

ANNUITY

Company Name	2002 premiums	Total complaints	Confirmed complaints	Complaint index
AETNA LIFE INSURANCE COMPANY	1,121,772	1	1	34.93
AIG ANNUITY INSURANCE COMPANY	72,096,680	1	1	0.54
AIG SUNAMERICA LIFE ASSURANCE COMPANY	34,420,322	0	0	0.00
ALLIANZ LIFE INSURANCE COMPANY OF NORTH AMERICA	14,074,635	1	1	2.78
ALLMERICA FINANCIAL LIFE INSURANCE AND ANNUITY COMPANY	39,964,760	1	1	0.98
AMERICAN ENTERPRISE LIFE INSURANCE COMPANY	430,032	1	1	91.11
AMERICAN EQUITY INVESTMENT LIFE INSURANCE COMPANY	14,636,374	3	2	5.35
AMERICAN GENERAL LIFE INSURANCE COMPANY	2,333,715	1	1	16.79
AMERICAN SKANDIA LIFE ASSURANCE CORPORATION	25,969,228	2	2	3.02
AXA EQUITABLE LIFE INSURANCE COMPANY	23,228,344	0	0	0.00
BANKERS LIFE AND CASUALTY COMPANY	31,292,348	9	7	8.76
BENEFICIAL LIFE INSURANCE COMPANY	7,930,264	1	1	4.94
C. M. LIFE INSURANCE COMPANY	40,763,240	0	0	0.00
CANADA LIFE ASSURANCE COMPANY (THE)	492,861	1	1	79.50
CANADA LIFE INSURANCE COMPANY OF AMERICA	60,018,489	0	0	0.00
CONSECO INSURANCE COMPANY	852,017	6	5	229.93
CUNA MUTUAL LIFE INSURANCE COMPANY	28,698,529	0	0	0.00
FARMERS NEW WORLD LIFE INSURANCE COMPANY	10,011,390	1	1	3.91
FIDELITY INVESTMENTS LIFE INSURANCE COMPANY	8,511,293	1	1	4.60
GLENBROOK LIFE AND ANNUITY COMPANY	1,561,155	2	1	25.10

ANNUITY (...continued)

Company Name	2002 premiums	Total complaints	Confirmed complaints	Complaint index
GREAT SOUTHERN LIFE INSURANCE COMPANY	4,786	2	2	NA
GREAT-WEST LIFE & ANNUITY INSURANCE COMPANY	31,947,205	0	0	0.00
GUARDIAN LIFE INSURANCE COMPANY OF AMERICA (THE)	132,525	1	1	295.64
IDS LIFE INSURANCE COMPANY	43,002,096	0	0	0.00
ING LIFE INSURANCE AND ANNUITY COMPANY	79,527,383	0	0	0.00
ING USA ANNUITY & LIFE INSURANCE COMPANY	26,239,174	2	2	2.99
JACKSON NATIONAL LIFE INSURANCE COMPANY	68,138,605	0	0	0.00
JOHN HANCOCK LIFE INSURANCE COMPANY (U.S.A.)	134,839,984	0	0	0.00
LAFAYETTE LIFE INSURANCE COMPANY (THE)	2,044,445	1	1	19.16
LINCOLN BENEFIT LIFE COMPANY	49,466,866	0	0	0.00
LINCOLN NATIONAL LIFE INSURANCE COMPANY (THE)	68,304,148	1	1	0.57
METLIFE INVESTORS INSURANCE COMPANY	24,255,797	0	0	0.00
METROPOLITAN LIFE INSURANCE COMPANY	24,867,243	1	1	1.58
MINNESOTA LIFE INSURANCE COMPANY	2,396,718	1	1	16.35
NEW YORK LIFE INSURANCE AND ANNUITY CORPORATION	44,818,796	0	0	0.00
NEW YORK LIFE INSURANCE COMPANY	2,632,040	2	2	29.77
OHIO NATIONAL LIFE INSURANCE COMPANY (THE)	32,572,932	0	0	0.00
PHL VARIABLE INSURANCE COMPANY	25,599,849	0	0	0.00
PRUDENTIAL INSURANCE COMPANY OF AMERICA	56,620,018	1	1	0.69
STANDARD INSURANCE COMPANY	30,830,845	0	0	0.00

ANNUITY (...continued)

Company Name	2002 premiums	Total complaints	Confirmed complaints	Complaint index
SUN LIFE ASSURANCE COMPANY OF CANADA (U.S.)	10,098,281	1	1	3.88
SUNAMERICA LIFE INSURANCE COMPANY	2,518,570	1	1	15.56
SYMETRA LIFE INSURANCE COMPANY	22,471,483	0	0	0.00
TEACHERS INSURANCE AND ANNUITY ASSOCIATION OF AMERICA	61,574,101	0	0	0.00
THRIVENT FINANCIAL FOR LUTHERANS	22,313,330	0	0	0.00
TRANS WORLD ASSURANCE COMPANY	324	1	1	NA
TRANSAMERICA LIFE INSURANCE AND ANNUITY COMPANY	12,749,279	1	1	3.07
TRANSAMERICA LIFE INSURANCE COMPANY	120,711,953	1	1	0.32
TRAVELERS INSURANCE COMPANY	8,910,710	1	1	4.40
TRAVELERS LIFE AND ANNUITY COMPANY (THE)	23,352,373	1	1	1.68
USG ANNUITY & LIFE COMPANY	24,992,641	1	1	1.57
VARIABLE ANNUITY LIFE INSURANCE COMPANY	68,944,795	2	2	1.14
WESTERN UNITED LIFE ASSURANCE COMPANY	60,095,941	0	0	0.00
Total for ANNUITY	1,998,183,026	63	51	

