

CONSUMER GUIDE TO



Oregon Insurance Complaints

*Complaints from
calendar year*

2006

Oregon Department of
Consumer & Business Services
Insurance Division

About the Oregon Insurance Division

The mission of the Insurance Division is to administer the Insurance Code for the protection of the insurance-buying public while supporting a positive business climate.

We ensure the financial soundness of insurers, the availability and affordability of insurance, and the fair treatment of consumers by doing the following:

- Licensing insurance companies and monitoring their solvency
- Reviewing insurance products and premium rates for compliance
- Licensing insurance producers (agents) and consultants
- Resolving consumer complaints
- Investigating and penalizing companies and producers (agents) for violations of insurance law
- Monitoring the marketplace conduct of insurers and producers (agents)
- Educating the public about insurance issues
- Advocating reforms that protect the insurance-buying public

Call us for help

■ Consumer Advocacy Unit — 503-947-7984 or 888-877-4894 (toll-free)

You have the right to seek assistance from the Insurance Division at any time by filing a formal complaint against an insurance company or producer (agent). A copy of the complaint is sent to the insurance company. A response from the insurance company or producer (agent) must be received at the Insurance Division within 21 days. A consumer advocate will determine what further actions, if any, will be taken. The Insurance Division will forward a copy of the insurance company's response to you. If a law has been broken, the matter may be referred to the Insurance Division's Investigations Unit.

■ Financial Regulation Section — 503-947-7982

To find out if a company is authorized to sell insurance in Oregon, call our Financial Regulation Section or visit our Web site, insurance.oregon.gov; click on "Company Information."

■ Producer Licensing Unit — 503-947-7981

To find out if your insurance producer (agent) is licensed to do business in Oregon, call our Producer Licensing Unit or visit our Web site, insurance.oregon.gov; click on "Producer Information."

Visit our Web site

The Oregon Insurance Division's Web site includes all of our publications as well as other useful information for consumers. You can file a complaint against an insurance company or producer (agent), check to see if an insurer is authorized to do business in Oregon, and find out if your insurance producer is licensed in Oregon. Our Web address: insurance.oregon.gov.



In compliance with the Americans with Disabilities Act (ADA), this publication is available in alternative formats. Call 503-947-7980 or 503-947-7280 (TTY). Information in this publication is in the public domain and may be reprinted without permission.

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Introduction

Insurance is an important issue for consumers. Most families rely on insurance to protect their health, income, cars, and homes. But for many consumers, shopping for insurance isn't easy. Insurance is complex and highly specialized. How can consumers make the best decisions about how much and what kind of insurance coverage to buy?

With the right information, consumers can make sound decisions. That's why the Oregon Insurance Division publishes the *Consumer Guide to Oregon Insurance Complaints*, an annual report of consumer complaints against insurance companies in six common lines of insurance:

- Auto (personal)
- Health
- Homeowner
- Life
- Annuities
- Long-term care

This report ranks major insurers by their complaint records, which are based on the number of confirmed consumer complaints closed by the Insurance Division and the amount of premium dollars written by the insurers. It allows consumers to see at a glance how a company compares with its competitors.

In addition to consumer complaints, there are other factors to consider when shopping for insurance. Cost, claims-handling performance, producer (agent) service, and the financial health of an insurance company are all important.

Being an informed consumer can prevent worry and save time and money. This report will explain how to comparison shop for insurance and what to look for. We've also included tips to help you learn about a company's financial health and how to choose a reliable licensed producer (agent).

By providing fair, accurate, and useful information for consumers, this report fulfills an important part of the Insurance Division's mission to protect consumers.

Companies included in this report

Because of space limitations, only major insurance companies doing business in Oregon are included in this report. To be included, a company must have met at least one of the following three conditions during 2006:

- 1) Have at least 1 percent market share in Oregon
- 2) Have at least 10 confirmed complaints
- 3) Have its headquarters in Oregon

The amount of premium written in Oregon does not reflect the financial strength of a company or its ability to pay claims.

