

LIFE INSURANCE CONSUMER COMPLAINTS

Ohio Department of Insurance

Mary Taylor, Lt. Governor/Director

Life Insurance Complaints

In 2015, the Ohio Department of Insurance (ODI) received a total of 423 complaints concerning companies that sold individual life insurance. The chart below shows the top 12 reasons for these complaints.

2015 Ohio HOMEOWNERS/RENTERS Insurance Complaint Statistics			
Number of authorized companies having homeowners/renters insurance premiums.	Number of authorized companies having homeowners/renters insurance complaints.	Consumer complaints concerning homeowners/renters insurance companies received.	Number of insurance companies having at least ten homeowners/renters insurance complaints.
164	90	584*	13
Top 12 Complaint Reasons**			% of Total Complaints
1. Claim denial			33.7%
2. Claim unsatisfactory settlement offer			30.8%
3. Claim delay			22.0%
4. Policy cancellation or non-renewal			21.9%
5. Claim adjuster handling			18.3%
6. Premium amount or rating			7.5%
7. Premium refund due but not paid			7.0%
8. Agent handling			5.1%
9. Sales misrepresentation			2.3%
10. Premium notice or billing			2.3%
11. Coverage question			1.8%
12. Refusal to insure			1.8%
* Number of complaints may include agents, service processors, and others who are not insurance companies.			
**Complaints may have more than one reason.			

Life Insurance Complaint Ratios

The chart on page two shows the 50 companies that earned the most Ohio individual life insurance premium in 2015 and how each company's consumer complaints compare to the average. A 1.00 ratio means an insurer had the same percent share of all Ohio individual life insurance complaints as its share percent of all Ohio individual life insurance premium. A 1.50 ratio means an insurer had a 50% higher percent share of all Ohio individual life insurance complaints compared to its percent of Ohio individual life insurance premium. If a company had 12.0 percent of all complaints and a 10.0 percent market share, its complaint ratio would be 1.20 (12.0 divided by 10.0). The 50 companies displayed on page two had an aggregate average 2015 complaint to market share ratio of 0.61.

Notes:

"Market Share" refers to each company's percentage of Ohio total individual life insurance premium. "Complaint Share" is each company's percentage of Ohio total individual life insurance complaints. "Complaint Ratio" is a comparison of Ohio individual life insurance market share to the number of complaints. Statistics and ratios refer to individual life insurance plans and do not include employer or other group life insurance plans.



