

1999 Insurance Complaints and Administrative Actions

**Office of the Commissioner of Insurance
State of Wisconsin**

The OCI mission:

Leading the way in informing
and protecting the public and
responding to their insurance needs.

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Complaint Information

The Office of the Commissioner of Insurance defines a complaint as "a written communication received by the Commissioner's Office that indicates dissatisfaction with an insurance company or agent." In 1999, the office received 9,559 complaints.

Complaints are categorized both by the type of coverage and the reason for the complaint.

Complaints for 1999 are summarized below.

Type of Coverage

Auto	1,287
Property and Casualty	2,063
Accident and Health	5,495
Life and Annuities	896

Complaint Reason

Underwriting	1,321
Marketing and Sales	1,108
Claim Handling	6,385
Policyholder Service	1,497
Other	438

Note: There may be more than one type of insurance and more than one reason involved in each complaint.

Administrative Actions

All complaints are investigated to determine if any Wisconsin laws have been violated. In cases of serious violations administrative actions are taken.

The following administrative actions were taken in 1999.

Companies

Total Number of Actions	168
Forfeitures Demanded	\$273,966

Agents

Licenses Denied	52
Licenses Revoked	11
Licenses Surrendered	8
Licenses Suspended	15
Total Number of Actions	108
Forfeitures Demanded	\$9,350

Complaint Summaries

The following complaint summaries are prepared annually by the Office of the Commissioner of Insurance. They measure insurance complaints by company for 1999 in relation to the premiums the company wrote in Wisconsin in 1998. Only companies with above average complaint ratios are shown on the summary. Complaints against agents are assigned to the company that the agent represents.

After determining that an insurance product is suitable for their needs, consumers should consider the following items before selecting an insurer:

- Cost;
- The company's reputation for claims payment and customer service; and
- The competence of agents.

The number of complaints about a company is a limited, although useful, measuring device in the insurance selection process.

The number of complaints does not reflect the office's final determination on whether there has been a violation of the law. However, even when complaints do not involve violations of law, they may indicate something about company communications with policyholders, deficiencies in policy design (i.e., "too much fine print"), or agent training. The office receives many complaints that involve factual disputes where, in the absence of a court determination, definitive judgments on the factual dispute and violations of law cannot be made.

Consumers having problems with their insurance should first contact the agent and/or company involved. If they are unable to settle the problem at that level, they are encouraged to contact the Insurance Commissioner's Office.

For information on how to file an insurance complaint call:

Telephone Message System INSURANCE COMPLAINT HOTLINE

1-800-236-8517 (Outside Madison)

266-0103 (Madison)



1999 Homeowner's and Tenant's Insurance Complaint Summary

This list is comprised of all companies with 10 or more complaints in 1999 and a complaint ratio above the average. The Wisconsin average is .16 complaints/\$100,000 of written premium for all homeowners and tenants business in the state. Premiums have been rounded to the nearest \$100.

Name of Insurance Company	Number of Complaints 1999	Premiums Written 1998	Ratio	Rank 1998*
1. Society Insurance A Mutual Co.	12	\$2,811,500	.43	NL
2. Integrity Mutual Ins. Co.	11	3,715,400	.30	NL
3. Germantown Mutual Ins. Co.	16	5,496,700	.29	3
4. Economy Preferred Ins. Co.	13	6,013,200	.22	9
5. Fire Ins. Exchange	23	11,655,300	.20	8
6. Secura Insurance A Mutual Co.	25	13,662,600	.18	NL

* NL = Not listed in 1998



1999 Automobile Insurance Complaint Summary

This list is comprised of all companies with 10 or more complaints in 1999 and a complaint ratio above the average. The Wisconsin average is .06 complaints/\$100,000 of written premium for all automobile business in the state. Premiums have been rounded to the nearest \$100.

Name of Insurance Company	Number of Complaints 1999	Premiums Written 1998	Ratio	Rank 1998*
1. AIU Ins. Co.	10	\$ 1,360,500	.74	NL
2. Founders Ins. Co.**	10	1,913,500	.52	NL
3. Viking Ins. Co. of WI	11	5,004,400	.22	NL
4. Hartford Underwriters Ins. Co.	19	11,882,300	.16	2
5. Globe American Casualty Co.	19	13,340,800	.14	4
6. Progressive Northern Ins. Co.	64	47,347,700	.14	12
7. Dairyland Ins. Co.	19	16,208,200	.12	8
8. Lake States Ins. Co.	11	10,161,000	.11	10
9. Allstate Ins. Co.	59	69,900,100	.08	15
10. Sentry Insurance a Mutual Company	29	36,866,800	.08	18

* NL = Not listed in 1998

** Formerly known as Illinois Founders Ins. Co.



1999 Life and Annuities Insurance Complaint Summary

This list is comprised of all companies with 10 or more complaints in 1999 and a complaint ratio above the average. The Wisconsin average is .02 complaints/\$100,000 of written premium for all life and annuities business in the state. Premiums have been rounded to the nearest \$100.