You can find additional information about insurance complaints, including complaint statistics for all insurers doing business in Oregon, on our Web site: insurance.oregon.gov. Click on "Information for Consumers," then "Complaints Against Insurers and Agents."

Total insurance complaints

During 2006, the Oregon Insurance Division closed 2,915 complaints in six common lines of insurance. The insurers listed in this report accounted for 2,305 complaints or 79 percent of all complaints in the six lines.

The table below compares the complaints for all insurers to those for the insurers named in this report.

Line of insurance	Total complaints		Percent
	Insurers in this report	All insurers	
Auto (personal)	1,265	1,528	83
Health	770	924	83
Homeowner	158	213	74
Life	46	140	33
Annuities	27	65	42
Long-term care	39	45	87
All six selected lines	2,305	2,915	79

Total insurance premiums

Insurance premiums in Oregon in 2006 totaled \$13 billion in six common lines of insurance. The insurers listed in this report accounted for \$11 billion, or 86 percent of premiums in 2006.

The table below compares the premiums written by all insurers to premiums written by the insurers named in this report.

Line of insurance	Total premiums in billions of dollars		Percent
	Insurers in this report	All insurers	
Auto (personal)	1.65	1.92	86
Health	6.77	7.47	91
Homeowner	0.44	0.53	83
Life	0.71	1.13	63
Annuities	1.66	2.08	80
Long-term care	0.11	0.12	92
All six selected lines	11.34	13.25	86

Types of complaints; making a complaint

The Insurance Division's Consumer Advocacy Unit assists thousands of consumers with insurance questions and complaints each year. In 2006, Consumer Advocacy helped recover almost \$4 million in claims for consumers who contacted our office.

Although individual consumer complaints are confidential by law, the Insurance Division is authorized to publish this report on the number of complaints by insurer. This report includes only "formal complaints" that were closed in 2006.

Most complaints involve disputes about claims processing and benefits. Other complaints involve problems with the sale and servicing of insurance policies, such as cancellations, nonrenewals, and rate increases.

If you have a question or complaint about an insurance company or one of its producers (agents), the Consumer Advocacy Unit may be able to help. We investigate complaints by contacting the company or producer (agent) involved, and we provide consumers with information or assistance to help resolve the problem. You can reach us by phone, fax, or e-mail.

Consumer Advocacy Unit

Insurance Division — 2
350 Winter St. NE, Room 440
P.O. Box 14480
Salem, OR 97309-0405

Phone: 503-947-7984 or 888-877-4894 (toll-free)

Fax: 503-378-4351

E-mail: cp.ins@state.or.us

Web: insurance.oregon.gov

Managing the cost of insurance

Cost is an important factor for most consumers, and insurance companies don't all charge the same rates for the same types of policies. To obtain the best rates, it pays to shop around. Comparison shopping is easier when you know the type of coverage you need and how much coverage to purchase.

Comparing apples to apples

If you're shopping for auto or homeowner insurance, ask the producer (agent) or company for a "quote." The quote is the estimated price for a policy with specific amounts and types of coverage. The quote is based on several factors. Many of those factors involve the company's claims experience. Others are based on your special needs and circumstances. For example, in auto insurance, major cost factors are the age and driving record of each driver in the household. In addition, the deductible you choose affects the quote.

When shopping for insurance, it's important that you give each producer (agent) or company the same information. Otherwise, comparing policies will be like comparing apples to oranges.

Ask if insurance companies offer special discounts, such as safe-driver discounts on auto insurance and nonsmoker discounts on homeowner insurance. Ask producers (agents) about coverage limits, benefits, and costs. You may need to talk to several producers (agents) and companies to make a thorough cost comparison.

Choosing a financially healthy insurance company

About 1,700 companies sell insurance in Oregon. Most insurers doing business in Oregon are financially healthy. However, aggressive competition, poor investments, and mismanagement mean some insurance companies may become insolvent. That's why consumers need to know how to choose the healthiest insurance company possible.

