



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 13, 2023

TO: Andrew N. Mais
Insurance Commissioner

FROM: Gerard F. O'Sullivan
Director

RE: **Consumer Affairs Division Activity Report for the Period
January 1, 2022 through December 31, 2022**

1)	Number of complaints pending prior to: <u>01-01-22</u>	<u>608</u>
2)	Number of complaints/inquiries <u>received</u> (opened):	<u>3,932</u>
	<u>Total</u>	<u>4,540</u>
3)	Number of complaints/inquiries <u>closed</u> :	<u>3,996</u>
4)	Number of complaints outstanding on <u>01-01-23</u>	<u>544</u>
5)	Number of complaints closed as:	
	Confirmed:	<u>903*</u>
	Unconfirmed:	<u>3,171*</u>
6)	Recovery dollars on <u>all</u> complaints resolved:	<u>\$6,711,089.59</u>
7)	<u>Pamphlets</u>	
	Distributed:	<u>15</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>01-01-23</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>01-01-23</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, 2022 through December 31, 2022

Line	Recovery	Number of Records
Accident & Health	\$3,575,200.72	514
<i>Mental Health</i>	\$37,275.50	11
Auto	\$847,195.80	216
Fire, Allied Lines & CMP	\$582,479.71	14
Homeowners	\$1,506,700.67	76
Liability	\$2,432.04	4
Life & Annuity	\$10,326.95	1
Miscellaneous	\$186,753.70	63
Total	\$6,711,089.59	888

[Report3B]

Connecticut Insurance Department
TOTAL COMPLAINTS OPENED
FOR TIME PERIOD 01/01/2022 THROUGH 12/31/2022

Coverage	Total By Coverage	Reason	Total By Reason	% Reason	%Coverage
Accident & Health	1,596				40.48%
		Claim Handling	1,278	80.08%	
		Marketing & Sales	54	3.38%	
		PolicyHolder Service	180	11.28%	
		Underwriting	78	4.89%	
		Other	6	0.38%	
Auto	1,221				30.97%
		Claim Handling	1,014	83.05%	
		Marketing & Sales	15	1.23%	
		PolicyHolder Service	93	7.62%	
		Underwriting	99	8.11%	
		Other	0	0.00%	
Fire, Allied Lines & CMP	88				2.23%
		Claim Handling	62	70.45%	
		Marketing & Sales	4	4.55%	
		PolicyHolder Service	6	6.82%	
		Underwriting	16	18.18%	
		Other	0	0.00%	
Homeowners	538				13.64%
		Claim Handling	401	74.54%	
		Marketing & Sales	4	0.74%	
		PolicyHolder Service	46	8.55%	
		Underwriting	87	16.17%	
		Other	0	0.00%	
Liability	35				0.89%
		Claim Handling	26	74.29%	
		Marketing & Sales	1	2.86%	
		PolicyHolder Service	5	14.29%	
		Underwriting	3	8.57%	
		Other	0	0.00%	
Life & Annuity	236				5.99%
		Claim Handling	45	19.07%	
		Marketing & Sales	68	28.81%	
		PolicyHolder Service	107	45.34%	
		Underwriting	16	6.78%	
		Other	0	0.00%	

Coverage	Total By Coverage	Reason	Total By Reason	% Reason	%Coverage
Miscellaneous	229				5.81%
		Claim Handling	182	79.48%	
		Marketing & Sales	3	1.31%	
		PolicyHolder Service	15	6.55%	
		Underwriting	27	11.79%	
		Other	2	0.87%	
Total	3,943				

* Note: Each complaint may contain one or more Reason Codes.
January 13, 2023

[Report3C]

Connecticut Insurance Department
TOTAL COMPLAINTS CLOSED
FOR TIME PERIOD 01/01/2022 THROUGH 12/31/2022