LIFE INSURANCE CONSUMER COMPLAINTS

2015 Ohio Individual Life Insurance Complaint Ratios

Individual Life Insurers in Order of Ohio Market Share	Ohio Individual Life Premium	Ohio Market Share	Ohio Consumer Complaints	Ohio Complaint Share	Complaint to Market Share Ratio
Lincoln Natl Life Ins Co	\$190,251,797	5.11%	6	1.31%	0.26
Northwestern Mut Life Ins Co	\$287,579,503	7.72%	1	0.22%	0.03
State Farm Life Ins Co	\$176,221,655	4.73%	6	1.31%	0.28
John Hancock Life Ins Co USA	\$140,602,289	3.77%	6	1.31%	0.35
Pruco Life Ins Co	\$112,437,236	3.02%	1	0.22%	0.07
New York Life Ins Co	\$95,399,783	2.56%	5	1.09%	0.43
Massachusetts Mut Life Ins Co	\$93,046,875	2.50%	4	0.88%	0.35
Pacific Life Ins Co	\$86,939,250	2.33%	0	0.00%	0.00
Guardian Life Ins Co Of Amer	\$85,187,300	2.29%	1	0.22%	0.10
American Gen Life Ins Co	\$75,502,331	2.03%	24	5.25%	2.59
Western Southern Life Assur Co	\$65,680,152	1.76%	9	1.97%	1.12
Metlife Ins Co USA	\$63,087,362	1.69%	3	0.66%	0.39
American Income Life Ins Co	\$59,962,926	1.61%	4	0.88%	0.54
Transamerica Life Ins Co	\$58,677,831	1.58%	10	2.19%	1.39
Genworth Life & Ann Ins Co	\$58,461,194	1.57%	1	0.22%	0.14
Metropolitan Life Ins Co	\$57,979,876	1.56%	10	2.19%	1.41
Protective Life Ins Co	\$57,819,358	1.55%	1	0.22%	0.14
Nationwide Life & Ann Ins Co	\$54,310,847	1.46%	2	0.44%	0.30
Primerica Life Ins Co	\$53,974,708	1.45%	2	0.44%	0.30
RiverSource Life Ins Co	\$52,736,113	1.42%	1	0.22%	0.15
Western & Southern Life Ins Co	\$51,281,123	1.38%	23	5.03%	3.66
Prudential Ins Co Of Amer	\$50,957,815	1.37%	13	2.84%	2.08
United Of Omaha Life Ins Co	\$49,252,840	1.32%	2	0.44%	0.33
AXA Equitable Life Ins Co	\$47,204,060	1.27%	0	0.00%	0.00
Midland Natl Life Ins Co	\$47,092,139	1.26%	5	1.09%	0.87
Cincinnati Life Ins Co	\$46,168,738	1.24%	8	1.75%	1.41
New York Life Ins & Ann Corp	\$44,827,799	1.20%	0	0.00%	0.00
Transamerica Premier Life Ins Co	\$43,360,572	1.16%	30	6.56%	5.64
Great W Life & Ann Ins Co	\$42,204,261	1.13%	1	0.22%	0.19
Grange Life Ins Co	\$41,113,119	1.10%	2	0.44%	0.40
Banner Life Ins Co	\$40,917,642	1.10%	1	0.22%	0.20
Lincoln Benefit Life Co	\$39,895,487	1.07%	2	0.44%	0.41
Ohio Natl Life Assur Corp	\$39,583,970	1.06%	2	0.44%	0.41
North Amer Co Life & Hlth Ins	\$36,299,336	0.97%	0	0.00%	0.00
Ohio Natl Life Ins Co	\$32,512,370	0.87%	1	0.22%	0.25
Nationwide Life Ins Co	\$32,318,695	0.87%	7	1.53%	1.77
Reliastar Life Ins Co	\$31,091,920	0.83%	4	0.88%	1.05
Jackson Natl Life Ins Co	\$30,912,213	0.83%	11	2.41%	2.90
Ameritas Life Ins Corp	\$30,770,622	0.83%	1	0.22%	0.26
Penn Mut Life Ins Co	\$30,327,996	0.81%	0	0.00%	0.00
Hartford Life & Ann Ins Co	\$28,078,674	0.75%	2	0.44%	0.58
Liberty Life Assur Co Of Boston	\$28,071,552	0.75%	1	0.22%	0.29
Minnesota Life Ins Co	\$26,177,161	0.70%	1	0.22%	0.31
State Life Ins Co	\$25,924,850	0.70%	2	0.44%	0.63
National Guardian Life Ins Co	\$24,987,907	0.67%	4	0.88%	1.30
Columbus Life Ins Co	\$23,337,075	0.63%	0	0.00%	0.00
Motorists Life Ins Co	\$20,461,597	0.55%	0	0.00%	0.00
Principal Life Ins Co	\$20,447,808	0.55%	2	0.44%	0.80
Security Life Of Denver Ins Co	\$20,015,583	0.54%	1	0.22%	0.41
General Amer Life Ins Co	\$19,295,481	0.52%	0	0.00%	0.00
Total / Average Carriers Above / 2015	\$2,970,748,791	79.74%	223	48.80%	0.61
All Ohio Indiv Life Carriers / 2015	\$3,725,490,010	100.00%	423	100.00%	
Total Above Carriers Percent of All	79.74%	79.74%	52.72%		

Consumer Services 1-800-686-1526 | Medicare Information 1-800-686-1578 | Fraud & Enforcement 1-800-686-1527

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