

Life Insurance

2017 Consumer Complaints

Consumers 1-800-686-1526 | **Medicare** 1-800-686-1578 | **Fraud & Enforcement** 1-800-686-1527

Life Insurance Complaints

In 2017, the Ohio Department of Insurance (ODI) received a total of 547 complaints concerning companies that sold individual life insurance. The chart below shows the top 12 reasons for these complaints.

2017 Ohio Individual LIFE Insurance Complaint Statistics			
Number of authorized companies having individual life insurance premiums.	Number of authorized companies having individual life insurance complaints.	Consumer complaints concerning individual life insurance companies received.	Number of insurance companies having at least ten individual life insurance complaints.
375	127	547*	13
Top 12 Complaint Reasons**			% of Total Complaints
1. Premium Notice/Billing			15.09%
2. Information Requested			13.44%
3. Cash Value			8.23%
4. Delays / No Response			8.09%
5. Premium Refund			7.96%
6. Coverage Question			6.17%
7. Surrender Problems			5.76%
8. Cancellation			5.21%
9. Delay			4.94%
10. Payment Not Credited			3.84%
11. Agent Handling			3.16%
12. Misrepresentation			2.74%
* 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 2017 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).

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.

2017 Ohio Individual Life Insurance Complaint Ratios					
Respondent	Premium Amount	Market Share Reported	Complaint Count	Percent of Total Complaints	Complaint to Market Share Ratio
NORTHWESTERN MUTUAL LIFE INSURANCE COMPANY, THE (67091)	\$299,061,167.00	7.43%	2	0.05%	0.01
LINCOLN NATIONAL LIFE INSURANCE COMPANY (65676)	\$219,727,892.00	5.46%	9	0.24%	0.04
STATE FARM LIFE INSURANCE COMPANY (69108)	\$185,374,222.00	4.61%	13	0.34%	0.07
PRUCO LIFE INSURANCE COMPANY (79227)	\$135,547,121.00	3.37%	2	0.05%	0.02
JOHN HANCOCK LIFE INSURANCE COMPANY (USA) (65838)	\$122,071,921.00	3.03%	9	0.24%	0.08
MASSACHUSETTS MUTUAL LIFE INSURANCE COMPANY (65935)	\$106,611,276.00	2.65%	4	0.11%	0.04
NEW YORK LIFE INSURANCE COMPANY (66915)	\$103,363,621.00	2.57%	2	0.05%	0.02
PACIFIC LIFE INSURANCE COMPANY (67466)	\$95,519,433.00	2.37%	1	0.0003	0.01
GUARDIAN LIFE INSURANCE COMPANY OF AMERICA (64246)	\$93,452,708.00	2.32%			
AMERICAN GENERAL LIFE INSURANCE COMPANY (60488)	\$78,316,867.00	1.95%	42	1.11%	0.57
AMERICAN INCOME LIFE INSURANCE COMPANY (60577)	\$71,713,451.00	1.78%	5	0.13%	0.07
WESTERN-SOUTHERN LIFE ASSURANCE COMPANY (92622)	\$66,405,035.00	1.65%	13	0.34%	0.21
NATIONWIDE LIFE AND ANNUITY INSURANCE COMPANY (92657)	\$62,206,302.00	1.55%	2	0.05%	0.03
BRIGHTHOUSE LIFE INSURANCE COMPANY (87726)	\$60,503,685.00	1.50%	2	0.05%	0.04
PROTECTIVE LIFE INSURANCE COMPANY (68136)	\$60,040,657.00	1.49%	4	0.11%	0.07
TRANSAMERICA LIFE INSURANCE COMPANY (86231)	\$57,405,364.00	1.43%	9	0.24%	0.17
UNITED OF OMAHA LIFE INSURANCE COMPANY (69868)	\$57,187,095.00	1.42%	7	0.18%	0.13