AUTO

Company Name	2002 premiums	Total complaints	Confirmed complaints	Complaint index
21ST CENTURY INSURANCE COMPANY	1,635,039	7	5	3.60
AIG INDEMNITY INSURANCE COMPANY	1,221,111	1	1	0.97
AIG PREFERRED INSURANCE COMPANY	1,776,112	7	6	3.98
AIG PREMIER INSURANCE COMPANY	2,064,402	1	1	0.57
AIU INSURANCE COMPANY	3,775,202	19	12	3.75
ALLIED PROPERTY AND CASUALTY INSURANCE COMPANY	695,370	12	9	15.25
ALLSTATE INDEMNITY COMPANY	32,872,265	22	16	0.57
ALLSTATE INSURANCE COMPANY	125,137,806	177	120	1.13
ALLSTATE PROPERTY AND CASUALTY INSURANCE COMPANY	15,819,772	1	1	0.07
AMERICAN AND FOREIGN INSURANCE COMPANY	1,475,361	1	1	0.80
AMERICAN BANKERS INSURANCE COMPANY OF FLORIDA	423,495	2	1	2.78
AMERICAN COMMERCE INSURANCE COMPANY	10,360,622	18	13	1.48
AMERICAN ECONOMY INSURANCE COMPANY	2,562,586	2	2	0.92
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	36,086,961	127	84	2.74
AMERICAN FIRE AND CASUALTY COMPANY	176,951	1	1	6.66
AMERICAN HOME ASSURANCE COMPANY	5,481,574	5	3	0.64
AMERICAN INTERNATIONAL SOUTH INSURANCE COMPANY	2,863,337	8	6	2.47
AMERICAN MANUFACTURERS MUTUAL INSURANCE COMPANY	3,800,468	2	2	0.62
AMERICAN NATIONAL PROPERTY AND CASUALTY COMPANY	2,138,642	4	4	2.20
AMERICAN STANDARD INSURANCE COMPANY OF WISCONSIN	33,038,532	17	10	0.36

AUTO (...continued)

Company Name	2002 premiums	Total complaints	Confirmed complaints	Complaint index
AMERICAN STATES INSURANCE COMPANY	2,139,780	7	6	3.30
AMERICAN STATES PREFERRED INSURANCE COMPANY	5,636,519	8	5	1.05
AMEX ASSURANCE COMPANY	5,067,655	17	12	2.79
AMICA MUTUAL INSURANCE COMPANY	7,188,254	2	2	0.33
ASSURANCE COMPANY OF AMERICA	2,472	3	2	NA
ATLANTA CASUALTY COMPANY	98,296	3	3	NA
ATLANTA SPECIALTY INSURANCE COMPANY	101,630	1	1	11.60
AUSTIN MUTUAL INSURANCE COMPANY	1,113,354	1	1	1.06
AVOMARK INSURANCE COMPANY	279,183	2	2	8.44
CALIFORNIA CASUALTY INDEMNITY EXCHANGE	16,139,372	15	10	0.73
CASCADE NATIONAL INSURANCE COMPANY	3,107,138	23	17	6.45
CLARENDON NATIONAL INSURANCE COMPANY	6,945,011	13	10	1.70
COMMERCE WEST INSURANCE COMPANY	5,278,717	13	11	2.46
CONTINENTAL CASUALTY COMPANY	326	1	1	NA
COUNTRY CASUALTY INSURANCE COMPANY	2,590,246	5	5	2.27
COUNTRY MUTUAL INSURANCE COMPANY	30,570,445	38	21	0.81
DAIRYLAND INSURANCE COMPANY	6,867,262	8	6	1.03
DEERBROOK INSURANCE COMPANY	539,883	3	3	6.55
FARMERS INSURANCE COMPANY OF OREGON	223,410,416	343	238	1.26
FIDELITY NATIONAL PROPERTY AND CASUALTY INSURANCE COMPANY	416,517	4	4	11.32

AUTO (...continued)

Company Name	2002 premiums	Total complaints	Confirmed complaints	Complaint index
FINANCIAL INDEMNITY COMPANY	12,741,353	33	19	1.76
FIRST NATIONAL INSURANCE COMPANY OF AMERICA	8,576,167	5	4	0.55
GEICO GENERAL INSURANCE COMPANY	18,280,784	2	0	0.00
GEICO INDEMNITY COMPANY	5,193,965	1	1	0.23
GENERAL INSURANCE COMPANY OF AMERICA	5,548,491	1	1	0.21
GMAC INSURANCE COMPANY ONLINE, INC.	32,729	2	2	NA
GOVERNMENT EMPLOYEES INSURANCE COMPANY	8,401,440	30	20	2.81
GRANGE INSURANCE ASSOCIATION	2,479,519	5	4	1.90
GUARANTY NATIONAL INSURANCE COMPANY	3,172,832	22	15	5.57
GUIDEONE AMERICA INSURANCE COMPANY	199,341	2	2	11.82
HARTFORD ACCIDENT AND INDEMNITY COMPANY	3,728,567	7	3	0.95
HARTFORD CASUALTY INSURANCE COMPANY	323,113	3	1	3.65
HARTFORD INSURANCE COMPANY OF THE MIDWEST	19,984,700	79	48	2.83
HARTFORD UNDERWRITERS INSURANCE COMPANY	25,309	1	1	NA
HORACE MANN INSURANCE COMPANY	1,308,983	3	3	2.70
IGF INSURANCE COMPANY	4,983	7	5	NA
ILLINOIS NATIONAL INSURANCE CO.	3,185,783	22	15	5.55
INFINITY INSURANCE COMPANY	1,110,627	5	4	4.24
INTEGON INDEMNITY CORPORATION	722,217	2	2	3.26
LEADER INSURANCE COMPANY	955,087	7	4	4.94

