



STATE OF CONNECTICUT

INSURANCE DEPARTMENT

P.O. Box 816 · Hartford, CT 06142-0816
An Equal Opportunity Employer
www.ct.gov/cid

CONSUMER AFFAIRS DIVISION
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DATE: January 15, 2021

TO: Andrew N. Mais
Insurance Commissioner

FROM: Gerard F. O'Sullivan
Director

RE: **Consumer Affairs Division Quarterly Report for the Period
January 1, 2020 through December 31, 2020**

1) Number of complaints pending prior to <u>01-01-20</u> :	<u>297</u>
2) Number of complaints/inquiries <u>received</u> (opened):	<u>5,371</u>
	<u>Total</u> <u>5,668</u>
3) Number of complaints/inquiries <u>closed</u> :	<u>5,369</u>
4) Number of complaints outstanding on <u>01-01-21</u> :	<u>299</u>
5) Number of complaints conclusions closed as:	
Justified:	<u>*646</u>
Questionable:	<u>*142</u>
Other Conclusions:	<u>*6,609</u>
6) Recovery dollars on <u>all</u> complaints resolved:	<u>\$4,069,666.88</u>
7) Recovery amounts by major lines of business for cases closed during the period:	Report 1221I (attached)
8) <u>Pamphlets</u> distributed:	Pamphlets (attached)
9) <u>Types</u> of complaints, by line and by major reason group, received (opened):	Report 3B (attached)
10) <u>Types</u> of complaints, by line and by major reason group, received (opened) during the period and closed by <u>01-01-21</u> :	Report 3C (attached)
11) Summary of complaints by group and individual insurer including premium volume and lines of insurance opened during the period and closed by <u>01-01-21</u> :	Report 3D (attached)

**Individual complaints may have multiple conclusions*

CONNECTICUT STATE INSURANCE DEPARTMENT

01/15/2021

DEPARTMENT COMPLAINT SUMMARY
FOR TIME PERIOD 01/01/2020 THROUGH 12/31/2020

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EXAMINER NAME	PREV OPEN	OPEN	CLOSED	MORE 45	BAL OPEN	RECOVERY	JUST	UNJUST	QUEST	FURN	SATISF	NO ACTION	VOL REC	NO AUTHO	OTHERS
Naim Bojka	24	607	598	28	33	\$1,233,584.35	151	974	10	13	0	19	1	32	0
Richard N Fisher, RHU	28	500	495	45	33	\$613,716.80	65	0	4	295	0	25	12	152	0
Melissa Lusitani	41	379	385	94	35	\$118,760.52	55	482	30	0	0	10	19	39	0
Michael E Lynch	39	495	497	60	37	\$259,094.17	131	615	71	14	0	19	1	26	1
Ronald A Main	0	541	539	4	2	\$0.00	0	0	0	538	0	14	1	3	0
Catherine Maldonado	31	574	572	41	33	\$299,004.82	57	0	0	329	0	11	22	187	0
Larry Miner	20	383	379	14	24	\$260,345.65	21	178	4	157	0	11	0	53	0
Gerard F O'Sullivan	24	8	4	0	28	\$0.00	0	0	0	4	0	0	0	1	0
Sherri L Paskowitz	30	577	586	50	21	\$539,950.82	50	0	0	399	0	14	8	145	0
Melissa Roberts	30	617	624	27	23	\$412,245.80	41	0	0	390	0	51	10	165	0
John L Russell, MBA	27	561	560	44	28	\$332,671.95	71	842	23	31	0	48	29	87	0
Kathy Walsh	3	129	130	1	2	\$292.00	4	0	0	114	0	6	0	12	0
GRAND TOTAL	297	5,371	5,369	408	299	\$4,069,666.88	646	3,091	142	2,284	0	228	103	902	1

Connecticut Insurance Department

Recovery Amounts by Major Lines of Business for Cases Closed
FOR TIME PERIOD January 01, 2020 through December 31, 2020

Line	Recovery	Number of Records
Accident, Health	\$ 1,865,210.24	360
<i>Behavioral Health-Substance Abuse</i>	\$13,505.79	99
Auto	\$ 288,431.05	131
Fire, Allied Lines, CMP	\$ 428,079.05	7
General Liability	\$ 55,984.39	13
Homeowners - Farmers	\$ 1,016,040.84	53
Life, Annuities	\$ 260,345.65	10
Miscellaneous	\$ 155,574.85	47
Total	\$ 4,069,666.88	621

