



# STATE OF CONNECTICUT

## INSURANCE DEPARTMENT

P.O. Box 816 · Hartford, CT 06142-0816

An Equal Opportunity Employer

[www.ct.gov/cid](http://www.ct.gov/cid)

### CONSUMER AFFAIRS DIVISION

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DATE: January 14, 2022

TO: Andrew N. Mais  
Insurance Commissioner

FROM: Gerard F. O'Sullivan  
Director

RE: **Consumer Affairs Division Activity Report for the Period  
January 1, 2021 through December 31, 2021**

1)	Number of complaints pending prior to: <u>01-01-21</u>	<u>304</u>
2)	Number of complaints/inquiries <u>received</u> (opened):	<u>4,577</u>
	<u>Total</u>	<u>4,881</u>
3)	Number of complaints/inquiries <u>closed</u> :	<u>4,273</u>
4)	Number of complaints outstanding on <u>01-01-22</u>	<u>608</u>
5)	Number of complaints closed as:	
	Confirmed:	<u>643*</u>
	Unconfirmed:	<u>3,676*</u>
6)	Recovery dollars on <u>all</u> complaints resolved:	<b><u>\$3,210,081.71</u></b>
7)	<u>Pamphlets</u>	
	Distributed:	<u>61</u>
	Outreach:	<u>0</u>
8)	Recovery amounts by major lines of business for cases closed during the period:	Report 3A (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>01-01-22</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>01-01-22</u>	Report 3D (attached)

*\*Individual complaints may have multiple conclusions*

Report 3A

Connecticut Insurance Department  
Recovery Amounts by Major Lines of Business  
FOR TIME PERIOD January 01, 2021 through December 31, 2021

Line	Recovery	Number of Records
Accident & Health	\$2,083,985.66	300
<i>Mental Health</i>	<i>\$0.00</i>	<i>0</i>
Auto	\$314,291.43	110
Fire, Allied Lines & CMP	\$213,284.60	5
Homeowners	\$340,749.10	44
Liability	\$20,554.79	8
Life & Annuity	\$191,381.80	11
Miscellaneous	\$45,834.33	22
<b>Total</b>	<b>\$3,210,081.71</b>	<b>500</b>

[Report3B]

**Connecticut Insurance Department**  
**TOTAL COMPLAINTS OPENED**  
**FOR TIME PERIOD 01/01/2021 THROUGH 12/31/2021**

<b>Coverage</b>	<b>Total By Coverage</b>	<b>Reason</b>	<b>Total By Reason</b>	<b>% Reason</b>	<b>%Coverage</b>
Accident & Health	1,892				41.31%
		Claim Handling	1,462	77.27%	
		Marketing & Sales	124	6.55%	
		PolicyHolder Service	159	8.40%	
		Underwriting	142	7.51%	
		Other	5	0.26%	
Auto	957				20.90%
		Claim Handling	787	82.24%	
		Marketing & Sales	29	3.03%	
		PolicyHolder Service	108	11.29%	
		Underwriting	33	3.45%	
		Other	0	0.00%	
Fire, Allied Lines & CMP	92				2.01%
		Claim Handling	62	67.39%	
		Marketing & Sales	4	4.35%	
		PolicyHolder Service	5	5.43%	
		Underwriting	21	22.83%	
		Other	0	0.00%	
Homeowners	630				13.76%
		Claim Handling	474	75.24%	
		Marketing & Sales	27	4.29%	
		PolicyHolder Service	65	10.32%	
		Underwriting	64	10.16%	
		Other	0	0.00%	
Liability	58				1.27%
		Claim Handling	26	44.83%	
		Marketing & Sales	4	6.90%	
		PolicyHolder Service	21	36.21%	
		Underwriting	7	12.07%	
		Other	0	0.00%	
Life & Annuity	221				4.83%
		Claim Handling	54	24.43%	
		Marketing & Sales	105	47.51%	
		PolicyHolder Service	51	23.08%	
		Underwriting	11	4.98%	
		Other	0	0.00%	