Coverage	Total By Coverage	Reason	Total By Reason	Confirmed	%Reason	%Coverage
Accident & Health	1,598					39.22%
		Claim Handling	1,265	372	79.16%	
		Marketing & Sales	62	24	3.88%	
		PolicyHolder Service	180	48	11.26%	
		Underwriting	88	13	5.51%	
		Other	3	2	0.19%	
Auto	1,278					31.37%
		Claim Handling	1,067	222	83.49%	
		Marketing & Sales	16	3	1.25%	
		PolicyHolder Service	103	25	8.06%	
		Underwriting	92	15	7.20%	
		Other	0	0	0.00%	
Fire, Allied Lines & CMP	94					2.31%
		Claim Handling	65	13	69.15%	
		Marketing & Sales	5	0	5.32%	
		PolicyHolder Service	7	1	7.45%	
		Underwriting	17	3	18.09%	
		Other	0	0	0.00%	
Homeowners	603					14.80%
		Claim Handling	470	70	77.94%	
		Marketing & Sales	6	1	1.00%	
		PolicyHolder Service	52	13	8.62%	
		Underwriting	75	16	12.44%	
		Other	0	0	0.00%	
Liability	36					0.88%
		Claim Handling	27	3	75.00%	
		Marketing & Sales	1	0	2.78%	
		PolicyHolder Service	5	1	13.89%	
		Underwriting	3	1	8.33%	
		Other	0	0	0.00%	
Life & Annuity	219					5.38%
		Claim Handling	46	0	21.00%	
		Marketing & Sales	60	2	27.40%	
		PolicyHolder Service	98	0	44.75%	
		Underwriting	15	0	6.85%	
		Other	0	0	0.00%	
Miscellaneous	246					6.04%
		Claim Handling	190	44	77.24%	

Coverage	Total By Coverage	Reason	Total By Reason	Confirmed	%Reason	%Coverage
		Marketing & Sales	5	1	2.03%	
		PolicyHolder Service	20	4	8.13%	
		Underwriting	31	6	12.60%	
		Other	0	0	0.00%	
Total	4,074					

* Note: Each complaint may contain one or more Reason Codes. Also, it may include reopened cases.
January 13, 2023

[REPORT 3D]

01/13/2023

CONNECTICUT STATE INSURANCE DEPARTMENT
SUMMARY OF COMPLAINTS OF INSURANCE GROUPS & INDIVIDUAL
INSURANCE COMPANIES BY PREMIUM VOLUME & LINE OF BUSINESS OPENED
BETWEEN 01/01/2022 THROUGH 12/31/2022 AND CLOSED BEFORE 01/01/2023

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	\$239,971.00	0	0	0	0	0	0	0	0	0	0	6	4	0	0	6	4
*Aegis Grp	\$1,051,556.00	0	0	1	1	0	0	1	1	0	0	0	0	0	0	2	2
*Aegon US Holding Grp	\$652,498,110.00	54	50	0	0	0	0	0	0	0	0	11	9	0	0	65	59
Aetna Better Health Inc.	\$0.00	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Aetna Health Inc	\$524,288.00	7	7	0	0	0	0	0	0	0	0	0	0	0	0	7	7
*AFLAC Grp	\$46,750,198.00	3	3	0	0	0	0	0	0	0	0	1	0	0	0	4	3
*AIM Mut Grp	\$7,708,149.00	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1
*Allianz Ins Grp	\$69,265,572.00	1	2	0	0	1	1	1	1	0	0	1	2	5	5	9	11
*Allstate Ins Grp	\$510,103,110.00	1	1	180	166	2	2	50	61	2	2	4	3	2	3	241	238
Amalgamated Life Insurance Company	\$371,034.00	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1
*AMERCO CORP	\$739,321.00	1	1	3	3	1	1	0	0	0	0	0	0	1	1	6	6
*AMERICAN EQUITY INVESTMENT GRP	\$0.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*AMERICAN FAMILY INS GRP	\$174,454,918.00	0	0	18	25	2	3	13	18	0	1	0	0	3	3	36	50
*American Financial Grp	\$54,802,113.00	0	0	1	2	4	4	2	2	0	0	0	0	0	0	7	8
*AMERICAN INTRNL GRP	\$155,387,081.00	0	0	1	0	1	1	7	5	0	0	20	20	5	8	34	34
*AMERICAN NATL FNCL GRP	\$29,680,012.00	0	0	2	2	1	0	1	2	0	0	1	1	0	0	5	5
*Ameriprise Financial Grp	\$6,996,325.00	2	3	0	0	0	0	0	0	0	0	2	1	0	0	4	4
*Ameritas Mut Holding GRP	\$9,789,652.00	5	4	0	0	0	0	0	0	0	0	1	1	0	0	6	5
*AMICA MUT GRP	\$197,955,743.00	0	0	12	12	0	0	6	8	1	1	0	0	0	0	19	21
*AmTrust Financial Serv Grp	\$42,161,323.00	0	0	0	0	2	2	1	1	0	0	0	0	1	1	4	4
*ANDOVER GRP	\$51,491,750.00	0	0	1	1	0	0	8	9	0	0	0	0	0	0	9	10
Anthem Hlth Plans Inc	\$1,201,842,300.00	272	277	0	0	0	0	0	0	0	0	0	0	0	0	272	277
*Anthem Inc Grp	\$16,626,349.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*Apollo Global Mgmt Grp	\$5,236,724.00	0	0	0	0	0	0	0	0	0	0	4	5	0	0	4	5
*ARBELLA INS GRP	\$61,436,407.00	0	0	10	13	0	0	0	1	0	0	0	0	0	0	10	14
*Arch Ins Grp	\$54,060,153.00	0	0	2	3	2	3	0	0	0	0	0	0	3	2	7	8
*Assurant Inc Grp	\$43,228,608.00	0	0	1	1	2	1	13	18	0	0	0	0	2	2	18	22
*Assurity Grp	\$1,057,577.00	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1
Ategrity Specialty Insurance Company	\$2,576,526.00	0	0	0	0	1	1	0	0	0	0	0	0	0	0	1	1
*Auto Club Enterprises Ins Grp	\$5,705.00	0	0	3	2	0	0	1	1	0	0	0	0	0	0	4	3
*AXA INS GRP	\$74,740,163.00	0	0	1	1	0	0	0	0	0	0	0	0	1	1	2	2
*AXIS Capital Grp	\$14,724,159.00	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1