Name of Insurance Company	Number of Complaints 1999	Premiums Written 1998	Ratio	Rank 1998*
1. Aurora National Life Assurance Co.	10	\$ 1,719,000	.58	NL
2. Conseco Life Ins. Co.	14	7,045,800	.20	NL
3. Bankers Life & Casualty Co.	14	12,218,900	.11	3
4. Amerus Life Ins. Co.	13	16,969,200	.08	4
5. Farm Bureau Life Ins. Co.	12	15,992,000	.08	NL
6. Prudential Ins. Co. of America, The	76	96,795,600	.08	7
7. Conseco Annuity Assurance Co.	17	24,950,100	.07	NL
8. American Family Life Ins. Co.	23	61,642,400	.04	NL
9. Metropolitan Life Ins. Co.	30	91,746,100	.03	9
10. New York Life Ins. Co.	12	45,227,400	.03	10

* NL = Not listed in 1998



1999 Individual Accident and Health Insurance Complaint Summary

This list is comprised of all companies with 10 or more complaints in 1999 and a complaint ratio above the average. The Wisconsin average is .11 complaints/\$100,000 of written premium for all individual accident and health business in the state. Premiums have been rounded to the nearest \$100.

Name of Insurance Company	Number of Complaints 1999	Premiums Written 1998	Ratio	Rank 1998*
1. Guarantee Trust Life Ins. Co.	14	\$2,743,000	.51	1
2. North American Ins. Co.	17	4,582,800	.37	NL
3. World Ins. Co.	29	10,558,800	.27	2
4. United American Ins. Co.	12	5,749,500	.21	7
5. Conseco Senior Health Ins. Co.	11	6,000,200	.18	6
6. Fortis Ins. Co.	46	28,458,900	.16	4
7. Combined Ins. Co. of America	28	19,275,200	.15	5
8. National States Ins. Co.	11	7,815,600	.14	NL
9. Blue Cross & Blue Shield United of WI	114	87,059,800	.13	NL
10. Mutual of Omaha Ins. Co.	21	17,396,000	.12	8

* NL = Not listed in 1998



1999 Group Accident and Health Insurance Complaint Summary

This list is comprised of all companies with 10 or more complaints in 1999 and a complaint ratio above the average. The Wisconsin average is .06 complaints/\$100,000 of written premium for all group accident and health business in the state. Premiums have been rounded to the nearest \$100.

Name of Insurance Company	Number of Complaints 1999	Premiums Written 1998	Ratio	Rank 1998*
1. Midwest National Life Ins. Co. of TN	30	\$ 2,685,900	1.12	NL
2. American National Life Ins. Co. of TX	36	3,965,500	.91	1
3. Pioneer Life Ins. Co.	11	2,568,200	.43	4
4. Conesco Medical Ins. Co.	19	5,072,400	.37	3
5. Mega Life & Health Ins. Co., The	26	8,728,200	.30	2
6. Alta Health & Life Ins. Co.**	10	3,407,700	.29	NL
7. Washington National Ins. Co.	13	5,314,100	.24	8
8. Connecticut General Life Ins. Co.	31	13,707,300	.23	9
9. Aetna Life Ins. Co.	22	9,546,100	.23	14
10. Golden Rule Ins. Co.	44	24,739,700	.18	10
11. Continental Casualty Co.	32	18,989,800	.17	12
12. Fortis Ins. Co.	19	11,782,800	.16	16
13. Blue Cross & Blue Shield United of Wisconsin	421	268,957,600	.16	17
14. United Wisconsin Life Ins. Co.	79	50,109,800	.16	11
15. Compcare Health Services Ins. Corp.	413	303,647,700	.14	NL
16. Midwest Security Life Ins. Co.	76	57,890,700	.13	13
17. Wellmark Community Ins. Inc.	22	18,624,900	.12	NL
18. Federated Mutual Ins. Co.	15	14,602,700	.10	NL
19. John Alden Life Ins. Co.	15	15,017,300	.10	15
20. Wisconsin Physicians Service Ins. Corp.	117	148,011,700	.08	23
21. Fortis Benefits Ins. Co.	14	18,011,700	.08	NL
22. Employers Health Ins. Co.	116	156,572,300	.07	NL

* NL = Not listed in 1998

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