Connecticut Insurance Department

DEPARTMENT PAMPHLETS SUMMARY FOR TIME PERIOD 01/01/2020 THROUGH 12/31/2020

Examiner Name	Request	Pamphlets Distributed
Naim Bojka	5	5
Euclid B. Ritchens	1	1
John L Russell, MBA	54	54
Outreach	105	105
Grand total:	165	165

Connecticut Insurance Department

TOTAL COMPLAINTS OPENED
FOR TIME PERIOD 01/01/2020 THROUGH 12/31/2020

Coverage	Total By Coverage	Reason	Total By Reason	% Reason	% Coverage
Accident, Health		Marketing, Sales	149	7.69 %	
		Other	224	11.56 %	
		Premium, Rating	190	9.81 %	
		Underwriting	18	0.93 %	
		Unfair Claim Practice	1356	70.01 %	
	1937				35.31 %
Auto		Marketing, Sales	79	6.88 %	
		Other	18	1.57 %	
		Premium, Rating	201	17.51 %	
		Underwriting	59	5.14 %	
		Unfair Claim Practice	791	68.90 %	
	1148				20.93 %
Fire, Allied Lines, CMP		Marketing, Sales	21	16.94 %	
		Premium, Rating	17	13.71 %	
		Underwriting	17	13.71 %	
		Unfair Claim Practice	69	55.65 %	
	124				2.26 %
General Liability		Marketing, Sales	19	14.07 %	
		Other	2	1.48 %	
		Premium, Rating	20	14.81 %	
		Underwriting	17	12.59 %	
		Unfair Claim Practice	77	57.04 %	
	135				2.46 %
Homeowners - Farmers		Marketing, Sales	52	7.80 %	
		Other	12	1.80 %	
		Premium, Rating	79	11.84 %	
		Underwriting	72	10.79 %	
		Unfair Claim Practice	452	67.77 %	
	667				12.16 %
Life, Annuities		Marketing, Sales	167	60.95 %	
		Other	3	1.09 %	
		Premium, Rating	41	14.96 %	
		Underwriting	12	4.38 %	
		Unfair Claim Practice	51	18.61 %	
	274				4.99 %
Miscellaneous		Marketing, Sales	136	11.32 %	

Coverage	Total By Coverage	Reason	Total By Reason	% Reason	% Coverage
		Other	737	61.37 %	
		Premium, Rating	85	7.08 %	
		Underwriting	28	2.33 %	
		Unfair Claim Practice	215	17.90 %	
	1201				21.89 %

Total	5486
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* Note: Each compliant may contain one or more Reason Codes.

January 15, 2021

Connecticut Insurance Department

TOTAL COMPLAINTS CLOSED
FOR TIME PERIOD 01/01/2020 THROUGH 12/31/2020

Coverage	Reason	Total By Coverage	Total By Reason	Just.	Quest.	% Reason	% Coverage
Accident, Health	Marketing, Sales		157	12	1	8.05 %	
	Other		226	1	0	11.58 %	
	Premium, Rating		185	2	0	9.48 %	
	Underwriting		19	1	0	0.97 %	
	Unfair Claim Practice		1364	180	1	69.91 %	
		1951					40.18 %
Auto	Marketing, Sales		77	3	0	6.49 %	
	Other		18	0	0	1.52 %	
	Premium, Rating		208	14	3	17.52 %	
	Underwriting		63	5	1	5.31 %	
	Unfair Claim Practice		821	98	42	69.17 %	
		1187					24.44 %
Fire, Allied Lines, CMP	Marketing, Sales		22	2	0	17.05 %	
	Premium, Rating		20	1	2	15.50 %	
	Underwriting		19	6	0	14.73 %	
	Unfair Claim Practice		68	6	3	52.71 %	
		129					2.66 %
General Liability	Marketing, Sales		21	1	1	15.33 %	
	Other		2	0	0	1.46 %	
	Premium, Rating		20	2	0	14.60 %	
	Underwriting		16	4	0	11.68 %	
	Unfair Claim Practice		78	10	1	56.93 %	
		137					2.82 %
Homeowners - Farmers	Marketing, Sales		50	4	1	7.67 %	
	Other		11	0	0	1.69 %	
	Premium, Rating		79	12	4	12.12 %	
	Underwriting		72	6	2	11.04 %	
	Unfair Claim Practice		440	31	9	67.48 %	
		652					13.43 %
Life, Annuities	Marketing, Sales		172	5	1	62.55 %	
	Other		2	0	0	0.73 %	
	Premium, Rating		40	1	1	14.55 %	
	Underwriting		11	1	0	4.00 %	
	Unfair Claim Practice		50	7	0	18.18 %	