Coverage	Total By Coverage	Reason	Total By Reason	% Reason	%Coverage
Miscellaneous	730				15.94%
		Claim Handling	133	18.22%	
		Marketing & Sales	17	2.33%	
		PolicyHolder Service	55	7.53%	
		Underwriting	521	71.37%	
		Other	4	0.55%	
<b>Total</b>	<b>4,580</b>				

\* Note: Each complaint may contain one or more Reason Codes.  
January 14, 2022

[Report3C]

**Connecticut Insurance Department**  
**TOTAL COMPLAINTS CLOSED**  
**FOR TIME PERIOD 01/01/2021 THROUGH 12/31/2021**

<b>Coverage</b>	<b>Total By Coverage</b>	<b>Reason</b>	<b>Total By Reason</b>	<b>Confirmed</b>	<b>%Reason</b>	<b>%Coverage</b>
Accident & Health	1,793					41.51%
		Claim Handling	1,382	302	77.08%	
		Marketing & Sales	125	22	6.97%	
		PolicyHolder Service	148	20	8.25%	
		Underwriting	136	2	7.59%	
		Other	2	0	0.11%	
Auto	882					20.42%
		Claim Handling	720	128	81.63%	
		Marketing & Sales	35	10	3.97%	
		PolicyHolder Service	101	17	11.45%	
		Underwriting	26	2	2.95%	
		Other	0	0	0.00%	
Fire, Allied Lines & CMP	85					1.97%
		Claim Handling	59	11	69.41%	
		Marketing & Sales	1	0	1.18%	
		PolicyHolder Service	4	1	4.71%	
		Underwriting	21	6	24.71%	
		Other	0	0	0.00%	
Homeowners	570					13.20%
		Claim Handling	417	41	73.16%	
		Marketing & Sales	34	7	5.96%	
		PolicyHolder Service	61	8	10.70%	
		Underwriting	58	10	10.18%	
		Other	0	0	0.00%	
Liability	62					1.44%
		Claim Handling	28	3	45.16%	
		Marketing & Sales	6	3	9.68%	
		PolicyHolder Service	20	5	32.26%	
		Underwriting	8	3	12.90%	
		Other	0	0	0.00%	
Life & Annuity	221					5.12%
		Claim Handling	52	4	23.53%	
		Marketing & Sales	109	5	49.32%	
		PolicyHolder Service	48	4	21.72%	
		Underwriting	12	0	5.43%	
		Other	0	0	0.00%	
Miscellaneous	706					16.35%

Coverage	Total By Coverage	Reason	Total By Reason	Confirmed	%Reason	%Coverage
		Claim Handling	118	22	16.71%	
		Marketing & Sales	15	0	2.12%	
		PolicyHolder Service	51	6	7.22%	
		Underwriting	522	1	73.94%	
		Other	0	0	0.00%	
<b>Total</b>	<b>4,319</b>					

\* Note: Each complaint may contain one or more Reason Codes. Also, it may include reopened cases.  
January 14, 2022

[REPORT 3D]

01/14/2022

**CONNECTICUT STATE INSURANCE DEPARTMENT**  
**SUMMARY OF COMPLAINTS OF INSURANCE GROUPS & INDIVIDUAL**  
**INSURANCE COMPANIES BY PREMIUM VOLUME & LINE OF BUSINESS OPENED**  
**BETWEEN 01/01/2021 THROUGH 12/31/2021 AND CLOSED BEFORE 01/01/2022**