PENN MUTUAL LIFE INSURANCE COMPANY (67644)	\$56,478,907.00	1.40%	1	0.03%	0.02
PRIMERICA LIFE INSURANCE COMPANY (65919)	\$55,385,744.00	1.38%	5	0.13%	0.1
MIDLAND NATIONAL LIFE INSURANCE COMPANY (66044)	\$53,332,077.00	1.33%	11	0.29%	0.22
GREAT-WEST LIFE & ANNUITY INSURANCE COMPANY (68322)	\$52,819,823.00	1.31%			
METROPOLITAN LIFE INSURANCE COMPANY (65978)	\$52,237,272.00	1.30%	14	0.37%	0.28
GENWORTH LIFE AND ANNUITY INSURANCE COMPANY (65536)	\$51,859,963.00	1.29%	6	0.16%	0.12
WESTERN AND SOUTHERN LIFE INSURANCE COMPANY, THE (70483)	\$48,897,540.00	1.22%	13	0.34%	0.28
CINCINNATI LIFE INSURANCE COMPANY, THE (76236)	\$48,520,334.00	1.21%	1	0.03%	0.02
RIVERSOURCE LIFE INSURANCE COMPANY (65005)	\$47,848,824.00	1.19%	2	0.05%	0.04
AXA EQUITABLE LIFE INSURANCE COMPANY (62944)	\$45,602,154.00	1.13%	5	0.13%	0.12
TRANSAMERICA PREMIER LIFE INSURANCE COMPANY (66281)	\$43,838,604.00	1.09%	18	0.48%	0.44
PRUDENTIAL INSURANCE COMPANY OF AMERICA (68241)	\$43,348,103.00	1.08%	13	0.34%	0.32
BANNER LIFE INSURANCE COMPANY (94250)	\$42,434,581.00	1.06%			
OHIO NATIONAL LIFE INSURANCE COMPANY, THE (67172)	\$41,186,382.00	1.02%	2	0.05%	0.05
GRANGE LIFE INSURANCE COMPANY (71218)	\$38,450,259.00	0.96%			
LINCOLN BENEFIT LIFE COMPANY (65595)	\$35,724,062.00	0.89%	3	0.08%	0.09
NEW YORK LIFE INSURANCE AND ANNUITY CORPORATION (91596)	\$34,430,877.00	0.86%			
OHIO NATIONAL LIFE ASSURANCE CORPORATION (89206)	\$33,924,363.00	0.84%	2	0.05%	0.06
NATIONWIDE LIFE INSURANCE COMPANY (66869)	\$33,177,716.00	0.83%	5	0.13%	0.16
NORTH AMERICAN COMPANY FOR LIFE AND HEALTH INSURANCE (66974)	\$32,232,964.00	0.80%	1	0.03%	0.03
MINNESOTA LIFE INSURANCE COMPANY (66168)	\$30,188,567.00	0.75%	4	0.11%	0.14
NATIONAL GUARDIAN LIFE INSURANCE COMPANY (66583)	\$30,030,216.00	0.75%	3	0.08%	0.11
AMERITAS LIFE INSURANCE CORPORATION (61301)	\$29,617,727.00	0.74%	2	0.0005	0.07
STATE LIFE INSURANCE COMPANY (69116)	\$28,824,260.00	0.72%			
RELIASTAR LIFE INSURANCE COMPANY (67105)	\$28,608,399.00	0.71%			
JACKSON NATIONAL LIFE INSURANCE COMPANY (65056)	\$26,411,763.00	0.66%	12	0.32%	0.48
COLUMBUS LIFE INSURANCE COMPANY (99937)	\$25,263,127.00	0.63%	7	0.18%	0.29
TALCOTT RESOLUTION LIFE AND ANNUITY INSURANCE COMPANY (71153)	\$24,246,398.00	0.60%			
LINCOLN HERITAGE LIFE INSURANCE COMPANY (65927)	\$23,333,077.00	0.58%	3	0.0008	0.14
LIBERTY LIFE ASSURANCE COMPANY OF BOSTON (65315)	\$22,801,130.00	0.57%			
PRINCIPAL LIFE INSURANCE COMPANY (61271)	\$21,161,948.00	0.53%	1	0.03%	0.05
SECURITY LIFE OF DENVER INSURANCE COMPANY (68713)	\$20,617,385.00	0.51%	2	0.05%	0.1
MOTORISTS LIFE INSURANCE COMPANY (66311)	\$20,467,156.00	0.51%	2	0.0005	0.1
Total /Average Carriers Above/2017	\$3,097,809,519.00	77.03%	264	6.96%	5.31
All Ohio Individual Life Carriers/2017	\$3,884,305,604.00	100.00%	523	100%	
Total Above Carriers Percent of All	79.75%	77.03%	50.48%		