01/13/2023

COMPANY/GROUP Name	EARNED PREMIUM	ACCIDENT HEALTH				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	OP	CL		
*BANNER LIFE GRP	\$135,424.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1				
*BCS INS GRP	\$1,851,695.00	0	0	0	0	0	0	0	0	0	0	0	0	2	2	2	2				
*BERKSHIRE HATHAWAY	\$699,710,147.00	0	0	127	135	5	4	23	27	1	1	0	0	8	11	164	178				
*BOSTON MUT GRP	\$1,624,806.00	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0				
*Brighthouse Holdings Grp	\$16,684,992.00	23	24	0	0	0	0	0	0	0	0	13	12	0	0	36	36				
*CALIFORNIA CAS MGMT	\$3,085,872.00	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1				
*Calton Holdings Grp	\$9,303.00	0	0	0	0	0	0	0	0	0	0	1	2	0	0	1	2				
CarePartners of Connecticut, Inc.	\$0.00	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1				
*CENTENE CORP GRP	\$215,655.00	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1				
*CENTRAL MUT I C OH	\$44,565,183.00	0	0	3	3	0	0	0	0	0	0	0	0	0	0	3	3				
Cherokee Insurance Company	\$109,828.00	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1				
*Chubb Ltd Grp	\$565,422,981.00	6	6	4	3	1	1	5	6	0	0	1	1	8	13	25	30				
*Church Mut Grp	\$8,464,360.00	0	0	0	0	2	2	0	0	0	0	0	0	0	0	2	2				
*CIGNA HEALTH GRP	\$567,369,832.00	64	60	0	0	0	0	0	0	0	0	2	3	0	0	66	63				
Cigna HealthCare of Connecticut, Inc	\$9,029,845.00	21	21	0	0	0	0	0	0	0	0	0	0	0	0	21	21				
*CINCINNATI FNCL CP	\$71,864,351.00	0	0	2	3	2	2	1	1	4	4	0	0	0	0	9	10				
*CNA INS GRP	\$158,417,000.00	4	5	0	0	0	0	0	0	4	3	0	0	2	2	10	10				
*CNO Financial Grp	\$11,928,122.00	2	2	0	0	0	0	0	0	0	0	7	7	0	0	9	9				
*COLUMBIAN LIFE GRP	\$0.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1				
ConnectiCare Inc	\$137,282,320.00	31	31	0	0	0	0	0	0	0	0	0	0	0	0	31	31				
*CSAA Ins Grp	\$107,668,773.00	0	0	27	24	0	0	21	25	0	0	0	0	0	0	48	49				
*CUNA MUT GRP	\$75,247,233.00	3	3	0	0	0	0	0	0	0	0	1	1	3	1	7	5				
*CVS GRP	\$338,536,546.00	30	24	0	0	0	0	0	0	0	0	4	2	0	0	34	26				
*Dai-ichi Life Holdings Inc Grp	\$661,722.00	0	0	0	0	0	0	0	0	0	0	4	3	1	1	5	4				
*Delta Dental Plan of NJ Grp	\$0.00	3	3	0	0	0	0	0	0	0	0	0	0	0	0	3	3				
*DENTEGRA GRP	\$0.00	6	4	0	0	0	0	0	0	0	0	0	0	0	0	6	4				
*EMC INS CO	\$15,878,717.00	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1				
*Equitable Holdings Inc Grp	\$24,025,199.00	1	1	0	0	0	0	0	0	0	0	1	1	0	0	2	2				
*Everlake Holdings Grp	\$144,490.00	0	0	0	0	0	0	0	0	0	0	1	2	0	0	1	2				
*FAIRFAX FINANCIAL	\$85,079,337.00	0	0	0	0	2	2	0	0	0	0	0	0	26	24	28	26				
*FARMERS INS GRP	\$272,357,497.00	0	0	59	58	0	1	37	39	0	0	0	0	0	0	96	98				
*FARMERS MTL HAIL INS CO OF IA GRP	\$0.00	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1				