COMPANY/GROUP Name	EARNED PREMIUM	ACCIDENT HEALTH		AUTO		FIRE ALLIED		HOME OWNER		LIABILITY		LIFE ANNUITIES		MISC		TOTALS	
		OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL
*AAA Life Grp	\$195,892.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*Aegon US Holding Grp	\$642,466,729.00	29	31	0	0	0	0	0	0	0	0	16	17	0	0	45	48
Aetna Health Inc	\$635,883.00	13	12	0	0	0	0	0	0	0	0	0	0	0	0	13	12
*AFLAC Grp	\$50,164,047.00	5	5	0	0	0	0	0	0	0	0	0	0	0	0	5	5
*AJK Holdings	\$1,987.00	0	0	0	0	1	1	0	0	1	1	0	0	1	1	3	3
*Allianz Ins Grp	\$57,122,974.00	3	2	1	1	1	1	0	0	0	0	7	6	5	5	17	15
*Allstate Ins Grp	\$390,054,244.00	0	1	122	116	0	0	80	72	0	0	6	5	4	3	212	197
Amalgamated Life Insurance Company	\$448,427.00	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0
*AMERCO CORP	\$556,382.00	0	0	3	3	0	0	0	0	0	0	2	2	0	0	5	5
American Builders Ins Co Risk Ret Gp, Inc.	\$0.00	0	0	0	0	1	1	0	0	0	0	0	0	0	0	1	1
*AMERICAN FAMILY INS GRP	\$173,473,679.00	0	0	22	15	3	2	22	18	3	2	0	0	0	0	50	37
*American Financial Grp	\$48,827,642.00	0	0	1	0	1	1	0	0	2	2	0	0	0	0	4	3
*AMERICAN INTRNL GRP	\$156,261,733.00	1	1	2	2	1	1	4	5	1	1	12	12	7	4	28	26
*AMERICAN NATL FNCL GRP	\$28,216,278.00	0	0	0	0	0	0	1	0	2	3	1	1	1	1	5	5
*Ameriprise Financial Grp	\$7,162,316.00	5	4	0	0	0	0	0	0	0	0	0	0	0	0	5	4
*Ameritas Mut Holding GRP	\$10,017,749.00	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1
*AMICA MUT GRP	\$204,247,055.00	0	0	10	10	0	0	4	3	0	0	0	0	2	2	16	15
*AmTrust Financial Serv Grp	\$36,517,990.00	0	0	0	0	5	5	0	0	1	1	0	0	5	6	11	12
*ANDOVER GRP	\$51,349,684.00	0	0	0	0	2	2	7	9	1	1	0	0	0	0	10	12
Anthem Health Plans, Inc	\$1,186,449,150.00	353	321	0	0	0	0	0	0	0	0	0	0	0	0	353	321
*Anthem Inc Grp	\$15,992,836.00	3	3	0	0	0	0	0	0	0	0	0	0	0	0	3	3
*Apollo Global Mgmt Grp	\$6,938,304.00	0	0	0	0	0	0	0	0	0	0	3	3	1	1	4	4
*ARBELLA INS GRP	\$57,378,433.00	0	0	4	1	0	0	2	1	1	1	0	0	0	0	7	3
*Arch Ins Grp	\$51,092,819.00	0	0	1	0	2	1	0	0	0	0	0	0	4	3	7	4
*Assurant Inc Grp	\$44,831,928.00	0	0	1	2	4	5	10	7	0	0	0	0	8	7	23	21
*Auto Club Enterprises Ins Grp	\$0.00	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1
*AXA INS GRP	\$66,965,319.00	0	0	2	2	0	0	0	0	0	0	0	0	3	3	5	5
*AXIS Capital Grp	\$13,050,789.00	0	0	0	0	0	0	0	0	2	2	0	0	0	0	2	2
*BANNER LIFE GRP	\$115,003.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*BCS INS GRP	\$2,343,892.00	0	0	0	0	0	0	0	0	0	0	0	0	2	2	2	2
*BERKSHIRE HATHAWAY	\$663,409,124.00	1	1	87	78	2	3	23	17	5	5	0	0	6	5	124	109
*BLUE CROSS & BLUE SHIELD OF MI GRP	\$12,001,281.00	0	0	0	0	0	0	0	0	1	1	0	0	0	0	1	1

[REPORT 3D]

01/14/2022

**CONNECTICUT STATE INSURANCE DEPARTMENT**  
**SUMMARY OF COMPLAINTS OF INSURANCE GROUPS & INDIVIDUAL**  
**INSURANCE COMPANIES BY PREMIUM VOLUME & LINE OF BUSINESS OPENED**  
**BETWEEN 01/01/2021 THROUGH 12/31/2021 AND CLOSED BEFORE 01/01/2022**