Coverage	Reason	Total By Coverage	Total By Reason	Just.	Quest.	% Reason	% Coverage
		275					5.66 %
Miscellaneous	Marketing, Sales		136	0	0	25.90 %	
	Other		65	0	0	12.38 %	
	Premium, Rating		83	3	1	15.81 %	
	Underwriting		28	2	0	5.33 %	
	Unfair Claim Practice		213	22	4	40.57 %	
		525					10.81 %
Total		4856					

* Note: Each compliant may contain one or more Reason Codes. Also may include reopened cases.

January 15, 2021

01/15/2021

**SUMMARY OF COMPLAINTS OF INSURANCE GROUPS & INDIVIDUAL
INSURANCE COMPANIES BY PREMIUM VOLUME & LINE OF BUSINESS
OPENED BETWEEN 01/01/2020 THROUGH 12/31/2020 AND CLOSED BEFORE 01/01/2021**

COMPANY/GROUP Name	EARNED PREMIUM	AUTO		FIRE ALLIED		HOMEOWNER FARMOWNER		LIFE ANNUITIES		ACCIDENT HEALTH		GENERAL LIABILITY		MISC		TOTALS	
		OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL
*Accident Fund Group	\$12,538,941.00	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1
*Aegon US Holding Group	\$485,094,180.00	0	0	0	0	0	0	6	6	54	50	0	0	1	1	61	57
Aetna Health Inc	\$758,280.00	0	0	0	0	0	0	0	0	3	3	0	0	0	0	3	3
*Allianz Insurance Group	\$56,025,127.00	0	0	1	1	0	0	2	2	0	0	0	0	14	13	17	16
*Allstate Insurance Group	\$413,398,184.00	119	112	0	0	27	24	4	4	0	0	0	0	0	0	150	140
Amalgamated Life Insurance Compa..	\$1.00	0	0	0	0	0	0	0	0	1	1	0	0	0	0	1	1
*Amerco Corp.	\$476,808.00	1	1	0	0	0	0	0	0	0	0	1	1	0	0	2	2
*American Equity Invest Life Ins Co	\$0.00	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	1
*American Family Corp	\$51,269,953.00	0	0	0	0	0	0	0	0	8	8	0	0	0	0	8	8
*American Family Life Ins Co	\$178,293,272.00	8	7	0	0	18	16	0	0	0	0	0	0	0	0	26	23
*American Financial Grp	\$48,329,727.00	3	3	0	0	0	0	1	0	0	0	1	1	1	1	6	5
*American Independent Ins Grp	\$2,013,557.00	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1
*American International Group	\$174,059,360.00	2	2	2	2	2	1	10	8	2	2	4	4	14	14	36	33
*American National Financial Group	\$28,167,313.00	2	2	1	1	4	4	3	2	0	0	0	0	0	0	10	9
American Pet Insurance Company	\$1.00	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1
*Ameriprise Financial Grp	\$7,346,964.00	0	0	0	0	0	0	0	0	2	2	0	0	0	0	2	2
*Amica Mutual Group	\$206,343,475.00	7	6	0	0	14	13	0	0	0	0	0	0	0	0	21	19
*AmTrust NGH Grp	\$39,766,480.00	26	24	1	1	31	30	0	0	0	0	6	5	1	1	65	61
*Andover Group	\$51,104,740.00	0	0	1	1	9	5	0	0	0	0	1	1	0	0	11	7
Anthem Health Plans, Inc	\$1,115,345,342.00	0	0	0	0	0	0	0	0	260	239	0	0	0	0	260	239
*Apollo Global Mgmt Grp	\$5,498,652.00	0	0	0	0	0	0	6	5	0	0	0	0	0	0	6	5
*Arbella Insurance Group	\$56,057,270.00	3	3	1	1	0	0	0	0	0	0	0	0	0	0	4	4
*Arch Ins Grp.	\$49,173,894.00	0	0	0	0	0	0	0	0	0	0	2	2	7	7	9	9
*Argo Grp US Inc	\$20,001,886.00	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0
*Assurant Inc Group	\$44,342,478.00	2	1	2	2	4	2	1	1	1	1	2	2	0	0	12	9
*Atlas Financial Holdings	\$0.00	2	2	0	0	0	0	0	0	0	0	0	0	0	0	2	2
*Auto Club Life Ins Co	\$0.00	0	0	0	0	0	0	3	3	0	0	0	0	0	0	3	3