AUTO (...continued)

Company Name	2002 premiums	Total complaints	Confirmed complaints	Complaint index
LIBERTY MUTUAL FIRE INSURANCE COMPANY	23,306,607	29	16	0.81
LM PROPERTY AND CASUALTY INSURANCE COMPANY	3,323,867	5	4	1.42
MARYLAND CASUALTY COMPANY	78,984	1	1	NA
METROPOLITAN CASUALTY INSURANCE COMPANY	230,146	1	1	5.12
METROPOLITAN GENERAL INSURANCE COMPANY	1,223,003	3	1	0.96
METROPOLITAN PROPERTY AND CASUALTY INSURANCE COMPANY	6,514,863	21	17	3.08
MID-CENTURY INSURANCE COMPANY	45,464,293	15	12	0.31
MUTUAL OF ENUMCLAW INSURANCE COMPANY	24,347,136	15	11	0.53
NATIONAL ALLIANCE INSURANCE COMPANY	2,398,890	3	2	0.98
NATIONAL AMERICAN INSURANCE COMPANY OF CALIFORNIA	511,978	12	8	18.41
NATIONAL GENERAL ASSURANCE COMPANY	4,823,811	3	2	0.49
NATIONAL GENERAL INSURANCE COMPANY	5,843,518	12	9	1.82
NATIONWIDE ASSURANCE COMPANY	1,871,601	3	2	1.26
NATIONWIDE MUTUAL FIRE INSURANCE COMPANY	14,032,821	4	1	0.08
NATIONWIDE MUTUAL INSURANCE COMPANY	24,130,264	46	28	1.37
NATIONWIDE PROPERTY AND CASUALTY INSURANCE COMPANY	2,982,814	1	1	0.40
NORTH PACIFIC INSURANCE CO.	22,006,792	14	10	0.54
NORTHWESTERN PACIFIC INDEMNITY COMPANY	1,615,015	0	0	0.00
OHIO CASUALTY INSURANCE COMPANY	125,002	2	1	9.43

AUTO (...continued)

Company Name	2002 premiums	Total complaints	Confirmed complaints	Complaint index
OMAHA PROPERTY AND CASUALTY INSURANCE COMPANY	1,231,756	3	1	0.96
OMNI INSURANCE COMPANY	1,151,370	5	5	5.12
OREGON AUTOMOBILE INSURANCE COMPANY	627,207	0	0	0.00
OREGON MUTUAL INSURANCE COMPANY	15,583,085	23	13	0.98
PEAK PROPERTY AND CASUALTY INSURANCE CORPORATION	7,538,183	3	1	0.16
PROGRESSIVE CASUALTY INSURANCE COMPANY	238,586	8	6	29.64
PROGRESSIVE CLASSIC INSURANCE COMPANY	7,487,583	9	3	0.47
PROGRESSIVE HALCYON INSURANCE COMPANY	38,282,721	52	36	1.11
PROGRESSIVE NORTHERN INSURANCE COMPANY	24,387,147	30	18	0.87
PROGRESSIVE NORTHWESTERN INSURANCE COMPANY	8,388,026	17	10	1.40
PROGRESSIVE PREFERRED INSURANCE COMPANY	13,522,549	16	12	1.05
PROGRESSIVE SPECIALTY INSURANCE COMPANY	1,125,772	5	3	3.14
PROGRESSIVE WEST INSURANCE COMPANY	9,651,400	11	10	1.22
QBE INSURANCE CORPORATION	3,279,647	5	4	1.44
REDLAND INSURANCE COMPANY	1,076,623	2	1	1.09
REGAL INSURANCE COMPANY	1,404,509	4	2	1.68
ROCKY MOUNTAIN FIRE & CASUALTY COMPANY	3,459,564	6	3	1.02
SAFECO INSURANCE COMPANY OF ILLINOIS	417,289	6	6	16.94
SAFECO INSURANCE COMPANY OF OREGON	83,604,050	40	30	0.42
SENTRY INSURANCE A MUTUAL COMPANY	90,931	3	2	NA

AUTO (...continued)