To learn more about the health of a company, here is a list of better-known organizations that rate insurance companies based on their financial condition and claims-paying ability. The public library usually has at least one of these insurance rating reports, but it's helpful to compare two or more.

Companies may charge a fee for these services.

- **A.M. Best Company**

908-439-2200

www.ambest.com

- **Fitch Inc.**

800-893-4824

www.fitchratings.com

- **Moody's Investor Services**

212-553-0377

www.moody.com

- **Standard & Poor's Rating Information Services**

212-438-2400

www.standardandpoors.com

- **Weiss Ratings Inc.**

800-289-9222

www.weissratings.com

The Financial Regulation Section of the Oregon Insurance Division can discuss an insurance company's financial condition with you, especially if you have questions about these reports. However, we cannot recommend a company for you.

- **Financial Regulation Section**

503-947-7982

Choosing a qualified producer (agent)

Here are some tips to help you choose an insurance producer (agent):

- Make sure your producer (agent) is licensed in Oregon. If you aren't sure, call the Insurance Division's Producer Licensing Unit, 503-947-7981 or visit insurance.oregon.gov; click on "Information for Insurance Producers," then "Insurance Producer Search Page."

- Ask around. You may want to find out if your local Better Business Bureau has received complaints about a particular producer. Ask insurance producers for recommendations from clients.

- Ask producers what kind of service you can expect from them. Will they regularly evaluate your insurance needs? Will they help when it's time to make a claim?

- Finally, to obtain the best value, contact more than one producer for quotes.

How to use this report

The *Consumer Guide to Oregon Insurance Complaints* is an annual report of consumer complaints against major insurers in six types (or lines) of insurance:

- Auto (personal)
- Health
- Homeowner
- Life
- Annuities
- Long-term care

The guide includes the following information for calendar year 2006 for the major insurance companies doing business in Oregon:

- Premiums written in Oregon
- Total consumer complaints closed by the Insurance Division
- Confirmed complaints

A “confirmed complaint” is a complaint in which an insurance company provided some kind of relief to a consumer or took some other action after a complaint was filed with the Insurance Division. Examples include complaints in which an insurer took any of the following actions:

- Made an additional payment or a refund to a consumer
- Issued or restored an insurance policy
- Extended insurance coverage
- Reopened or settled a claim
- Provided some other kind of relief (for example, responded to a consumer’s inquiries)

Complaints in which the consumer and insurer couldn’t agree on the facts of the case also are counted as confirmed complaints.

In addition, the guide includes a “complaint index” and a ranking for each insurance company.

How to use the complaint indexes and rankings

Consumers can use the complaint indexes and rankings to compare the complaint records of insurance companies.

Total complaints are reported in the guide because each complaint indicates a consumer had a problem with an insurer. However, only “confirmed complaints” are used in computing complaint indexes.

Examples of complaints not used in complaint indexes include the following:

- Those in which the Insurance Division found that an insurer had complied with Oregon insurance laws and rules
- Those in which the Insurance Division did not have jurisdiction (legal authority) to make a determination

A complaint index of 1.00 is average. That means the company’s share of confirmed complaints is equal to its share of business in Oregon. A complaint index of 2.00 means the company’s share of confirmed complaints is twice as large as its share of business.

Example: XYZ Insurance Company had 10 percent of the market for auto insurance in Oregon in 2006. It also had 10 percent of the confirmed auto insurance complaints closed that year. XYZ’s complaint index would be 1.00.

After complaint indexes are computed, insurers are ranked by their complaint records. A ranking of 1 indicates the best complaint record — or the fewest confirmed complaints in relation to the amount of premium the company wrote in Oregon in 2006. The highest numerical ranking indicates the worst complaint record — or the most confirmed complaints compared to the amount of premium written.