01/13/2023

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
*FEDERATED MUT GRP	\$46,007,096.00	0	0	1	1	0	1	0	1	0	0	0	0	0	0	1	3
*FIDELITY INVEST INS & ANNUITY GRP	\$0.00	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1
*Fidelity Natl Fin Inc GRP	\$0.00	0	0	0	0	0	0	0	0	0	0	1	0	2	2	3	2
*FINANCIAL HOL CORP	\$24,987.00	0	0	0	0	0	0	0	0	0	0	4	4	0	0	4	4
*First Acceptance Ins Grp	\$0.00	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1
*Fortitude Grp Holdings LLC Grp	\$0.00	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1
*GBIG Holdings Inc Grp	\$6,364.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*General Electric Grp	\$13,244,496.00	0	0	0	0	0	0	2	3	0	0	0	0	0	0	2	3
Generali - U.S. Branch	\$1,424,331.00	0	0	0	0	0	0	0	0	0	0	0	0	4	4	4	4
*Genworth Financial Grp	\$75,643,851.00	24	25	0	0	0	0	0	0	0	0	1	1	0	0	25	26
*GGC Grp	\$92,904.00	0	0	0	0	0	0	0	0	0	0	3	3	0	0	3	3
*Global Atlantic Grp	\$34,164.00	0	0	0	0	0	0	0	0	0	0	5	4	0	0	5	4
*Global Ind Grp	\$2,613,557.00	0	0	0	0	1	0	0	0	0	0	0	0	1	1	2	1
*Globe Life Inc Grp	\$8,488,916.00	1	2	0	0	0	0	0	0	0	0	5	6	0	0	6	8
*GREAT WEST L ASR	\$174,056,526.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*GREATER NY	\$37,495,734.00	0	0	0	0	3	3	5	4	0	0	0	0	0	0	8	7
*Group 1001 Ins Holdings Grp	\$4,134,783.00	0	0	0	0	0	0	0	0	0	0	5	3	0	0	5	3
*GUARANTEE TRUST	\$5,636,176.00	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1
*GUARDIAN LIFE GRP	\$49,107,234.00	9	9	0	0	0	0	0	0	0	0	1	1	0	0	10	10
*HANNOVER GRP	\$6,471,499.00	0	0	1	1	1	1	0	0	0	0	0	0	0	0	2	2
*HARTFORD FIRE & CAS GRP	\$494,974,984.00	7	5	51	52	3	5	35	31	1	1	6	7	9	9	112	110
Harvard Pilgrim Health Care, Inc.	\$0.00	7	8	0	0	0	0	0	0	0	0	0	0	0	0	7	8
*HCI Grp Inc	\$884,403.00	0	0	0	0	0	0	4	3	0	0	0	0	0	0	4	3
*HCSC GRP	\$209,832.00	0	0	0	0	0	0	0	0	0	0	2	2	0	0	2	2
*Heritage Ins Holdings Grp	\$30,768,718.00	0	0	0	0	1	1	13	12	0	0	0	0	0	0	14	13
*HIGHMARK INC	\$5,075,246.00	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1
*HIP INS GRP	\$0.00	212	213	0	0	0	0	0	0	0	0	0	0	0	0	212	213
*Hopmeadow Holdings Grp	\$123,417,646.00	0	0	0	0	0	0	0	0	0	0	2	2	0	0	2	2
*HORACE MANN GRP	\$9,660,611.00	0	0	0	0	0	0	1	1	0	0	0	0	0	0	1	1
*HUMANA INC	\$0.00	2	2	0	0	0	0	0	0	0	0	0	0	0	0	2	2
*IAT Reins Co Grp	\$14,716,461.00	0	0	0	0	1	0	3	4	0	0	0	0	0	0	4	4
*IFG CO	\$324,996.00	0	0	0	0	2	1	0	0	0	0	0	0	0	0	2	1