Company Name	2002 premiums	Total complaints	Confirmed complaints	Complaint index
ST. PAUL GUARDIAN INSURANCE COMPANY	532,291	1	1	2.21
STATE FARM FIRE AND CASUALTY COMPANY	33,248,359	8	5	0.18
STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY	316,088,659	151	91	0.34
SUBLIMITY INSURANCE COMPANY	3,464,872	7	5	1.70
TEACHERS INSURANCE COMPANY	1,880,435	2	2	1.25
TRAVELERS INDEMNITY COMPANY (THE)	455,526	3	2	5.17
TRAVELERS INDEMNITY COMPANY OF AMERICA	5,548,060	16	12	2.55
TWIN CITY FIRE INSURANCE COMPANY	2,523,482	2	1	0.47
UNIGARD INDEMNITY COMPANY	580,934	1	1	2.03
UNIGARD INSURANCE COMPANY	7,037,020	10	9	1.51
UNITED SERVICES AUTOMOBILE ASSOCIATION	26,405,452	24	16	0.71
UNITRIN DIRECT PROPERTY & CASUALTY COMPANY	618,764	11	9	17.14
UNIVERSAL UNDERWRITERS INSURANCE COMPANY	853,506	1	1	1.38
USAA CASUALTY INSURANCE COMPANY	26,211,046	0	0	0.00
VALLEY INSURANCE COMPANY	6,635,902	26	22	3.91
VALLEY PROPERTY & CASUALTY INSURANCE COMPANY	14,276,129	2	2	0.17
VIKING INSURANCE COMPANY OF WISCONSIN	1,461,933	4	4	3.22
WARNER INSURANCE COMPANY	419,727	8	5	14.04
WASATCH CREST MUTUAL INSURANCE CO.	256,060	4	3	13.81
WAWANESA GENERAL INSURANCE COMPANY	851,625	2	2	2.77

AUTO (...continued)

Company Name	2002 premiums	Total complaints	Confirmed complaints	Complaint index
WESTERN PROTECTORS INSURANCE COMPANY	12,477,483	9	8	0.76
WINDSOR INSURANCE COMPANY	1,889,096	8	7	4.37
WORKMEN'S AUTO INSURANCE COMPANY	9,788,676	84	68	8.19
Total for AUTO	1,647,526,192	2,043	1,398	

HEALTH

Company Name	2002 premiums	Total complaints	Confirmed complaints	Complaint index
ADVANTAGE DENTAL PLAN, INC.	5,889,788	0	0	0.00
AETNA LIFE INSURANCE COMPANY	35,890,079	12	9	1.61
AIG LIFE INSURANCE COMPANY	3,663,708	1	1	1.75
ALLSTATE LIFE INSURANCE COMPANY	180,735	2	1	35.51
AMERICAN BANKERS LIFE ASSURANCE CO OF FLORIDA	3,544,940	1	1	1.81
AMERICAN FAMILY LIFE ASSURANCE COMPANY OF COLUMBUS	30,713,475	20	14	2.93
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	694,242	3	2	18.49
AMERICAN FIDELITY ASSURANCE COMPANY	1,614,197	1	1	3.98
AMERICAN HERITAGE LIFE INSURANCE COMPANY	2,629,538	5	3	7.32
AMERICAN INCOME LIFE INSURANCE COMPANY	902,416	2	2	14.22
AMERICAN PIONEER LIFE INSURANCE COMPANY	977,648	2	2	13.13
AMERICAN REPUBLIC INSURANCE COMPANY	7,091,178	5	5	4.53
AMERICAN SECURITY INSURANCE COMPANY	4,456,630	1	1	1.44
BANKERS LIFE AND CASUALTY COMPANY	22,373,904	18	15	4.30
BCS LIFE INSURANCE COMPANY	756	1	1	NA
CASCADE EAST HEALTH PLANS, INC.	9,703,574	4	3	1.98
CENTRAL OREGON INDEPENDENT HEALTH SERVICES, INC. (SEE MSG)	108,560,581	2	1	0.06
CENTRAL STATES HEALTH & LIFE CO OF OMAHA	434,346	2	1	14.78
CENTRAL STATES INDEMNITY CO. OF OMAHA	668,553	1	1	9.60
COLONIAL LIFE & ACCIDENT INSURANCE COMPANY	2,226,111	4	2	5.77

HEALTH (...continued)

Company Name	2002 premiums	Total complaints	Confirmed complaints	Complaint index
COMBINED INSURANCE COMPANY OF AMERICA	10,523,881	9	8	4.88
COMPLEMENTARY HEALTHCARE INSURANCE, INC.	34,139	0	0	NA
CONNECTICUT GENERAL LIFE INSURANCE COMPANY	9,325,839	25	13	8.95
CONSECO INSURANCE COMPANY	28,881	1	1	NA
CONSECO SENIOR HEALTH INSURANCE COMPANY	1,949,512	7	5	16.46
CONTINENTAL ASSURANCE COMPANY	745,723	1	1	8.61
CUNA MUTUAL LIFE INSURANCE COMPANY	173,952	1	1	36.90
EQUITABLE LIFE AND CASUALTY INSURANCE COMPANY	14,431,137	8	5	2.22
FEDERAL HOME LIFE INSURANCE COMPANY	1,569,273	2	1	4.09
FORT DEARBORN LIFE INSURANCE COMPANY	108,960	1	1	58.90
FORTIS BENEFITS INSURANCE COMPANY	6,485,389	2	1	0.99
FORTIS INSURANCE COMPANY	32,504,326	78	54	10.66
GE GROUP LIFE ASSURANCE COMPANY	2,643,576	2	1	2.43
GENERAL ELECTRIC CAPITAL ASSURANCE COMPANY	11,689,960	11	8	4.39
GLOBE LIFE AND ACCIDENT INSURANCE COMPANY	318,371	3	3	60.48
GREAT-WEST HEALTHCARE OF OREGON, INC.	6,531,744	5	5	4.91
GREAT-WEST LIFE ASSURANCE COMPANY (THE)	186,888	2	1	34.34
GUARANTEE TRUST LIFE INSURANCE COMPANY	4,174,485	1	1	1.54
GUARDIAN LIFE INSURANCE COMPANY OF AMERICA (THE)	10,306,227	4	4	2.49
HARTFORD LIFE AND ANNUITY INSURANCE COMPANY	10,894	6	2	NA