Auto insurance (personal)

Company name	2006 premium	Total complaints	Confirmed complaints	Complaint index	2006 ranking
AIG National Ins. Co., Inc.	9,688,511	12	11	1.70	30
AIU Ins. Co.	1,607,087	16	15	13.96	40
Allstate Ins. Co.	94,072,362	72	63	1.00	21
Allstate Property And Casualty Ins. Co.	60,304,612	24	19	0.47	6
American Commerce Ins. Co.	15,245,735	14	11	1.08	23
American Family Mutual Ins. Co.	74,554,376	85	75	1.50	27
American Standard Ins. Co. of Wisconsin	19,416,221	11	9	0.69	12
AMEX Assurance Co.	11,196,040	18	16	2.14	32
California Casualty General Ins. Co. of Oregon	13,267,238	4	2	0.23	3
California Casualty Indemnity Exchange	1,153,740	10	10	12.97	39
Country Mutual Ins. Co.	42,366,474	32	25	0.88	17
Country Preferred Ins. Co.	23,473,752	11	9	0.57	10
Farmers Ins. Co. of Oregon	264,294,091	247	207	1.17	25
Financial Indemnity Co.	10,549,376	34	31	4.40	36
GEICO General Ins. Co.	43,852,952	26	21	0.72	14
Government Employees Ins. Co.	13,172,863	32	28	3.18	35
Hartford Ins. Co. of the Midwest	16,292,222	24	20	1.84	31
Liberty Mutual Fire Ins. Co.	27,645,855	17	17	0.92	19
Liberty Northwest Ins. Corp.	3,681,104	5	4	1.63	29
Metropolitan Property and Casualty Ins. Co.	11,300,339	13	11	1.46	26
Mid-Century Ins. Co.	62,322,752	44	38	0.91	18
Nationwide Mutual Ins. Co.	39,843,427	47	40	1.50	28
North Pacific Ins. Co.	19,924,998	7	7	0.53	9
Northwestern Pacific Indemnity Co.	2,271,651	0	0	0.00	2
Oregon Automobile Ins. Co.	148,210	1	1	10.09	38
Oregon Mutual Ins. Co.	10,330,436	11	6	0.87	16
Progressive Casualty Ins. Co.	48,577,236	35	23	0.71	13
Progressive Direct Ins. Co.	21,718,910	54	44	3.03	34
Progressive Northern Ins. Co.	36,219,216	29	26	1.07	22
Progressive Universal Ins. Co.	47,385,391	24	22	0.69	11
Safeco Ins. Co. of Oregon	147,822,559	105	93	0.94	20
State Farm Fire and Casualty Co.	26,791,405	0	0	0.00	1
State Farm Mutual Automobile Ins. Co.	336,863,210	142	110	0.49	7
Sublimity Ins. Co.	3,731,729	2	2	0.80	15
United Services Automobile Association	28,022,896	10	6	0.32	4
USAA Casualty Ins. Co.	30,502,787	7	7	0.34	5
Valley Property & Casualty Ins. Co.	11,839,376	9	9	1.14	24
Viking Ins. Co. of Wisconsin	6,584,107	15	13	2.95	33
Western Protectors Ins. Co.	8,842,248	3	3	0.51	8
Workmen's Auto Ins. Co.	3,189,378	13	11	5.16	37
Total for this table	1,650,066,872	1,265	1,065		
Total for auto	1,920,798,775	1,528	1,284		

Health insurance

Health insurance includes a wide variety of insurance policies, from comprehensive policies that cover medical and surgical care to those that meet specific needs such as income replacement in case of disability.

Health insurance is available through groups and to individuals. Group health insurance is usually provided as a contract between the insurance company and a group policyholder such as an employer, labor union, or association.

Although you may not shop for health insurance in the same way you would for auto insurance, it's still important to understand how your health coverage works so that you receive all of the benefits to which you may be entitled.

If you would like more information about health insurance, call 503-947-7984 or 888-877-4894 (toll-free), to order the *Consumer Guide to Health Insurance*, or check our Web site, insurance.oregon.gov, and click on "Publications."