COMPANY/GROUP Name	EARNED PREMIUM	ACCIDENT HEALTH		AUTO		FIRE ALLIED		HOME OWNER		LIABILITY		LIFE ANNUITIES		MISC		TOTALS	
		OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL
*BOSTON MUT GRP	\$1,837,032.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*Brighthouse Holdings Grp	\$26,537,681.00	33	30	0	0	0	0	0	0	0	0	10	13	0	0	43	43
*Calton Holdings Grp	\$8,068.00	0	0	0	0	0	0	0	0	0	0	5	6	0	0	5	6
*CATIC Financial Grp	\$0.00	0	0	0	0	0	0	0	0	0	0	0	0	2	2	2	2
*CENTRAL MUT I C OH	\$44,750,288.00	0	0	1	1	0	0	2	2	1	1	0	0	0	0	4	4
*Chubb Ltd Grp	\$554,599,673.00	4	7	4	4	3	3	6	5	0	0	1	1	15	10	33	30
*CIGNA HEALTH GRP	\$538,317,608.00	84	76	0	0	0	0	0	0	0	0	2	1	0	0	86	77
Cigna HealthCare of Connecticut, Inc	\$9,380,571.00	5	3	0	0	0	0	0	0	0	0	0	0	0	0	5	3
*CINCINNATI FNCL CP	\$60,714,754.00	0	0	2	1	0	0	2	2	0	0	0	0	1	1	5	4
*Clear Blue Financial Grp	\$883,749.00	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1
*CNA INS GRP	\$147,022,088.00	5	3	0	1	0	0	0	0	1	1	0	0	0	0	6	5
*CNO Financial Grp	\$11,833,465.00	6	6	0	0	0	0	0	0	0	0	14	15	0	0	20	21
*COLUMBIAN LIFE GRP	\$17.00	0	0	0	0	0	0	0	0	0	0	2	2	0	0	2	2
ConnectiCare Inc	\$121,845,296.00	47	45	0	0	0	0	0	0	0	0	0	0	0	0	47	45
*Core Specialty Ins Holdings Grp	\$3,369,374.00	0	0	1	1	0	0	0	0	1	1	0	0	0	0	2	2
*CSAA Ins Grp	\$103,468,761.00	0	0	29	28	0	0	24	18	0	0	0	0	1	1	54	47
*CUNA MUT GRP	\$278,789,560.00	4	4	0	0	0	0	1	1	0	0	0	0	1	1	6	6
*CVS GRP	\$328,655,888.00	24	25	0	0	0	0	0	0	0	0	2	2	0	0	26	27
*Dai-ichi Life Holdings Inc Grp	\$763,383.00	0	0	0	0	0	0	0	0	0	0	3	3	1	1	4	4
*Delta Dental Plan of NJ Grp	\$0.00	2	3	0	0	0	0	0	0	0	0	0	0	0	0	2	3
*EMC INS CO	\$13,058,190.00	0	0	0	0	1	1	1	1	0	0	0	0	1	1	3	3
*Equitable Holdings Inc Grp	\$19,502,424.00	0	0	0	0	0	0	0	0	0	0	2	2	0	0	2	2
*Everett Mut Grp	\$0.00	0	0	0	0	1	1	0	0	0	0	0	0	1	1	2	2
*FAIRFAX FINANCIAL	\$74,049,936.00	0	0	0	0	1	2	0	0	0	0	0	0	12	16	13	18
*FARMERS INS GRP	\$98,006,715.00	0	0	42	35	4	3	24	18	0	0	0	0	0	0	70	56
*FARMERS MTL HAIL INS CO OF IA GRP	\$0.00	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0
*FEDERATED MUT GRP	\$41,160,928.00	0	0	0	0	1	0	1	0	0	0	0	0	0	0	2	0
*Fidelity Natl Fin Inc GRP	\$0.00	0	0	0	0	0	0	0	0	0	0	1	2	0	0	1	2
*FIDELITY SECURITY GRP	\$23,419,576.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*FINANCIAL HOL CORP	\$19,343.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*Fortitude Grp Holdings LLC Grp	\$0.00	0	0	0	0	0	0	0	0	0	0	2	1	0	0	2	1
*GBIG Holdings Inc Grp	\$10,852.00	0	0	0	0	0	0	0	0	0	0	3	3	0	0	3	3
*General Electric Grp	\$11,488,163.00	0	0	1	1	0	0	3	2	0	0	1	1	0	0	5	4
Generali - U.S. Branch	\$1,294,678.00	0	0	0	0	0	0	0	0	0	0	0	0	3	2	3	2