HEALTH (...continued)

Company Name	2002 premiums	Total complaints	Confirmed complaints	Complaint index
HEALTH NET HEALTH PLAN OF OREGON, INC.	171,436,877	53	36	1.35
HERITAGE LIFE INSURANCE COMPANY	-17,841	1	1	NA
JOHN ALDEN LIFE INSURANCE COMPANY	3,529,253	5	3	5.46
JOHN HANCOCK LIFE INSURANCE COMPANY	6,170,000	1	1	1.04
KAISER FOUNDATION HEALTH PLAN OF THE NORTHWEST (SEE MSG)	1,050,102,168	82	57	0.35
KNIGHTS OF COLUMBUS	101,465	1	1	63.25
LIFE INSURANCE COMPANY OF NORTH AMERICA	6,756,103	2	2	1.90
LIFEWISE HEALTH PLAN OF OREGON INC. (SEE MSG)	337,710,771	103	65	1.24
MEDICO LIFE INSURANCE COMPANY	576,180	2	2	22.28
MEGA LIFE AND HEALTH INSURANCE COMPANY (THE)	16,103,748	24	21	8.37
METROPOLITAN LIFE INSURANCE COMPANY	18,797,952	11	10	3.41
MINNESOTA LIFE INSURANCE COMPANY	3,026,136	2	2	4.24
MONUMENTAL LIFE INSURANCE COMPANY	3,731,355	1	1	1.72
MONY LIFE INSURANCE COMPANY	1,641,559	1	1	3.91
MUTUAL OF OMAHA INSURANCE COMPANY	18,154,778	11	9	3.18
MUTUAL PROTECTIVE INSURANCE COMPANY	6,702,603	7	6	5.75
NATIONAL HEALTH INSURANCE COMPANY	5,819,712	11	8	8.82
NEW YORK LIFE INSURANCE COMPANY	4,106,178	1	1	1.56
NORTHWESTERN LONG TERM CARE INSURANCE COMPANY	649,177	1	1	9.89
NORTHWESTERN MUTUAL LIFE INSURANCE CO	8,108,761	1	1	0.79

HEALTH (...continued)

Company Name	2002 premiums	Total complaints	Confirmed complaints	Complaint index
ODS HEALTH PLAN, INC.	107,922,983	76	53	3.15
OREGON DENTAL SERVICE	140,937,579	0	0	0.00
PACIFIC HOSPITAL ASSOCIATION (SEE MSG)	244,880,555	14	10	0.26
PACIFIC LIFE & ANNUITY COMPANY	1,437,187	2	2	8.93
PACIFICARE OF OREGON, INC.	373,993,780	100	81	1.39
PENN TREATY NETWORK AMERICA INSURANCE COMPANY	1,600,852	1	1	4.01
PENNSYLVANIA LIFE INSURANCE COMPANY	1,344,485	2	2	9.55
PHP HEALTH PLAN, INC.	3,221,746	0	0	0.00
PHYSICIANS MUTUAL INSURANCE COMPANY	1,655,411	1	1	3.88
PIONEER LIFE INSURANCE COMPANY	3,596,013	9	6	10.71
PROVIDENCE HEALTH PLAN	515,467,028	94	63	0.78
PRUDENTIAL INSURANCE COMPANY OF AMERICA	4,399,642	2	1	1.46
REGENCE BLUECROSS BLUESHIELD OF OREGON	1,316,152,609	262	161	0.79
REGENCE HMO OREGON	549,614,959	55	31	0.36
REGENCE LIFE AND HEALTH INSURANCE COMPANY	158,939,259	13	10	0.40
RELIANCE STANDARD LIFE INSURANCE COMPANY	3,711,185	1	1	1.73
RELIASTAR LIFE INSURANCE COMPANY	4,460,864	2	2	2.88
SECURITY LIFE INSURANCE COMPANY OF AMERICA	2,163,296	7	6	17.80
STANDARD INSURANCE COMPANY	59,636,735	27	18	1.94
STANDARD LIFE AND ACCIDENT INSURANCE COMPANY	1,393,118	2	1	4.61

HEALTH (...continued)

Company Name	2002 premiums	Total complaints	Confirmed complaints	Complaint index
TRANSAMERICA ASSURANCE COMPANY	96,912	1	1	NA
UNICARE LIFE & HEALTH INSURANCE COMPANY	2,592,897	1	1	2.48
UNION SECURITY LIFE INSURANCE COMPANY	169,841	3	1	37.79
UNITED AMERICAN INSURANCE COMPANY	7,241,558	10	9	7.98
UNITED CONCORDIA INSURANCE COMPANY	1,248,202	3	3	15.43
UNITED DENTAL CARE INSURANCE COMPANY	342,973	1	1	18.71
UNITED HEALTHCARE INSURANCE COMPANY	41,525,048	4	4	0.62
UNUM LIFE INSURANCE COMPANY OF AMERICA	34,511,472	22	18	3.35
VISION CARE OF OREGON, INC. DBA VISION SERVICE PLAN	18,852,527	0	0	0.00
WILLAMETTE DENTAL INSURANCE, INC.	11,083,942	4	4	2.32
Total for HEALTH	5,846,920,439	1,325	911	