[REPORT 3D]

01/13/2023

CONNECTICUT STATE INSURANCE DEPARTMENT
SUMMARY OF COMPLAINTS OF INSURANCE GROUPS & INDIVIDUAL
INSURANCE COMPANIES BY PREMIUM VOLUME & LINE OF BUSINESS OPENED
BETWEEN 01/01/2022 THROUGH 12/31/2022 AND CLOSED BEFORE 01/01/2023

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
Independence American Insurance Company	\$1,886,357.00	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
*INDUSTRIAL ALLIANCE GRP	\$408,733.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*JACKSON NATL GRP	\$88,794.00	0	0	0	0	0	0	0	0	0	0	3	2	0	0	3	2
*James River Grp Inc	\$2,677,574.00	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1
John Alden Life Insurance Company	\$113,591.00	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1
*JOHN HANCOCK GRP	\$758,832,561.00	8	7	0	0	0	0	0	0	0	0	7	6	0	0	15	13
*Kemper Corp Grp	\$47,314,057.00	0	0	20	19	0	0	4	2	0	0	0	0	0	0	24	21
Kingstone Insurance Company	\$5,058,908.00	0	0	0	0	0	0	4	3	0	0	0	0	0	0	4	3
Kinsale Insurance Company	\$4,566,739.00	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
Knights of Columbus	\$1,169,284.00	0	0	0	0	0	0	0	0	0	0	3	3	0	0	3	3
*Kuvare Grp	\$230,434.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*Lemonade Inc Grp	\$2,944,453.00	0	0	0	0	0	0	5	3	0	0	0	0	1	1	6	4
*LIBERTY MUT GRP	\$649,819,396.00	0	0	151	155	2	2	39	50	2	2	0	0	1	3	195	212
*Lifetime HealthCare Grp	\$3,522,614.00	1	1	0	0	0	0	0	0	0	0	0	0	0	0	1	1
*LINCOLN NATL	\$31,450,822.00	4	4	0	0	0	0	0	0	0	0	5	4	0	0	9	8
*Manhattan Life Grp	\$1,215,269.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*MAPFRE INS GRP	\$72,525,373.00	0	0	8	8	0	0	4	5	0	0	0	0	0	0	12	13
*MARKEL CORP GRP	\$47,044,738.00	0	0	3	4	0	0	1	1	0	0	0	0	0	0	4	5
*MASS MUT L I C	\$652,980,672.00	1	1	0	0	0	0	0	0	0	0	6	7	0	0	7	8
*Meiji Yasuda Life Ins Grp	\$123,491,951.00	1	1	0	0	0	0	0	0	0	0	1	2	0	0	2	3
*METROPOLITAN GRP	\$659,705,188.00	15	17	0	0	0	0	0	0	0	0	15	15	1	1	31	33
*MINNESOTA MUT	\$96,508,840.00	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0
*MS & AD Ins Grp	\$2,306,053.00	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1
*Munich Re Grp	\$42,468,420.00	0	0	0	0	0	0	2	3	0	0	0	0	1	1	3	4
*MUTUAL OF AMER	\$0.00	0	0	0	0	0	0	0	0	0	0	4	3	0	0	4	3
*MUTUAL OF OMAHA	\$20,806,774.00	9	9	0	0	0	0	0	0	0	0	4	4	0	0	13	13
*NATIONAL GUARDIAN LIFE INS GRP	\$567,876.00	0	0	0	0	0	0	0	0	0	0	2	2	0	0	2	2
*National Life Group	\$220,376.00	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	0
*NATIONWIDE CORP	\$252,644,593.00	0	0	18	21	2	3	14	15	0	0	1	2	28	33	63	74
*NEW JERSEY MANUFACTURERS	\$3,732,514.00	0	0	2	2	0	0	0	0	0	0	0	0	0	0	2	2
*NEW LONDON COUNTY	\$33,192,288.00	0	0	1	1	0	0	6	6	0	0	0	0	0	0	7	7
*NEW YORK LIFE GRP	\$233,145,023.00	4	4	0	0	0	0	0	0	0	0	9	7	0	0	13	11