[REPORT 3D]

01/14/2022

**CONNECTICUT STATE INSURANCE DEPARTMENT**  
**SUMMARY OF COMPLAINTS OF INSURANCE GROUPS & INDIVIDUAL**  
**INSURANCE COMPANIES BY PREMIUM VOLUME & LINE OF BUSINESS OPENED**  
**BETWEEN 01/01/2021 THROUGH 12/31/2021 AND CLOSED BEFORE 01/01/2022**

COMPANY/GROUP Name	EARNED PREMIUM	ACCIDENT HEALTH		AUTO		FIRE ALLIED		HOME OWNER		LIABILITY		LIFE ANNUITIES		MISC		TOTALS	
		OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL
*GENEVE HOL INC	\$2,117,991.00	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0
*Genworth Financial Grp	\$75,305,168.00	19	18	0	0	0	0	0	0	0	0	3	3	0	0	22	21
*GGC Grp	\$107,790.00	0	0	0	0	0	0	0	0	0	0	1	1	1	1	2	2
*Global Atlantic Grp	\$34,221.00	0	0	0	0	0	0	0	0	0	0	3	3	0	0	3	3
Global Liberty Ins Co of New York	\$0.00	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1
*Globe Life Inc Grp	\$8,053,378.00	1	0	0	0	0	0	0	0	0	0	6	4	1	1	8	5
Golden Bear Insurance Company	\$209,214.00	0	0	0	0	0	0	0	0	1	1	0	0	0	0	1	1
*GREAT WEST L ASR	\$750,408.00	0	0	0	0	0	0	0	0	0	0	2	2	0	0	2	2
*GREATER NY	\$31,231,889.00	0	0	0	0	0	0	4	4	0	0	0	0	0	0	4	4
*Group One Thousand One Grp	\$2,745,315.00	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0
*GUARANTEE TRUST	\$5,659,072.00	1	3	0	0	0	0	0	0	0	0	0	0	0	0	1	3
*GUARDIAN LIFE GRP	\$53,029,106.00	5	3	0	0	0	0	0	0	0	0	1	1	0	0	6	4
*GUIDEONE INS GRP	\$2,999,945.00	0	0	0	0	1	1	0	0	0	0	0	0	0	0	1	1
*HARTFORD FIRE & CAS GRP	\$465,644,649.00	5	5	43	38	8	7	37	33	1	2	5	4	3	2	102	91
Harvard Pilgrim Health Care, Inc.	\$0.00	5	4	0	0	0	0	0	0	0	0	0	0	0	0	5	4
*HCSC GRP	\$231,348.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*Health Plan Holdings Inc Grp	\$0.00	4	5	0	0	0	0	0	0	0	0	0	0	0	0	4	5
HealthyCT, Inc.	\$0.00	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1
*Heritage Ins Holdings Grp	\$17,087,580.00	0	0	0	0	0	0	10	10	0	0	0	0	0	0	10	10
*HIP INS GRP	\$0.00	190	176	0	0	0	0	0	0	0	0	0	0	0	0	190	176
*Hiscox Ins Grp	\$5,053,565.00	0	0	0	0	1	1	0	0	0	0	0	0	0	0	1	1
*Hopmeadow Holdings Grp	\$124,168,884.00	0	0	0	0	0	0	0	0	0	0	4	4	0	0	4	4
*HORACE MANN GRP	\$10,063,404.00	0	0	2	2	0	0	0	0	0	0	0	0	0	0	2	2
*HUMANA INC	\$0.00	2	2	0	0	0	0	0	0	0	0	0	0	0	0	2	2
*IAT Reins Co Grp	\$10,812,212.00	0	0	0	0	1	1	3	2	0	0	0	0	0	0	4	3
*JACKSON NATL GRP	\$132,487.00	0	0	0	0	0	0	0	0	0	0	5	5	0	0	5	5
*Jewelers Mut Grp	\$3,563,366.00	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	1
*JOHN HANCOCK GRP	\$677,071,168.00	12	12	0	0	0	0	0	0	0	0	7	7	1	1	20	20
*Kemper Corp Grp	\$43,726,568.00	0	0	17	19	0	0	2	2	0	0	0	0	0	0	19	21
Kingstone Insurance Company	\$4,053,751.00	0	0	0	0	0	0	3	3	0	0	0	0	0	0	3	3
Kinsale Insurance Company	\$4,029,844.00	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0
Knights of Columbus	\$1,134,406.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*Kuvare Grp	\$232,586.00	0	0	0	0	0	0	0	0	0	0	3	3	0	0	3	3
*Lemonade Inc Grp	\$1,345,419.00	0	0	0	0	0	0	2	2	0	0	0	0	1	1	3	3