HOMEOWNER

Company Name	2002 premiums	Total complaints	Confirmed complaints	Complaint index
ALLSTATE INDEMNITY COMPANY	5,908,603	25	13	3.38
ALLSTATE INSURANCE COMPANY	35,385,504	10	6	0.26
AMCO INSURANCE COMPANY	1,373,390	1	1	1.12
AMERICAN COMMERCE INSURANCE COMPANY	1,973,760	1	1	0.78
AMERICAN FAMILY HOME INSURANCE COMPANY	38,533	1	1	NA
AMERICAN FAMILY MUTUAL INSURANCE COMPANY	9,225,226	17	12	2.00
AMERICAN MODERN HOME INSURANCE COMPANY	50,443	1	1	NA
AMERICAN NATIONAL PROPERTY AND CASUALTY COMPANY	483,723	2	2	6.35
AMERICAN SECURITY INSURANCE COMPANY	6,878	2	1	NA
ARMED FORCES INSURANCE EXCHANGE	176,665	1	1	8.69
ASSURANCE COMPANY OF AMERICA	7,437	1	1	NA
AUSTIN MUTUAL INSURANCE COMPANY	651,255	5	4	9.43
CALIFORNIA CASUALTY INSURANCE COMPANY	1,863,719	3	3	2.47
CHUBB INDEMNITY INSURANCE COMPANY	10	1	1	NA
COUNTRY CASUALTY INSURANCE COMPANY	10,127	1	1	NA
COUNTRY MUTUAL INSURANCE COMPANY	8,703,846	11	8	1.41
EMPIRE FIRE AND MARINE INSURANCE COMPANY	145,201	3	2	21.14
FARMERS HOME MUTUAL INSURANCE COMPANY	479,921	1	1	3.20
FARMERS INSURANCE COMPANY OF OREGON	58,042,392	89	54	1.43
FIRST NATIONAL INSURANCE COMPANY OF AMERICA	695,463	1	1	2.21

HOMEOWNER (...continued)

Company Name	2002 premiums	Total complaints	Confirmed complaints	Complaint index
FOREMOST INSURANCE COMPANY	3,182,573	10	7	3.38
FOREMOST PROPERTY AND CASUALTY INSURANCE COMPANY	1,576,817	2	1	0.97
FOREMOST SIGNATURE INSURANCE COMPANY	11,737,240	6	5	0.65
GENERAL INSURANCE COMPANY OF AMERICA	2,025,006	1	1	0.76
GLENS FALLS INSURANCE COMPANY (THE)	2,398,459	1	1	0.64
GOVERNMENT EMPLOYEES INSURANCE COMPANY	2	1	1	NA
GRANGE INSURANCE ASSOCIATION	613,803	3	2	5.00
GUIDEONE SPECIALTY MUTUAL INSURANCE COMPANY	3,153	3	2	NA
HARTFORD CASUALTY INSURANCE COMPANY	509,657	1	1	3.01
HARTFORD FIRE INSURANCE COMPANY	211,437	1	1	7.26
HARTFORD INSURANCE COMPANY OF THE MIDWEST	4,308,827	7	3	1.07
HORACE MANN INSURANCE COMPANY	747,887	3	3	6.16
LIBERTY MUTUAL FIRE INSURANCE COMPANY	4,726,041	4	2	0.65
LM PROPERTY AND CASUALTY INSURANCE COMPANY	1,251,670	6	3	3.68
MARYLAND CASUALTY COMPANY	3,535	1	1	NA
METROPOLITAN PROPERTY AND CASUALTY INSURANCE COMPANY	2,160,352	5	3	2.13
MUTUAL OF ENUMCLAW INSURANCE COMPANY	11,326,509	7	4	0.54
NATIONWIDE MUTUAL FIRE INSURANCE COMPANY	5,324,744	5	3	0.86
NATIONWIDE MUTUAL INSURANCE COMPANY	313,074	4	1	4.90
NORTH PACIFIC INSURANCE CO.	6,949,720	8	3	0.66

HOMEOWNER (...continued)

Company Name	2002 premiums	Total complaints	Confirmed complaints	Complaint index
NORTHWESTERN PACIFIC INDEMNITY COMPANY	4,753,137	0	0	0.00
OHIO CASUALTY INSURANCE COMPANY	136,117	1	1	11.28
OREGON AUTOMOBILE INSURANCE COMPANY	796,710	0	0	0.00
OREGON MUTUAL INSURANCE COMPANY	7,780,114	16	9	1.78
RED SHIELD INSURANCE COMPANY	375,764	1	1	4.09
REPUBLIC WESTERN INSURANCE COMPANY	513,326	1	1	2.99
SAFECO INSURANCE COMPANY OF AMERICA	197,298	7	5	38.90
SAFECO INSURANCE COMPANY OF OREGON	30,717,000	22	15	0.75
STATE FARM FIRE AND CASUALTY COMPANY	93,146,938	57	24	0.40
SUBLIMITY INSURANCE COMPANY	1,892,587	3	1	0.81
TEACHERS INSURANCE COMPANY	33,794	1	1	NA
TWIN CITY FIRE INSURANCE COMPANY	697,658	2	2	4.40
UNIGARD INDEMNITY COMPANY	2,140,026	1	1	0.72
UNITED SERVICES AUTOMOBILE ASSOCIATION	6,949,232	5	1	0.22
USAA CASUALTY INSURANCE COMPANY	4,751,737	0	0	0.00
VALLEY INSURANCE COMPANY	1,823,571	7	4	3.37
VALLEY PROPERTY & CASUALTY INSURANCE COMPANY	5,736,452	1	1	0.27
WESTERN PROTECTORS INSURANCE COMPANY	1,560,908	0	0	0.00
Total for HOMEOWNER	374,548,659	418	244	