Company name	2006 premium	Total complaints	Confirmed complaints	Complaint index	2006 ranking
Advantage Dental Plan, Inc.	13,009,324	4	3	2.68	20
American Family Life Assurance Co. of Columbus	53,871,476	20	19	4.10	24
Atrio Health Plans, Inc.	38,918,365	0	0	0.00	4
Bankers Life and Casualty Co.	11,937,521	16	13	12.67	27
Central Oregon Independent Health Services, Inc.	119,712,939	1	1	0.10	7
Familycare Health Plans, Inc.	10,506,458	0	0	0.00	6
Health Net Health Plan of Oregon, Inc.	366,560,246	64	48	1.52	17
Health Net Life Ins. Co.	161,258,625	1	0	0.00	1
Health Plan of CareOregon, Inc.	67,124,329	0	0	0.00	2
Kaiser Foundation Health Plan of the Northwest	1,618,455,682	66	49	0.35	10
LifeWise Health Plan of Oregon Inc.	325,286,247	81	52	1.86	18
Marion Polk Community Health Plan Advantage, Inc.	49,892,655	0	0	0.00	3
Mega Life and Health Ins. Co. (The)	29,621,970	20	16	6.29	25
Metropolitan Life Ins. Co.	34,288,318	13	10	3.39	22
Mid Rogue Independent Physician Association, Inc.	31,129,517	0	0	0.00	5
ODS Health Plan, Inc.	144,178,471	33	27	2.18	19
PacifiCare Life Assurance Co.	77,437,255	19	18	2.71	21
PacifiCare of Oregon, Inc.	326,012,446	29	23	0.82	14
PacificSource Health Plans	436,482,824	16	7	0.19	9
Preferred Health Plan, Inc.	22,247,477	4	2	1.05	16
Providence Health Plan	743,050,804	60	35	0.55	11
Regence BlueCross BlueShield of Oregon	1,845,120,841	241	167	1.05	15
Regence Life and Health Ins. Co.	128,730,323	3	2	0.18	8
Standard Ins. Co.	63,654,745	28	20	3.66	23
Time Ins. Co.	41,634,848	40	33	9.22	26
United Healthcare Ins. Co.	113,723,510	11	6	0.61	12
Willamette Dental Ins., Inc.	17,769,961	1	1	0.65	13
Total for this table	6,891,617,177	771	552		
Total for health	7,599,620,919	924	653		

Homeowner insurance

A home is the biggest purchase most people will make, so it's essential to protect such an important investment. Homeowner insurance protects your home and what's in it. It protects you and your family against claims from others who may be accidentally hurt on your property.

Buying the right amount of coverage is important. Having enough coverage for your home and possessions means you will have to pay less out of your pocket to replace property that is destroyed or stolen.

To determine how much coverage you need, know the square footage and features of your home (fireplace, two stories, garage, etc.) so that the insurance producer (agent) who quotes a premium for you will be able to calculate today's cost to replace your home.

If you would like more information about homeowner insurance, call 503-947-7984 or 888-877-4894 (toll-free) to order the *Consumer Guide to Homeowner and Tenant Insurance*, or visit our Web site, insurance.oregon.gov, and click on "Publications."

Company name	2006 premium	Total complaints	Confirmed complaints	Complaint index	2006 ranking
Allstate Indemnity Co.	20,107,122	8	6	0.94	18
Allstate Ins. Co.	28,820,480	14	12	1.32	20
Allstate Property and Casualty Ins. Co.	5,743,639	7	7	3.85	23
American Family Mutual Ins. Co.	22,771,616	17	14	1.94	21
California Casualty General Ins. Co. of Oregon	2,965,394	0	0	0.00	4
Country Mutual Ins. Co.	19,940,087	6	4	0.63	14
Farmers Ins. Co. of Oregon	72,890,044	36	29	1.26	19
Foremost Signature Ins. Co.	18,073,279	4	4	0.70	16
Liberty Mutual Fire Ins. Co.	8,314,621	3	2	0.76	17
Liberty Northwest Ins. Corp.	170,985	0	0	0.00	7
Mutual of Enumclaw Ins. Co.	10,285,339	4	2	0.61	13
Nationwide Mutual Fire Ins. Co.	6,020,670	1	1	0.52	11
North Pacific Ins. Co.	8,437,390	0	0	0.00	1
Northwestern Pacific Indemnity Co.	7,717,688	1	1	0.41	9
Oregon Automobile Ins. Co.	1,070,332	0	0	0.00	6
Oregon Mutual Ins. Co.	7,599,794	1	0	0.00	2
Safeco Ins. Co. of Oregon	34,673,700	14	5	0.46	10
State Farm Fire and Casualty Co.	132,516,833	34	27	0.64	15
Sublimity Ins. Co.	3,168,870	0	0	0.00	3
United Services Automobile Association	11,608,464	2	2	0.54	12
USAA Casualty Ins. Co.	9,400,861	1	1	0.34	8
Valley Property & Casualty Ins. Co.	6,253,870	4	4	2.02	22
Western Protectors Ins. Co.	1,964,733	1	0	0.00	5
Total for this table	440,515,811	158	121		
Total for homeowner	527,570,551	213	167		