[REPORT 3D]

01/14/2022

**CONNECTICUT STATE INSURANCE DEPARTMENT**  
**SUMMARY OF COMPLAINTS OF INSURANCE GROUPS & INDIVIDUAL**  
**INSURANCE COMPANIES BY PREMIUM VOLUME & LINE OF BUSINESS OPENED**  
**BETWEEN 01/01/2021 THROUGH 12/31/2021 AND CLOSED BEFORE 01/01/2022**

COMPANY/GROUP Name	EARNED PREMIUM	ACCIDENT HEALTH		AUTO		FIRE ALLIED		HOME OWNER		LIABILITY		LIFE ANNUITIES		MISC		TOTALS	
		OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL
*LIBERTY MUT GRP	\$647,647,645.00	2	2	123	108	11	10	76	68	7	7	1	1	7	5	227	201
*Lifetime HealthCare Grp	\$3,451,641.00	3	3	0	0	0	0	0	0	0	0	0	0	0	0	3	3
*LINCOLN NATL	\$15,177,228.00	3	2	0	0	0	0	0	0	0	0	4	4	0	0	7	6
*MAPFRE INS GRP	\$83,304,109.00	0	0	8	8	1	1	14	13	0	0	0	0	1	1	24	23
*MARKEL CORP GRP	\$39,146,391.00	0	0	1	0	1	1	0	0	1	1	0	0	1	1	4	3
*MASS MUT L I C	\$1,110,985,190.00	0	0	0	0	0	0	0	0	0	0	7	6	0	0	7	6
*Meiji Yasuda Life Ins Grp	\$177,715,210.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*METROPOLITAN GRP	\$1,527,634,509.00	18	17	1	1	0	0	0	0	0	0	15	17	0	0	34	35
*MINNESOTA MUT	\$344,636,059.00	1	1	0	0	0	0	0	0	0	0	0	1	0	0	1	2
*Munich Re Grp	\$46,286,417.00	0	0	1	1	1	1	12	11	1	1	0	0	0	0	15	14
*MUTUAL OF OMAHA	\$20,462,412.00	2	3	0	0	0	0	0	0	0	0	0	0	0	0	2	3
*NATIONAL GUARDIAN LIFE INS GRP	\$1,752,910.00	2	3	0	0	0	0	0	0	0	0	0	0	0	0	2	3
*National Life Group	\$237,045.00	0	0	0	0	0	0	0	0	0	0	2	2	0	0	2	2
*NATIONWIDE CORP	\$256,128,955.00	2	3	13	8	4	3	15	14	3	3	2	1	22	16	61	48
*NEW JERSEY MANUFACTURERS	\$1,571,342.00	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	1
*NEW LONDON COUNTY	\$35,797,592.00	0	0	0	0	1	1	6	9	0	0	0	0	0	0	7	10
*NEW YORK LIFE GRP	\$347,200,532.00	4	4	0	0	0	0	0	0	0	0	4	3	0	0	8	7
*NORFOLK & DEDHAM GRP	\$0.00	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1
*NORTHWESTERN MUT	\$54,154,493.00	0	0	0	0	0	0	0	0	0	0	3	3	0	0	3	3
*OHIO MUT GRP	\$25,463,731.00	0	0	10	10	0	0	4	4	0	0	0	0	1	1	15	15
*OLD REPUBLIC GRP	\$42,799,787.00	0	0	7	7	0	0	0	0	2	3	0	0	0	0	9	10
*OneAmerica Financial Partners Grp	\$556,446.00	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0
Oxford Health Plans (CT), Inc	\$42,594,576.00	55	55	0	0	0	0	0	0	0	0	0	0	0	0	55	55
*PACIFIC LIFE INS CO	\$0.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*PALISADES GRP	\$6,489,526.00	0	0	9	10	0	0	0	0	0	0	0	0	0	0	9	10
*PENN MUT GRP	\$190,054.00	0	0	0	0	0	0	0	0	0	0	2	2	0	0	2	2
*PENN TREATY AMER GRP	\$0.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*PENNSYLVANIA LUMBERMENS GRP	\$2,007,792.00	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
*PLYMOUTH ROCK INS GRP	\$51,359,956.00	0	0	5	5	1	1	11	9	0	0	0	0	0	0	17	15
*Primerica Grp	\$23,822.00	0	0	0	0	0	0	0	0	0	0	2	2	0	0	2	2
*PRINCIPAL FIN GRP	\$23,784,563.00	3	3	0	0	0	0	0	0	0	0	1	1	0	0	4	4
*PROGRESSIVE GRP	\$447,488,028.00	0	0	154	146	2	2	17	14	1	1	0	0	4	4	178	167
*ProSight GRP	\$7,734,381.00	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1
Providence Mutual Fire Insurance Company	\$20,327,984.00	0	0	2	3	0	0	1	1	0	0	0	0	0	0	3	4