LIFE

Company Name	2002 premiums	Total complaints	Confirmed complaints	Complaint index
AETNA LIFE INSURANCE COMPANY	6,523,593	1	1	0.86
ALLIANZ LIFE INSURANCE COMPANY OF NORTH AMERICA	901,464	3	3	18.74
ALLMERICA FINANCIAL LIFE INSURANCE AND ANNUITY COMPANY	6,882,653	1	1	0.82
ALLSTATE LIFE INSURANCE COMPANY	10,374,003	2	2	1.09
ALTA HEALTH & LIFE INSURANCE COMPANY	20,802	1	1	NA
AMERICAN FAMILY LIFE ASSURANCE COMPANY OF COLUMBUS	625,571	1	1	9.00
AMERICAN FAMILY LIFE INSURANCE COMPANY	2,861,546	1	1	1.97
AMERICAN GENERAL LIFE INSURANCE COMPANY	7,845,196	1	1	0.72
AMERICAN INCOME LIFE INSURANCE COMPANY	3,275,394	2	2	3.44
AMERICAN NATIONAL INSURANCE COMPANY	2,081,094	2	2	5.41
AMERUS LIFE INSURANCE COMPANY	8,217,815	4	3	2.06
AXA EQUITABLE LIFE INSURANCE COMPANY	10,229,167	1	1	0.55
BANKERS FIDELITY LIFE INSURANCE COMPANY	63,956	1	1	NA
BANKERS LIFE AND CASUALTY COMPANY	1,877,622	5	5	15.00
BANKERS NATIONAL LIFE INSURANCE COMPANY	228,604	2	2	49.28
BANNER LIFE INSURANCE COMPANY	2,821,035	3	2	3.99
CENTRAL SECURITY LIFE INSURANCE COMPANY	20,892	1	1	NA
CENTRAL STATES HEALTH & LIFE CO OF OMAHA	753,308	1	1	7.48
CHASE INSURANCE LIFE COMPANY	808,317	1	1	6.97
CHESAPEAKE LIFE INSURANCE COMPANY	1,007	1	1	NA

LIFE (...continued)

Company Name	2002 premiums	Total complaints	Confirmed complaints	Complaint index
CONNECTICUT GENERAL LIFE INSURANCE COMPANY	4,466,274	2	2	2.52
CONSECO INSURANCE COMPANY	172,081	3	2	65.46
CONSECO LIFE INSURANCE COMPANY	2,198,883	7	5	12.81
CONSECO MEDICAL INSURANCE COMPANY DBA CONSECO MEDICAL AND LIFE INSURANCE CO	103,521	1	1	54.41
COUNTRY LIFE INSURANCE COMPANY	5,815,122	1	1	0.97
CUNA MUTUAL INSURANCE SOCIETY	5,672,974	3	2	1.99
EMPIRE GENERAL LIFE ASSURANCE CORPORATION	966,795	1	1	5.83
EQUITABLE LIFE AND CASUALTY INSURANCE COMPANY	564,308	1	1	9.98
FARMERS NEW WORLD LIFE INSURANCE COMPANY	17,914,959	7	4	1.26
FIDELITY AND GUARANTY LIFE INSURANCE COMPANY	347,720	3	3	48.59
FIDELITY SECURITY LIFE INSURANCE COMPANY	60,974	2	2	NA
FIRST COLONY LIFE INSURANCE COMPANY	11,547,417	2	2	0.98
FORTIS INSURANCE COMPANY	413,678	1	1	13.62
GE LIFE AND ANNUITY ASSURANCE COMPANY	800,806	1	1	7.03
GENERAL AMERICAN LIFE INSURANCE COMPANY	6,060,367	1	1	0.93
GERBER LIFE INSURANCE COMPANY	1,051,981	1	1	5.35
GLOBE LIFE AND ACCIDENT INSURANCE COMPANY	2,450,871	2	2	4.60
GREAT AMERICAN LIFE INSURANCE COMPANY	5,523,684	2	2	2.04
GREAT SOUTHERN LIFE INSURANCE COMPANY	957,931	1	1	5.88
GREAT-WEST LIFE ASSURANCE COMPANY (THE)	1,066,415	1	1	5.28

LIFE (...continued)

Company Name	2002 premiums	Total complaints	Confirmed complaints	Complaint index
GUARANTEE RESERVE LIFE INSURANCE COMPANY	590,136	1	1	9.54
GUARDIAN LIFE INSURANCE COMPANY OF AMERICA (THE)	10,503,283	1	1	0.54
HARTFORD LIFE AND ANNUITY INSURANCE COMPANY	7,463,490	2	2	1.51
HARTFORD LIFE INSURANCE COMPANY	4,406,202	1	1	1.28
IDS LIFE INSURANCE COMPANY	13,218,930	2	2	0.85
JACKSON NATIONAL LIFE INSURANCE COMPANY	9,166,696	2	2	1.23
JEFFERSON NATIONAL LIFE INSURANCE COMPANY	64,312	1	1	NA
JEFFERSON PILOT FINANCIAL INSURANCE COMPANY	8,745,182	1	1	0.64
JEFFERSON PILOT LIFEAMERICA INSURANCE COMPANY	3,525	2	2	NA
JEFFERSON-PILOT LIFE INSURANCE COMPANY	4,383,043	1	1	1.29
JOHN HANCOCK LIFE INSURANCE COMPANY	16,159,834	2	1	0.35
JOHN HANCOCK LIFE INSURANCE COMPANY (U.S.A.)	19,513,060	0	0	0.00
JOHN HANCOCK VARIABLE LIFE INSURANCE COMPANY	10,748,040	0	0	0.00
KANSAS CITY LIFE INSURANCE COMPANY	2,394,559	1	1	2.35
LIBERTY LIFE ASSURANCE COMPANY OF BOSTON	1,401,502	1	1	4.02
LIBERTY LIFE INSURANCE COMPANY	169,770	1	1	33.18
LIFE INVESTORS INSURANCE COMPANY OF AMERICA	1,404,681	2	1	4.01
LINCOLN BENEFIT LIFE COMPANY	10,213,906	2	1	0.55
LINCOLN HERITAGE LIFE INSURANCE COMPANY	649,213	2	1	8.68
LINCOLN NATIONAL LIFE INSURANCE COMPANY (THE)	10,056,008	2	2	1.12