01/15/2021

**SUMMARY OF COMPLAINTS OF INSURANCE GROUPS & INDIVIDUAL
INSURANCE COMPANIES BY PREMIUM VOLUME & LINE OF BUSINESS
OPENED BETWEEN 01/01/2020 THROUGH 12/31/2020 AND CLOSED BEFORE 01/01/2021**

COMPANY/GROUP Name	EARNED PREMIUM	AUTO		FIRE ALLIED		HOMEOWNER FARMOWNER		LIFE ANNUITIES		ACCIDENT HEALTH		GENERAL LIABILITY		MISC		TOTALS	
		OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL
*AXA Insurance Group	\$61,370,807.00	2	2	0	0	0	0	2	2	0	0	1	1	1	1	6	6
*AXIS Capital Group	\$12,013,417.00	0	0	0	0	1	1	0	0	2	2	0	0	0	0	3	3
*Baldwin & Lyons Grp	\$3,866,910.00	2	2	0	0	0	0	0	0	0	0	0	0	0	0	2	2
*Berkshire Hathaway	\$688,862,208.00	110	105	3	2	12	10	0	0	1	1	3	3	10	8	139	129
*Boston Mutual Group	\$2,495,883.00	0	0	0	0	0	0	1	1	2	2	0	0	0	0	3	3
Brotherhood Mutual Insurance Comp..	\$1.00	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1
*California St Auto Grp	\$101,591,069.00	20	20	0	0	28	27	0	0	0	0	1	1	1	1	50	49
*Calton Holdings Grp	\$6,235.00	0	0	0	0	0	0	3	1	0	0	0	0	0	0	3	1
*CBD Holdings Ltd.	\$0.00	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	1
CBIA Comp. Services, Inc.	\$0.00	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
*Centene Corp. Grp	\$132,826.00	0	0	0	0	0	0	0	0	1	1	0	0	0	0	1	1
*Central Mutual Insurance Company ..	\$44,827,531.00	0	0	0	0	1	1	0	0	0	0	0	0	0	0	1	1
*Central United Life Group	\$539,733.00	0	0	0	0	0	0	0	0	1	1	0	0	0	0	1	1
*Chubb Ltd Grp	\$548,500,645.00	8	8	3	3	1	1	0	0	10	7	4	4	12	12	38	35
*CIGNA Health Group	\$546,570,599.00	0	0	0	0	0	0	4	4	45	42	0	0	1	1	50	47
Cigna HealthCare of Connecticut, Inc	\$10,169,831.00	0	0	0	0	0	0	0	0	13	13	0	0	0	0	13	13
*Cincinnati Financial Cp	\$52,833,649.00	1	1	2	2	1	1	0	0	0	0	0	0	1	1	5	5
*CNA Insurance Group	\$152,935,460.00	1	0	2	2	0	0	0	0	3	3	0	0	2	2	8	7
*CNO Financial Group	\$12,046,626.00	0	0	0	0	0	0	8	7	7	7	0	0	1	1	16	15
*Columbian Life Group	\$2,630.00	0	0	0	0	0	0	2	2	0	0	0	0	0	0	2	2
ConnectiCare Inc	\$170,704,632.00	0	0	0	0	0	0	0	0	31	28	0	0	0	0	31	28
Connecticut FAIR Plan	\$1.00	0	0	0	0	2	2	0	0	0	0	0	0	0	0	2	2
Connecticut Interlocal Risk Managem..	\$1.00	0	0	1	1	0	0	0	0	0	0	2	2	0	0	3	3
*Cuna Mutual Group	\$129,467,051.00	0	0	0	0	0	0	2	2	1	1	0	0	0	0	3	3
*CVS GRP	\$379,804,717.00	0	0	0	0	0	0	3	3	29	25	0	0	0	0	32	28
*Delta Dental Grp	\$20,914,509.00	0	0	0	0	0	0	0	0	2	1	0	0	0	0	2	1
*Emblem Hlth Grp	\$1,083,257,384.00	0	0	0	0	0	0	0	0	123	108	0	0	0	0	123	108