**01/14/2022**

COMPANY/GROUP Name	EARNED PREMIUM	ACCIDENT HEALTH		AUTO		FIRE ALLIED		HOME OWNER		LIABILITY		LIFE ANNUITIES		MISC		TOTALS	
		OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL
*PRUDENTIAL OF AMER	\$2,479,024,715.00	7	7	0	0	0	0	0	0	0	0	15	13	0	0	22	20
*QBE INS GRP LTD	\$28,550,688.00	0	0	0	0	0	0	3	2	0	0	0	0	1	0	4	2
*QUINCY MUT GRP	\$34,550,768.00	0	0	2	2	0	0	2	2	0	0	0	0	0	0	4	4
*RLI INS GRP	\$7,501,452.00	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	1
*Root Inc Grp	\$3,283,588.00	0	0	2	1	0	0	0	0	0	0	0	0	0	0	2	1
*Sammons Enterprises Grp	\$2,679.00	0	0	0	0	0	0	0	0	0	0	4	3	0	0	4	3
Samsung Fire & Marine Ins Co., Ltd (U.S. Br)	\$8,695.00	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1
Security Mutual Life Ins Co of New York	\$32,121.00	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
*SELECTIVE INS	\$80,500,680.00	0	0	3	3	2	2	0	0	2	3	0	0	1	1	8	9
*SENTRY INS GRP	\$32,994,511.00	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1
*SH1 Holdings Grp	\$91,081.00	0	0	0	0	0	0	2	1	0	0	0	0	0	0	2	1
*ShelterPoint Grp Inc	\$341,674.00	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1
*Skyward Specialty Ins Grp Inc Grp	\$3,370,468.00	0	0	0	0	0	0	0	0	1	1	0	0	0	0	1	1
*St Paul Travelers Grp	\$619,387,949.00	0	0	26	24	5	2	27	28	3	3	0	0	3	4	64	61
*STATE FARM IL	\$361,623,264.00	0	0	87	78	3	1	53	46	0	0	0	0	1	0	144	125
*Sterling Financial Ins Grp Inc	\$32,892.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*STEWART TITLE CO	\$0.00	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0
*SWISS RE GRP	\$27,843,242.00	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
*The Hanover Ins Grp	\$169,170,137.00	0	0	7	7	2	2	10	9	2	1	0	0	2	1	23	20
*Thrivent Financial For Lutherans Grp	\$0.00	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
*Tiptree Fin Grp	\$461,390.00	0	0	0	0	0	0	0	0	0	0	0	0	3	2	3	2
*Tokio Marine Holdings Inc GRP	\$191,447,250.00	1	2	3	3	0	0	2	2	1	2	0	0	0	0	7	9
*Trupanion Grp	\$8,456,549.00	0	0	0	0	0	0	0	0	0	0	0	0	3	2	3	2
*UNION MUT VT	\$9,450,604.00	0	0	0	0	0	0	2	2	0	0	0	0	0	0	2	2
*United Ins Holdings Grp	\$10,840,799.00	0	0	1	1	0	0	9	9	0	0	0	0	1	1	11	11
*UNITED SERVICES AUTOMOBILE ASN GRP	\$259,526,319.00	1	1	45	33	1	1	20	21	0	0	1	0	0	0	68	56
*UNITEDHEALTH GRP	\$708,427,186.00	98	93	0	0	0	0	0	0	0	0	0	0	1	1	99	94
*UNIVERSAL INS CO GRP	\$7,796,668.00	0	0	0	0	0	0	6	7	0	0	0	0	0	0	6	7
*UNUM GRP	\$81,318,707.00	3	3	0	0	0	0	0	0	0	0	0	0	0	0	3	3
Utica First Insurance Company	\$40,616,348.00	0	0	0	0	1	1	8	7	0	0	0	0	1	0	10	8
*UTICA NATL INS GRP	\$93,910,801.00	0	0	9	9	1	1	3	1	2	2	0	0	1	1	16	14
*VERMONT MUT GRP	\$39,863,340.00	0	0	1	1	1	1	7	5	0	0	0	0	0	0	9	7
*Voya Financial Grp	\$1,422,479,554.00	0	0	0	0	0	0	0	0	0	0	6	7	0	0	6	7
WellCare of Connecticut, Inc.	\$0.00	4	3	0	0	0	0	0	0	0	0	0	0	0	0	4	3