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CONNECTICUT STATE INSURANCE DEPARTMENT
SUMMARY OF COMPLAINTS OF INSURANCE GROUPS & INDIVIDUAL
INSURANCE COMPANIES BY PREMIUM VOLUME & LINE OF BUSINESS OPENED
BETWEEN 01/01/2022 THROUGH 12/31/2022 AND CLOSED BEFORE 01/01/2023

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
*NORTHWESTERN MUT	\$55,598,245.00	2	1	0	0	0	0	0	0	0	0	3	3	0	0	5	4
*OHIO MUT GRP	\$25,848,219.00	0	0	6	5	0	0	0	0	0	0	0	0	0	0	6	5
*OLD REPUBLIC GRP	\$51,798,693.00	0	0	4	4	3	3	0	0	0	0	0	0	1	1	8	8
*OneAmerica Financial Partners Grp	\$548,925.00	0	0	0	0	0	0	0	0	0	0	1	2	0	0	1	2
Oxford Health Plans (CT), Inc	\$38,114,616.00	28	27	0	0	0	0	0	0	0	0	0	0	0	0	28	27
*PALISADES GRP	\$11,453,045.00	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1
*PENN MUT GRP	\$171,373.00	0	0	0	0	0	0	0	0	0	0	2	2	0	0	2	2
*PLATEAU GRP	\$179,909.00	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1	1
*PLYMOUTH ROCK INS GRP	\$62,495,476.00	0	0	2	2	0	0	19	18	0	0	0	0	1	1	22	21
*Primerica Grp	\$24,406.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*PRINCIPAL FIN GRP	\$23,833,519.00	1	1	0	0	0	0	0	0	0	0	1	2	0	0	2	3
*PROGRESSIVE GRP	\$498,482,325.00	0	0	186	193	2	2	17	19	0	0	0	0	4	4	209	218
*ProSight GRP	\$7,594,399.00	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1
Providence Mutual Fire Insurance Company	\$18,822,608.00	0	0	1	1	0	0	1	1	0	0	0	0	0	0	2	2
*PRUDENTIAL OF AMER	\$681,719,808.00	6	7	0	0	0	0	0	0	0	0	7	7	0	0	13	14
*QBE INS GRP LTD	\$33,354,737.00	0	0	0	0	1	1	1	2	1	1	0	0	0	1	3	5
*QUINCY MUT GRP	\$36,161,213.00	0	0	2	1	0	0	6	6	0	0	0	0	0	0	8	7
*Randall & Quilter Investment Grp	\$22,147.00	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0
*Resolution Life US Holdings Grp	\$0.00	0	0	0	0	0	0	0	0	0	0	2	1	0	0	2	1
*Root Inc Grp	\$4,123,310.00	0	0	7	5	0	0	0	0	0	0	0	0	0	0	7	5
Royal Arcanum Supreme Council	\$14,376.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*Sammons Enterprises Grp	\$2,337.00	0	0	0	0	0	0	0	0	0	0	4	5	0	0	4	5
*SELECTIVE INS	\$93,198,306.00	0	0	5	5	2	2	0	0	0	0	0	0	2	2	9	9
*SENTRY INS GRP	\$37,259,821.00	0	0	3	3	0	0	0	0	0	0	0	0	0	0	3	3
*SH1 Holdings Grp	\$697,981.00	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1
*Sompo Grp	\$23,202,967.00	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1	0
*St Paul Travelers Grp	\$645,773,019.00	0	0	44	45	8	10	38	34	5	5	1	1	3	3	99	98
*Starr Grp	\$32,289,000.00	0	0	2	1	0	0	0	0	0	0	0	0	4	3	6	4
*STATE FARM IL	\$404,835,760.00	0	0	144	147	2	3	34	36	2	2	0	0	0	1	182	189
*STEWART TITLE CO	\$0.00	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	1
*Sun Life Financial Inc Grp	\$34,773,138.00	2	1	0	0	0	0	0	0	0	0	0	0	0	0	2	1
*SWISS RE GRP	\$24,340,391.00	0	0	0	0	0	0	0	0	0	0	2	0	0	0	2	0