**SUMMARY OF COMPLAINTS OF INSURANCE GROUPS & INDIVIDUAL
INSURANCE COMPANIES BY PREMIUM VOLUME & LINE OF BUSINESS
OPENED BETWEEN 01/01/2020 THROUGH 12/31/2020 AND CLOSED BEFORE 01/01/2021**

	EARNED	AUTO	FIRE	HOMEOWNER	LIFE	ACCIDENT	GENERAL	MISC	TOTALS
COMPANY/GROUP Name	PREMIUM	OP CL	ALLIED	FARMOWNER	ANNUITIES	HEALTH	LIABILITY	OP CL	OP CL
*Employers Holdings Grp	\$6,564,606.00	0 0	0 0	0 0	0 0	0 0	0 0	1 1	1 1
EyeMed Vision Care, LLC	\$2.00	0 0	0 0	0 0	0 0	1 1	0 0	0 0	1 1
*Fairfax Financial	\$59,261,698.00	0 0	1 0	1 1	0 0	0 0	1 1	45 41	48 43
*Farmers Ins Grp	\$106,483,807.00	22 20	0 0	8 8	0 0	0 0	0 0	0 0	30 28
*Federated Mutual	\$36,631,215.00	1 1	1 1	0 0	0 0	0 0	1 1	0 0	3 3
*Fgl Holdings Grp	\$0.00	0 0	0 0	0 0	1 0	0 0	0 0	0 0	1 0
*General Electric Group	\$16,283,063.00	2 2	0 0	0 0	0 0	0 0	0 0	0 0	2 2
*Generali Group	\$0.00	0 0	0 0	0 0	0 0	0 0	0 0	11 11	11 11
*Genworth Financial Group	\$74,503,555.00	0 0	0 0	0 0	2 2	19 17	0 0	0 0	21 19
*GGC Grp	\$110,716.00	0 0	0 0	0 0	1 1	0 0	0 0	0 0	1 1
*Global Ind Grp	\$1,938,444.00	0 0	1 1	0 0	0 0	0 0	0 0	0 0	1 1
Global Travel and Hospitality Networ..	\$1.00	0 0	0 0	0 0	0 0	0 0	0 0	1 1	1 1
*Goldman Sachs Group	\$31,266.00	0 0	0 0	0 0	2 2	0 0	0 0	0 0	2 2
Great Lakes Insurance SE	\$1.00	0 0	0 0	1 1	0 0	0 0	0 0	0 0	1 1
*Greater New York	\$27,140,269.00	0 0	1 1	2 2	0 0	0 0	0 0	0 0	3 3
*Group One Thousand One Grp.	\$225,090.00	0 0	0 0	0 0	1 1	0 0	0 0	1 1	2 2
*Guarantee Trust	\$5,659,229.00	0 0	0 0	0 0	0 0	3 2	0 0	0 0	3 2
*Guardian Life Group	\$54,979,849.00	0 0	0 0	0 0	1 1	8 8	0 0	0 0	9 9
*Hanover Ins Grp	\$160,437,349.00	8 7	3 3	10 9	0 0	0 0	1 1	0 0	22 20
*Hartford Fire and Casualty Group	\$468,895,630.00	21 20	8 7	23 22	1 1	8 8	8 7	5 5	74 70
*Harvard Pilgrim Hlth Care Grp	\$140,784,006.00	0 0	0 0	0 0	0 0	18 17	0 0	0 0	18 17
Health Reinsurance Association	\$1.00	0 0	0 0	0 0	0 0	1 1	0 0	0 0	1 1
HealthyCT, Inc.	\$1.00	0 0	0 0	0 0	0 0	3 3	0 0	0 0	3 3
*Heritage Ins Holdings Grp	\$9,899,633.00	0 0	0 0	7 7	0 0	0 0	0 0	0 0	7 7
*Homeshield Capital Grp	\$6,965.00	0 0	0 0	0 0	0 0	1 1	0 0	0 0	1 1
*Hopmeadow Holdings Grp	\$122,294,992.00	0 0	0 0	0 0	4 4	0 0	0 0	0 0	4 4
*Horace Mann Group	\$10,539,679.00	1 1	0 0	0 0	0 0	0 0	0 0	0 0	1 1