[REPORT 3D]

01/14/2022

**CONNECTICUT STATE INSURANCE DEPARTMENT**  
**SUMMARY OF COMPLAINTS OF INSURANCE GROUPS & INDIVIDUAL**  
**INSURANCE COMPANIES BY PREMIUM VOLUME & LINE OF BUSINESS OPENED**  
**BETWEEN 01/01/2021 THROUGH 12/31/2021 AND CLOSED BEFORE 01/01/2022**

COMPANY/GROUP Name	EARNED PREMIUM	ACCIDENT HEALTH		AUTO		FIRE ALLIED		HOME OWNER		LIABILITY		LIFE ANNUITIES		MISC		TOTALS	
		OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL	OP	CL
*WEST SOUTHERN GRP	\$7,609,243.00	1	0	0	0	0	0	0	0	0	0	1	1	0	0	2	1
*WESTERN SERVICE CONTRACT GRP	\$8,572,835.00	0	0	0	0	0	0	9	7	0	0	0	0	0	0	9	7
*Wilton Re Grp	\$3,909.00	0	0	0	0	0	0	0	0	0	0	4	1	0	0	4	1
*WR BERKLEY CORP	\$116,638,836.00	0	0	1	1	0	0	0	0	1	1	0	0	0	0	2	2
*WT Holdings Grp	\$6,680,917.00	0	0	3	3	0	0	3	3	0	0	0	0	0	0	6	6
*ZURICH INS GRP	\$154,379,567.00	0	0	2	1	2	2	2	1	2	2	0	0	2	1	10	7
<b>TOTALS</b>	<b>\$20,444,574,116.00</b>	<b>1,085</b>		<b>931</b>		<b>87</b>		<b>604</b>		<b>54</b>		<b>222</b>		<b>152</b>		<b>3,135</b>	
			<b>1,019</b>		<b>841</b>		<b>76</b>		<b>536</b>		<b>58</b>		<b>217</b>		<b>128</b>		<b>2,875</b>

\* Denotes group of insurance companies.

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