Life insurance

Besides providing a death benefit, life insurance can be used for estate planning, charitable giving, or even to fund a business transfer. Life insurance can offer important tax benefits.

There are two basic types of life insurance: term and cash value. Term insurance is the most affordable and allows most people to buy the greatest protection for the lowest premium. It offers a death benefit if the policyholder should die during the specified

period of time. Whole life, variable life, and universal life insurance are examples of policies that accumulate cash value over time. These types of policies combine a death benefit with some type of savings or investment plan.

If you have questions about life insurance, the Insurance Division can help. Call the Consumer Advocacy Unit, 503-947-7984 or 888-877-4894 (toll-free).

Company name	2006 premium	Total complaints	Confirmed complaints	Complaint index	2006 ranking
American General Life Ins. Co.	26,834,279	4	3	1.13	24
Country Life Ins. Co.	11,355,317	0	0	0.00	10
Farmers New World Life Ins. Co.	22,094,530	3	3	1.37	25
First Colony Life Ins. Co.	16,704,111	0	0	0.00	5
Guardian Life Ins. Co. of America (The)	15,793,182	1	1	0.64	18
Hartford Life and Annuity Ins. Co.	14,152,804	0	0	0.00	6
John Hancock Life Ins. Co. (U.S.A.)	23,941,313	0	0	0.00	2
John Hancock Variable Life Ins. Co.	13,125,953	0	0	0.00	7
Lincoln Benefit Life Co.	14,779,866	2	2	1.37	26
Lincoln National Life Ins. Co. (The)	15,976,453	1	1	0.63	17
Massachusetts Mutual Life Ins. Co.	13,537,206	1	1	0.75	20
Metropolitan Life Ins. Co.	37,287,818	3	2	0.54	14
New York Life Ins. and Annuity Corp.	16,870,212	0	0	0.00	4
New York Life Ins. Co.	32,195,273	3	3	0.94	22
Northwestern Mutual Life Ins. Co.	77,306,755	1	1	0.13	12
Pacific Life Ins. Co.	81,953,456	3	1	0.12	11
Primerica Life Ins. Co.	12,639,655	2	1	0.80	21
Prudential Ins. Co. of America	26,884,935	5	5	1.88	27
Regence Life and Health Ins. Co.	11,541,651	0	0	0.00	9
Reliastar Life Ins. Co.	12,686,485	3	3	2.39	28
Riversource Life Ins. Co.	17,491,660	1	1	0.58	16
Standard Ins. Co.	47,242,561	7	5	1.07	23
State Farm Life Ins. Co.	40,380,518	3	3	0.75	19
Thrivent Financial for Lutherans	12,436,170	0	0	0.00	8
Transamerica Life Ins. Co.	25,239,644	2	1	0.40	13
Transamerica Occidental Life Ins. Co.	18,738,266	1	1	0.54	15
UNUM Life Ins. Co. of America	23,837,173	0	0	0.00	3
Western Reserve Life Assurance Co. of Ohio	25,057,675	0	0	0.00	1
Total for this table	708,084,921	46	38		
Total for life	1,131,474,336	140	112		

Annuities

An annuity is an investment product that is typically used to save for retirement while deferring income taxes. You can choose from several payout options, including receiving a lump sum or having monthly income for life.