01/15/2021

**SUMMARY OF COMPLAINTS OF INSURANCE GROUPS & INDIVIDUAL
INSURANCE COMPANIES BY PREMIUM VOLUME & LINE OF BUSINESS
OPENED BETWEEN 01/01/2020 THROUGH 12/31/2020 AND CLOSED BEFORE 01/01/2021**

COMPANY/GROUP Name	EARNED PREMIUM	AUTO		FIRE ALLIED		HOMEOWNER FARMOWNER		LIFE ANNUITIES		ACCIDENT HEALTH		GENERAL LIABILITY		MISC		TOTALS	
		OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL
*Humana Inc	\$30,286,047.00	0	0	0	0	0	0	0	0	1	1	0	0	0	0	1	1
*Indiana Lumbersmens	\$1,935,609.00	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0
*Intact Financial Group	\$14,579,585.00	1	1	0	0	0	0	0	0	0	0	0	0	1	1	2	2
*Jackson National Group	\$145,836.00	0	0	0	0	0	0	4	4	0	0	0	0	0	0	4	4
*John Hancock Grp	\$804,190,214.00	0	0	0	0	0	0	8	8	10	10	0	0	0	0	18	18
*Kemper Corp Grp	\$39,713,779.00	15	11	0	0	2	2	0	0	0	0	0	0	0	0	17	13
Kingstone Insurance Company	\$0.00	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0
*Kuvare Grp	\$245,727.00	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	1
*LANCER FINANCIAL GRP	\$5,436,169.00	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1
*Liberty Mutual Group	\$686,718,142.00	85	81	6	6	43	40	0	0	0	0	1	1	5	5	140	133
*Liberty National	\$7,895,464.00	0	0	0	0	0	0	3	3	2	2	0	0	0	0	5	5
*Lifetime HealthCare Grp	\$3,360,749.00	0	0	0	0	0	0	0	0	8	8	0	0	0	0	8	8
*Lincoln National	\$35,479,255.00	0	0	0	0	0	0	5	5	4	4	0	0	0	0	9	9
*Main Street Amer Grp	\$0.00	8	8	2	2	4	4	0	0	0	0	3	3	1	1	18	18
*Mapfre Insurance Group	\$110,556,831.00	10	10	0	0	20	19	0	0	0	0	1	1	0	0	31	30
*Markel Corp Group	\$30,688,457.00	2	2	2	2	1	1	0	0	0	0	1	1	2	2	8	8
*Mass Mutual Life Insurance Company	\$838,909,922.00	0	0	0	0	0	0	7	7	2	2	0	0	0	0	9	9
*McMillen Group	\$7,985,182.00	1	1	1	1	1	1	0	0	0	0	0	0	0	0	3	3
*Metropolitan Group	\$1,255,314,701.00	24	22	1	0	10	10	21	16	35	32	0	0	2	2	93	82
*Minnesota Mutual	\$36,792,321.00	0	0	0	0	0	0	3	2	0	0	0	0	0	0	3	2
*Munich American Holding Corp	\$50,208,132.00	1	1	1	1	7	7	0	0	0	0	0	0	0	0	9	9
*Mutual of Omaha	\$20,237,542.00	0	0	0	0	0	0	1	1	3	2	0	0	0	0	4	3
*National Guardian Life Ins Group	\$5,721,131.00	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1	0
*National Life Group	\$304,477.00	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	1
*Nationwide Corporation	\$270,559,264.00	21	20	4	4	18	17	2	2	1	0	1	1	26	24	73	68
*New London County	\$36,832,313.00	0	0	2	2	9	7	0	0	0	0	0	0	0	0	11	9
*New York Life Group	\$126,605,825.00	0	0	0	0	0	0	2	2	0	0	0	0	0	0	2	2

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**SUMMARY OF COMPLAINTS OF INSURANCE GROUPS & INDIVIDUAL
INSURANCE COMPANIES BY PREMIUM VOLUME & LINE OF BUSINESS
OPENED BETWEEN 01/01/2020 THROUGH 12/31/2020 AND CLOSED BEFORE 01/01/2021**

