	0%	\$	16,560
	56456	United States Letter Carriers Mut Be	0	0	0%	0%	\$	6,548
	56006	Travelers Protective Assn Of Amer	0	0	0%	0%	\$	6,137
	61212	Baltimore Life Ins Co	0	0	0%	0%	\$	5,312
	68772	Security Mut Life Ins Co Of NY	0	0	0%	0%	\$	2,803
	57487	Catholic Order Of Foresters	0	0	0%	0%	\$	2,608
	64696	First Continental Life & Acc	0	0	0%	0%	\$	2,220



63290	Fidelity Life Assn A Legal Reserve L	0	0	0%	0%	\$	2,187
57711	Western Catholic Union	0	0	0%	0%	\$	795
61093	Atlanta Life Ins Co	0	0	0%	0%	\$	716
69310	Surety Life Ins Co	0	0	0%	0%	\$	460
56030	Catholic Financial Life	0	0	0%	0%	\$	105
27928	Amex Assur Co	0	0	0%	0%	\$	76
60542	American Home Life Ins Co	0	0	0%	0%	\$	45
91	37478 Hartford Ins Co Of The Midwest	1	0	0%	0%	\$	-
119	95885 Humana Hlth Plan Inc	1	0	0%	0%	\$	-
119	16717 Humana Benefit Plan of SC Inc	1	0	0%	0%	\$	-
119	12151 Arcadian Hlth Plan Inc	1	0	0%	0%	\$	-
707	79413 UnitedHealthcare Ins Co	3	2	67%	0%	\$	-
810	63282 Penn Treaty Ntwrk Amer Ins Co	1	0	0%	0%	\$	-
1189	39616 Vision Serv Plan Ins Co	1	1	100%	0%	\$	-
4926	88072 Talcott Resolution Life Ins Co	0	0	0%	0%	\$	(78)
4936	14421 Eyemed Ins Co	1	1	100%	0%	\$	-
	69477 Time 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.