Annuities are issued by life insurance companies. You can buy annuities from the insurance company or through banks and brokerage firms.

One of the biggest advantages of annuities is that your savings grow without any current tax because earnings aren't taxed until payouts begin. Another advantage is that annuities can provide a steady stream of income that you cannot outlive.

If you have questions about annuities, call the Consumer Advocacy Unit, 503-947-7984 or 888-877-4894 (toll-free).

Company name	2006 premium	Total complaints	Confirmed complaints	Complaint index	2006 ranking
AIG Annuity Ins. Co.	55,820,724	3	3	1.93	26
AIG Sunamerica Life Assurance Co.	44,486,886	1	1	0.81	22
Allstate Life Ins. Co.	47,910,452	2	2	1.50	25
AXA Equitable Life Ins. Co.	64,867,798	0	0	0.00	7
Bankers Life and Casualty Co.	39,785,876	9	8	7.22	28
Great American Life Ins. Co.	33,895,904	0	0	0.00	9
Great-West Life and Annuity Ins. Co.	31,101,392	0	0	0.00	10
ING Life Ins. and Annuity Co.	112,646,428	1	1	0.32	17
ING USA Annuity and Life Ins. Co.	50,573,076	1	1	0.71	20
Jackson National Life Ins. Co.	110,013,853	0	0	0.00	3
Lincoln Benefit Life Co.	44,630,175	4	4	3.22	27
Lincoln National Life Ins. Co. (The)	132,282,334	0	0	0.00	1
Massachusetts Mutual Life Ins. Co.	28,039,264	0	0	0.00	12
MetLife Investors USA Ins. Co.	117,937,989	0	0	0.00	2
Metropolitan Life Ins. Co.	26,170,344	0	0	0.00	16
New York Life Ins. and Annuity Corp.	77,012,251	1	1	0.47	19
Principal Life Ins. Co.	26,845,785	0	0	0.00	14
Prudential Annuities Life Assurance Corp.	99,216,264	1	1	0.36	18
Prudential Ins. Co. of America	86,826,517	0	0	0.00	5
Riversource Life Ins. Co.	89,216,016	0	0	0.00	4
Security Benefit Life Ins. Co.	26,567,196	0	0	0.00	15
Standard Ins. Co.	49,582,984	1	1	0.72	21
Sun Life Assurance Co. of Canada (U.S.)	27,710,816	0	0	0.00	13
Symetra Life Ins. Co.	28,305,395	0	0	0.00	11
Teachers Ins. and Annuity Assoc. of America	63,886,393	0	0	0.00	8
Thrivent Financial for Lutherans	30,847,264	1	1	1.16	24
Transamerica Life Ins. Co.	33,661,585	2	1	1.07	23
Variable Annuity Life Ins. Co.	78,107,722	0	0	0.00	6
Total for this table	1,657,948,683	27	25		
Total for annuity	2,081,372,199	65	58		

Long-term care

Long-term care helps people who are ill or have disabilities and have problems taking care of themselves, usually when they are elderly. Most people need some kind of long-term care during their lifetimes.

In the past, long-term care traditionally was provided by family members. Increasingly, other care providers are replacing family caregivers. A variety of medical, personal, and social services fall under long-term care, including in-home bath aides, adult day care, and residential care.

Insurance is one way to pay for long-term care. Oregon law requires long-term care insurance policies to pay for covered services provided by a nursing home, an assisted living facility, home care, and adult foster care.

A long-term care policy protects your assets against expenses for your care. Most policies limit the total benefit they will pay over the life of the policy.

Long-term care insurance policies are not standardized. Companies sell policies with many combinations of benefits and coverages. Each policy is different. To buy the right coverage, you must decide what combination of benefits, services, and costs best fits your lifestyle.