COMPANY/GROUP Name	EARNED PREMIUM	AUTO		FIRE ALLIED		HOMEOWNER FARMOWNER		LIFE ANNUITIES		ACCIDENT HEALTH		GENERAL LIABILITY		MISC		TOTALS	
		OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL
*Northwestern Mutual	\$53,564,449.00	0	0	0	0	0	0	4	4	2	2	0	0	0	0	6	6
*Ohio Mutual Grp	\$26,640,089.00	4	4	0	0	0	0	0	0	0	0	0	0	0	0	4	4
*Old Republic Group	\$40,428,152.00	2	1	0	0	0	0	0	0	0	0	0	0	0	0	2	1
Oxford Health Plans (CT), Inc	\$55,739,879.00	0	0	0	0	0	0	0	0	61	59	0	0	0	0	61	59
*Palisades Grp	\$1,073,033.00	4	3	0	0	0	0	0	0	0	0	0	0	0	0	4	3
*Pennsylvania Mutual Group	\$207,765.00	0	0	0	0	0	0	8	8	0	0	0	0	0	0	8	8
*Phoenix Company	\$0.00	0	0	0	0	0	0	2	2	0	0	0	0	0	0	2	2
*Plymouth Rock Insurance Group	\$45,161,835.00	9	8	0	0	9	9	0	0	0	0	0	0	1	1	19	18
*Primerica Grp	\$26,099.00	0	0	0	0	0	0	2	2	0	0	0	0	0	0	2	2
*Principal Financial Group	\$24,189,292.00	0	0	0	0	0	0	2	1	3	3	0	0	0	0	5	4
*ProAssurance Corp Grp	\$5,700,299.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*Progressive Group	\$427,206,648.00	134	122	2	1	5	5	0	0	0	0	1	1	2	2	144	131
*ProSight Grp	\$8,742,894.00	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1
*Protective Life Insurance Group	\$791,319.00	0	0	0	0	0	0	2	2	0	0	0	0	0	0	2	2
*Providence Group	\$0.00	4	3	0	0	5	5	0	0	0	0	0	0	0	0	9	8
*Prudential of America	\$1,134,967,732.00	0	0	0	0	0	0	14	14	13	12	0	0	0	0	27	26
*Pure Companies Grp	\$43,949,092.00	3	3	0	0	0	0	0	0	0	0	0	0	0	0	3	3
*QBE Insurance Group Ltd	\$32,564,276.00	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1
*Quincy Mutual Group	\$32,902,687.00	2	2	0	0	4	4	0	0	0	0	0	0	0	0	6	6
*Regal Reinsurance Group	\$269,364.00	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	1
*RLI Insurance Group	\$6,005,535.00	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0
*Sammons Enterprise Grp	\$3,745.00	0	0	0	0	0	0	4	3	0	0	0	0	0	0	4	3
*SBL Holding Grp	\$0.00	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	1
Security Mutual Life Insurance Comp..	\$0.00	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0
*Selective Insurance	\$71,995,789.00	0	0	0	0	0	0	0	0	0	0	3	2	0	0	3	2
*Sentry Insurance Group	\$31,555,716.00	9	9	0	0	0	0	0	0	0	0	1	1	0	0	10	10
*Southland Natl Holding Grp	\$18,274.00	0	0	0	0	0	0	2	2	0	0	0	0	0	0	2	2

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CONNECTICUT STATE INSURANCE DEPARTMENT

