

Year	Total Opened	Total Closed	LH Opened	LH Closed	PC Opened	PC Closed
2014	380	382	208	205	172	177
2015	387	365	250	228	137	137
2016	406	411	249	262	157	149
2017	406	402	260	248	146	154
2018	397	357	236	224	160	133
2019	114	117	65	55	42	62

Reason for Complaints					
Reason	2018	2017	2016	2015	2014
Claim Handling	439	397	423	327	356
Marketing & Sales	41	44	45	45	56
Policyholder Service	38	80	54	54	45
Underwriting	43	37	61	88	65

Note: A complaint may include more than one reason for filing.

Complaints by Line of Coverage (Closed Files)					
Coverage / Line	2018	2017	2016	2015	2014
<u>Accident and Health</u>					
Credit Accident Health	2	4	3	2	1
Group Life	99	89	79	47	49
Individual Life	85	94	114	123	102
State Specific	1	3			1
ERISA Plans *	14	21	32	16	21
<u>Automobile</u>					
Commercial	4	10	12	7	15
Group Private Passenger	1	2	1	1	1
Indv Private Passenger	73	59	75	69	67
Motorcycle		1		1	1
Motorhome/RV	2	6	1		3
Motorsport					
<u>Fire, Allied Lines & CMP</u>					
Builder's Risk		1			
Commercial Multi-Peril	6	12	6	5	12
Crop/Hail		1			
Dwelling Fire	1				
Fire, Allied Lines				1	1
State Specific		1	1		
<u>Homeowners</u>					
Condo/Town	1				
Farmowner / Ranchowner	1	5	3	2	5
Group Homeowners					3
Homeowners	36	42	42	36	56
Mobile Homeowner	1	1	1		
Renters/Tenants	1	4	2	1	
State Specific				1	
<u>Liability</u>					
General	1	1	1	1	3
<u>Life & Annuity</u>					
Accelerated Benefits			1		
Credit Life				1	
Group Annuities	2			1	1
Group Life		3	3	2	1
Individual Life	18	32	28	32	25
Indv Annuities	3	2	2	4	4
<u>Miscellaneous</u>					
Bail Bonds					
Extended Warranty & Service Contracts	2	2	2	2	4
Federal Crop	1			3	
Inland Marine	1	2		1	5

State Specific			1	1	
Surplus Lines	1				
Title		3		5	1
Travel			1		
Worker's Compensation		1			
Other					

* No state jurisdiction.