LIFE (...continued)

Company Name	2002 premiums	Total complaints	Confirmed complaints	Complaint index
MANHATTAN NATIONAL LIFE INSURANCE COMPANY	369,209	1	1	15.25
MASSACHUSETTS MUTUAL LIFE INSURANCE COMPANY	13,746,127	0	0	0.00
MEGA LIFE AND HEALTH INSURANCE COMPANY (THE)	104,474	1	1	53.91
METROPOLITAN LIFE INSURANCE COMPANY	28,969,689	4	2	0.39
MIDLAND NATIONAL LIFE INSURANCE COMPANY	6,789,229	1	1	0.83
MINNESOTA LIFE INSURANCE COMPANY	8,319,192	3	1	0.68
MONUMENTAL LIFE INSURANCE COMPANY	895,147	2	2	12.58
MONY LIFE INSURANCE COMPANY	8,572,502	1	1	0.66
NATIONWIDE LIFE INSURANCE COMPANY OF AMERICA	1,788,007	1	1	3.15
NEW YORK LIFE INSURANCE COMPANY	28,448,192	10	5	0.99
NORTHWESTERN MUTUAL LIFE INSURANCE CO	70,039,451	2	2	0.16
OLD LINE LIFE INSURANCE COMPANY OF AMERICA	4,052,656	2	1	1.39
PACIFIC LIFE INSURANCE COMPANY	54,102,305	1	1	0.10
PHYSICIANS LIFE INSURANCE COMPANY	1,763,499	2	1	3.19
PRIMERICA LIFE INSURANCE COMPANY	10,981,037	3	2	1.03
PRINCIPAL LIFE INSURANCE COMPANY	9,961,387	2	1	0.57
PROFESSIONAL INSURANCE COMPANY	2,267	1	1	NA
PRUDENTIAL INSURANCE COMPANY OF AMERICA	30,003,762	18	14	2.63
REASSURE AMERICA LIFE INSURANCE COMPANY	3,044,411	2	1	1.85
REGENCE LIFE AND HEALTH INSURANCE COMPANY	13,017,558	0	0	0.00

LIFE (...continued)

Company Name	2002 premiums	Total complaints	Confirmed complaints	Complaint index
RELIASTAR LIFE INSURANCE COMPANY	7,271,614	3	2	1.55
SEARS LIFE INSURANCE COMPANY	81,561	2	1	NA
STANDARD INSURANCE COMPANY	65,467,541	13	4	0.34
STATE FARM LIFE INSURANCE COMPANY	33,311,971	4	4	0.68
STONEBRIDGE LIFE INSURANCE COMPANY	1,709,114	2	2	6.59
SUN LIFE ASSURANCE COMPANY OF CANADA	8,177,064	1	1	0.69
SUN LIFE ASSURANCE COMPANY OF CANADA (U.S.)	12,943,055	0	0	0.00
SUNAMERICA LIFE INSURANCE COMPANY	257,287	1	1	21.89
SUNSET LIFE INSURANCE COMPANY OF AMERICA	1,515,665	2	2	7.43
SURETY LIFE INSURANCE COMPANY	1,466,552	1	1	3.84
SYMETRA LIFE INSURANCE COMPANY	7,540,650	1	1	0.75
THRIVENT FINANCIAL FOR LUTHERANS	12,458,384	0	0	0.00
TRANSAMERICA OCCIDENTAL LIFE INSURANCE COMPANY	14,279,201	1	1	0.39
TRUSTMARK INSURANCE COMPANY	710,324	1	1	7.93
UNION BANKERS INSURANCE COMPANY	20,710	1	1	NA
UNION LABOR LIFE INSURANCE COMPANY	971,834	1	1	5.80
UNION SECURITY LIFE INSURANCE COMPANY	46,826	2	1	NA
UNITED AMERICAN INSURANCE COMPANY	712,323	1	1	7.91
UNITED FIDELITY LIFE INSURANCE COMPANY	156,062	1	1	36.09
UNITED INVESTORS LIFE INSURANCE COMPANY	3,147,845	1	1	1.79

LIFE (...continued)

Company Name	2002 premiums	Total complaints	Confirmed complaints	Complaint index
UNUM LIFE INSURANCE COMPANY OF AMERICA	9,829,852	1	1	0.57
WASHINGTON NATIONAL INSURANCE COMPANY	77,471	1	1	NA
WESTERN RESERVE LIFE ASSURANCE CO. OF OHIO	26,301,087	2	1	0.21
WOODMEN OF THE WORLD	194,312	2	2	57.97
Total for LIFE	1,013,807,802	248	180	