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	EARNED	AUTO	FIRE	HOMEOwner	LIFE	ACCIDENT	GENERAL	MISC	TOTALS
COMPANY/GROUP Name	PREMIUM	OP CL	ALLIED OP CL	FARMOWNER OP CL	ANNUITIES OP CL	HEALTH OP CL	LIABILITY OP CL	OP CL	OP CL
*StanCorp Financial Group	\$68,309,916.00	0 0	0 0	0 0	0 0	1 1	0 0	0 0	1 1
*Starr Grp	\$23,334,829.00	1 1	0 0	1 1	0 0	0 0	0 0	1 1	3 3
*State Auto Mut Grp	\$52,748,654.00	6 6	2 2	7 7	0 0	0 0	1 1	0 0	16 16
*State Farm Grp	\$336,861,291.00	77 71	3 3	32 30	0 0	0 0	2 2	0 0	114 106
*Sun Life Assurance Company of Ca..	\$36,501,806.00	0 0	0 0	0 0	0 0	2 2	0 0	0 0	2 2
Surety Life Insurance Company	\$1.00	0 0	0 0	0 0	2 2	0 0	0 0	0 0	2 2
*Swiss Reinsurance Group	\$43,146,726.00	0 0	0 0	0 0	1 1	0 0	1 1	0 0	2 2
The Doctors Company Risk Retentio..	\$3.00	0 0	0 0	0 0	0 0	0 0	1 1	0 0	1 1
*Thrivent Life Ins Co	\$0.00	0 0	0 0	0 0	1 0	0 0	0 0	0 0	1 0
Time Insurance Company	\$1.00	0 0	0 0	0 0	0 0	2 2	0 0	0 0	2 2
*Tokio Marine Holdings Inc Grp	\$134,274,246.00	0 0	2 2	2 2	1 1	3 2	3 2	0 0	11 9
*Travelers Grp	\$623,534,598.00	40 39	4 4	29 27	0 0	0 0	3 3	4 4	80 77
*Tricadia Holdings Grp	\$161,414.00	0 0	0 0	0 0	0 0	0 0	1 1	0 0	1 1
Underwriters at Lloyds London	\$1.00	1 1	5 4	5 5	0 0	0 0	1 1	0 0	12 11
*Union Mutual Vermont	\$9,467,564.00	0 0	0 0	2 2	0 0	0 0	0 0	0 0	2 2
*United Healthcare Insurance Group	\$1,147,506,452.00	0 0	0 0	0 0	0 0	94 93	0 0	0 0	94 93
*United Ins Holdings Grp	\$8,425,852.00	0 0	0 0	6 4	0 0	0 0	0 0	0 0	6 4
*United Services Automobile Associa..	\$252,562,438.00	42 40	0 0	14 12	0 0	1 1	2 2	0 0	59 55
*UNIVERSAL INS CO GRP	\$9,119,409.00	1 1	0 0	7 7	0 0	0 0	0 0	0 0	8 8
*UnumProvident Corporate Group	\$82,493,741.00	0 0	0 0	0 0	6 6	12 12	0 0	1 1	19 19
*US Branch of Industrial Alliance Pac	\$541,064.00	0 0	0 0	0 0	1 1	0 0	0 0	0 0	1 1
Utica First Insurance Company	\$2.00	0 0	0 0	2 2	0 0	0 0	0 0	0 0	2 2
*Utica Grp	\$80,146,083.00	13 12	3 3	4 4	0 0	0 0	2 2	1 1	23 22
*Vermont Mutual Group	\$36,435,901.00	0 0	2 2	4 4	0 0	0 0	1 1	0 0	7 7
*Voya Financial Grp	\$1,114,134,361.00	0 0	0 0	0 0	10 9	0 0	0 0	0 0	10 9
*WBL Grp	\$0.00	1 0	0 0	3 3	0 0	0 0	0 0	0 0	4 3
Wells Fargo Advisors Financial Netw..	\$1.00	1 1	0 0	0 0	0 0	0 0	0 0	0 0	1 1

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COMPANY/GROUP Name	EARNED PREMIUM	AUTO		FIRE ALLIED		HOMEOWNER FARMOWNER		LIFE ANNUITIES		ACCIDENT HEALTH		GENERAL LIABILITY		MISC		TOTALS	
		OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL
*West Southern Group	\$4,305,120.00	0	0	0	0	0	0	1	1	0	0	0	0	1	1	2	2
*Western Service Contract Group	\$8,863,982.00	0	0	0	0	10	10	0	0	0	0	1	1	1	1	12	12
*Western World Group	\$0.00	0	0	0	0	1	1	0	0	0	0	0	0	0	0	1	1
*Wilton Re Grp	\$3,625.00	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	1
Workers' Compensation Trust	\$0.00	0	0	0	0	0	0	0	0	0	0	0	0	2	1	2	1
*WR Berkeley Corporation	\$119,622,545.00	0	0	3	3	0	0	0	0	0	0	2	2	2	2	7	7
*Zurich Insurance Group	\$143,804,411.00	3	3	1	1	0	0	0	0	1	1	1	1	0	0	6	6
TOTALS	\$19,171,703,981.00	904		82		476		201		926		76		186		2,851	
			843		76		440		181		857		70		176		2,643

* Denotes group of insurance companies.

The total number of complaints against a Company/Group could be greater than the total number of complaints actually received by the Department due to a complaint may be against more than one company/group.