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CONNECTICUT STATE INSURANCE DEPARTMENT
SUMMARY OF COMPLAINTS OF INSURANCE GROUPS & INDIVIDUAL
INSURANCE COMPANIES BY PREMIUM VOLUME & LINE OF BUSINESS OPENED
BETWEEN 01/01/2022 THROUGH 12/31/2022 AND CLOSED BEFORE 01/01/2023

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
*The Hanover Ins Grp	\$185,072,229.00	0	0	12	12	3	3	10	12	0	1	0	0	0	1	25	29
*TIAA FAMILY OF CO	\$339,614.00	0	0	0	0	0	0	0	0	0	0	2	2	0	0	2	2
*Tiptree Fin Grp	\$492,443.00	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0	1
*Tokio Marine Holdings Inc GRP	\$202,946,469.00	0	0	1	1	3	3	2	2	0	0	0	0	0	0	6	6
*Trupanion Grp	\$12,302,845.00	0	0	0	0	0	0	0	0	0	0	0	0	2	2	2	2
*United Ins Holdings Grp	\$9,971,901.00	0	0	0	0	0	0	1	3	0	0	0	0	0	0	1	3
*UNITED SERVICES AUTOMOBILE ASN GRP	\$266,641,287.00	0	0	57	63	0	0	21	20	0	0	1	2	0	0	79	85
*UNITEDHEALTH GRP	\$699,149,435.00	84	78	0	0	0	0	0	0	0	0	0	0	0	0	84	78
Unity Financial Life Insurance Company	\$0.00	0	0	0	0	0	0	0	0	0	0	1	1	0	0	1	1
*UNIVERSAL INS CO GRP	\$6,817,777.00	0	0	0	0	0	0	6	6	0	0	0	0	0	1	6	7
*UNUM GRP	\$81,093,694.00	8	6	0	0	0	0	0	0	0	0	1	1	0	0	9	7
Utica First Insurance Company	\$41,923,164.00	0	0	0	0	3	1	7	8	1	1	0	0	0	1	11	11
*UTICA NATL INS GRP	\$112,082,518.00	0	0	13	11	3	3	7	7	0	0	0	0	0	0	23	21
*VERMONT MUT GRP	\$45,866,828.00	0	0	0	0	0	0	6	7	0	0	0	0	0	0	6	7
*Voya Financial Grp	\$552,397,927.00	0	0	0	0	0	0	0	0	0	0	5	3	0	0	5	3
WellCare of Connecticut, Inc.	\$0.00	3	4	0	0	0	0	0	0	0	0	0	0	0	0	3	4
*WEST SOUTHERN GRP	\$11,496,919.00	0	1	0	0	0	0	0	0	1	1	7	7	0	0	8	9
*WESTERN SERVICE CONTRACT GRP	\$8,548,424.00	0	0	0	0	0	0	4	5	1	1	0	0	0	0	5	6
*Wilton Re Grp	\$91,352.00	0	0	0	0	0	0	0	0	0	0	3	6	0	0	3	6
*WR BERKLEY CORP	\$133,703,040.00	0	0	1	1	0	0	0	0	0	0	0	0	1	1	2	2
*WT Holdings Grp	\$9,974,619.00	0	0	2	3	0	0	7	5	0	0	0	0	0	0	9	8
*ZURICH INS GRP	\$155,960,999.00	0	0	4	4	0	0	1	2	3	3	0	0	1	2	9	11
TOTALS	\$16,945,639,460.00	986		1,218		78		522		29		238		144		3,215	
			974		1,238		81		567		30		227		165		3,282

* 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.