If you would like more information about long-term care insurance, call 503-947-7984 or 888-877-4894 (toll-free) to order *A Shopper's Guide to Long-Term Care Insurance* and the *Consumer Guide to Long-Term Care Insurance in Oregon*, or visit our Web site, insurance.oregon.gov, and click on "Publications."

Company name	2006 premium	Total complaints	Confirmed complaints	Complaint index	2006 ranking
Allianz Life Ins. Co. of North America	2,108,952	0	0	0.00	5
Bankers Life and Casualty Co.	15,123,585	22	14	3.59	20
Conseco Senior Health Ins. Co.	1,351,545	2	1	2.87	18
Continental Casualty Co.	10,621,194	1	1	0.36	13
Equitable Life and Casualty Ins. Co.	6,691,888	2	1	0.58	14
Genworth Life Ins. Co.	17,204,964	1	1	0.23	12
John Hancock Life Ins. Co.	10,835,640	2	2	0.72	15
Life Investors Ins. Co. of America	2,386,686	2	2	3.25	19
Lincoln Benefit Life Co.	2,621,039	0	0	0.00	4
Medico Ins. Co.	4,997,211	3	3	2.33	17
Metropolitan Life Ins. Co.	5,014,945	1	1	0.77	16
Northwestern Long Term Care Ins. Co.	1,753,009	0	0	0.00	8
Penn Treaty Network America Ins. Co.	1,492,419	2	0	0.00	10
Prudential Ins. Co. of America	1,251,928	0	0	0.00	11
Riversource Life Ins. Co.	3,560,521	0	0	0.00	3
State Farm Mutual Automobile Ins. Co.	4,455,506	0	0	0.00	2
Sun Life and Health Ins. Co. (U.S.)	1,949,689	0	0	0.00	7
Thrivent Financial for Lutherans	2,023,886	0	0	0.00	6
Transamerica Occidental Life Ins. Co.	1,540,630	0	0	0.00	9
UNUM Life Ins. Co. of America	9,074,620	1	0	0.00	1
Total for this table	106,059,857	39	26		
Total for long-term care	120,103,603	45	31		

Insurance publications

The Oregon Insurance Division publishes a variety of free publications for consumers. You may request a free copy by:

Mail: **Publications**
Oregon Insurance Division
P.O. Box 14480
Salem, OR 97309-0405

Telephone: 503-947-7984 or
888-877-4894 (toll-free)

E-mail: dcbs.insmail@state.or.us

Publications are also available on our Web site, insurance.oregon.gov; click on "Publications."

- ***A Shopper's Guide to Long-term Care Insurance***
Provides an overview of long-term care insurance, including costs and benefits. Published by the National Association of Insurance Commissioners.
- ***Consumer alert: Beware of abusive Medicare insurance sales practices***
- ***Consumer alert: Senior specialists***
- ***Consumer alert: Suitable Annuities for Senior Citizens***
- ***Consumer Guide to Auto Insurance***
Provides an overview of auto insurance and gives money-saving tips for drivers.
- ***Consumer Guide to Health Insurance***
Provides an overview of health insurance and your health-care rights.
- ***Consumer Guide to Long-Term Care Insurance in Oregon***
Provides an overview of long-term care insurance and explains Oregon's requirements for long-term care policies.
- ***Consumer Guide to Oregon Insurance Complaints***
Ranks insurers from best to worst based on the number of consumer complaints to the Insurance Division.
- ***Do you have insurance questions or complaints? We can help.***
Explains the services available from the Insurance Division's Consumer Advocacy Unit.
- ***Insurance advice for Oregon consumers***
Answers frequently-asked questions about insurance.
- ***Insurance Bill of Rights***
- ***Long-Term Care Insurance: What you should know***
- ***Oregon Complaint Report Part II***
Breaks down consumer complaints against insurance companies by complaint type and disposition. There is a \$25 charge for each year's report.
- ***Preneed funeral plans and so-called "funeral insurance"***
Discusses options for prepaying for your funeral.
- ***Tips for seniors and their families***
Avoid falling prey to a con artist or purchasing a product that is not suitable.
- ***Your Rights When Purchasing Insurance and Annuities***



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