



Illinois Department of Insurance

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Governor

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2009 Life & Annuity Market Conduct Annual Statement

Stateside averages are calculated for up to seven categories depending on the type of insurance reported in the Life & Annuity Market Conduct Annual Statement (L&A MCAS). In Illinois, for the 2009 L&A MCAS, licensed companies with at least \$50,000 in life insurance premium and/or annuity considerations were required to participate. A total of 341 companies participated.

The following charts reflect the number of reporting insurance companies whose ratios fall within various ranges. These charts are for informational purposes only, and the ratios do not necessarily represent standards for market behavior. This information does not establish insurer compliance or non-compliance. This data cannot be used in any form of company advertising or marketing.

Schedule 1: Individual Life Cash Value Products

Ratio	Statewide Average Ratio
Ratio 1: The number of replacements issued compared to the number of policies issued	6.4%
Ratio 2: The number of 1035 exchanges to the number of policies issued	3.2%
Ratio 3: The number of surrenders compared to the number of policies issued	50.8%
Ratio 4: The number of policies with loan balances exceeding 25% compared to the number of policies in force	7.4%
Ratio 5: The number of claims paid beyond 60 days from the date of due proof of loss compared to the number of claims paid	0.8%
Ratio 6: The number of claims denied, resisted or compromised compared to the number of claims closed	0.2%
Ratio 7: Number of complaints per 1,000 policies in force	0.3#

Number of companies with ratios falling in the range:

	0%	>0 to 10%	>10% to 20%	>20% to 30%	>30% to 40%	>40% to 50%	>50% to 60%	>60% to 70%	>70% to 80%	>80% to 90%	>90% to 100%	>100%
Ratio 1	183	78	25	8	9	9	3	1	0	0	2	0
Ratio 2	220	57	18	3	13	2	0	1	1	0	0	3
Ratio 3	38	14	28	17	8	20	10	7	8	6	8	154
Ratio 4	58	205	47	6	1	0	0	0	0	0	0	1
Ratio 5	231	68	11	3	3	1	0	0	1	0	0	0
Ratio 6	249	58	9	0	0	1	0	0	0	0	1	0

Number of complaints per 1,000 policies in force

	0	>0 to 0.25	>0.25 to 0.5	>0.5 to 0.75	>0.75 to 1	>1 to 2	>2 to 3	>3 to 4	>4 to 5	>5 to 6	>6 to 7	>7
Ratio 7	180	42	28	21	16	21	7	2	1	0	0	0

Schedule 2: Individual Life Non-Cash Value Products

Ratio	Statewide Average Ratio
Ratio 1: The number of replacements issued compared to the number of policies issued	14.4%
Ratio 2: The number of claims paid beyond 60 days from the date of due proof of loss compared to the number of claims paid	2.5%
Ratio 3: The number of claims denied, resisted or compromised compared to the number of claims closed	2.7%
Ratio 4: Number of complaints per 1,000 policies in force	0.3#

Number of companies with ratios falling in the range:												
	0%	>0 to 10%	>10% to 20%	>20% to 30%	>30% to 40%	>40% to 50%	>50% to 60%	>60% to 70%	>70% to 80%	>80% to 90%	>90% to 100%	>100 %
Ratio 1	173	43	28	18	10	3	0	0	0	0	0	0
Ratio 2	237	23	3	3	3	2	0	0	0	0	4	0
Ratio 3	239	23	6	2	1	2	0	1	0	0	1	0

Number of complaints per 1,000 policies in force												
	0	>0 to 0.25	>0.25 to 0.5	>0.5 to 0.75	>0.75 to 1	>1 to 2	>2 to 3	>3 to 4	>4 to 5	>5 to 6	>6 to 7	>7
Ratio 4	197	26	13	9	9	11	4	1	1	0	1	3

Schedule 3: Group Life Products

Ratio	Statewide Average Ratio
Ratio 1: The number of claims paid beyond 60 days from the date of due proof of loss compared to the number of claims paid	1.2%
Ratio 2: The number of claims denied, resisted or compromised compared to the number of claims closed	1.2%
Ratio 3: Number of complaints per 1,000 policies in force	0.0#

Number of companies with ratios falling in the range:												
	0%	>0 to 10%	>10% to 20%	>20% to 30%	>30% to 40%	>40% to 50%	>50% to 60%	>60% to 70%	>70% to 80%	>80% to 90%	>90% to 100%	>100 %
Ratio 1	165	29	11	1	0	0	0	1	0	0	1	0
Ratio 2	168	32	5	2	0	0	0	0	0	0	1	0

Number of complaints per 1,000 policies in force												
	0	>0 to 0.25	>0.25 to 0.5	>0.5 to 0.75	>0.75 to 1	>1 to 2	>2 to 3	>3 to 4	>4 to 5	>5 to 6	>6 to 7	>7
Ratio 3	153	6	3	1	3	5	1	1	1	2	1	31

Schedule 4: Individual Fixed Annuities

Ratio	Statewide Average Ratio
Ratio 1: The number of replacements issued compared to the number of policies issued	26.1%
Ratio 2: The number of 1035 exchanges to the number of policies issued	13.3%
Ratio 3: The number of surrenders compared to the number of policies issued	75.2%
Ratio 4: Number of complaints per 1,000 policies in force	0.4#

Number of companies with ratios falling in the range:												
	0%	>0 to 10%	>10% to 20%	>20% to 30%	>30% to 40%	>40% to 50%	>50% to 60%	>60% to 70%	>70% to 80%	>80% to 90%	>90% to 100%	>100%
Ratio 1	132	11	22	24	20	14	3	4	0	1	1	3
Ratio 2	134	27	38	16	8	4	1	2	1	0	0	4
Ratio 3	54	10	21	6	11	8	8	12	4	1	7	93

Number of complaints per 1,000 policies in force												
	0	>0 to 0.25	>0.25 to 0.5	>0.5 to 0.75	>0.75 to 1	>1 to 2	>2 to 3	>3 to 4	>4 to 5	>5 to 6	>6 to 7	>7
Ratio 4	175	15	12	8	8	8	2	1	2	0	0	3

Schedule 5: Individual Variable Annuities

Ratio	Statewide Average Ratio
Ratio 1: The number of replacements issued compared to the number of policies issued	18.2%
Ratio 2: The number of 1035 exchanges to the number of policies issued	9.4%
Ratio 3: The number of surrenders compared to the number of policies issued	74.7%
Ratio 4: Number of complaints per 1,000 policies in force	0.4#

Number of companies with ratios falling in the range:												
	0%	>0 to 10%	>10% to 20%	>20% to 30%	>30% to 40%	>40% to 50%	>50% to 60%	>60% to 70%	>70% to 80%	>80% to 90%	>90% to 100%	>100%
Ratio 1	60	8	17	7	6	4	2	2	1	2	0	0
Ratio 2	58	18	15	4	3	2	0	2	0	2	2	3
Ratio 3	16	1	2	7	1	3	2	6	0	3	4	64

Number of complaints per 1,000 policies in force												
	0	>0 to 0.25	>0.25 to 0.5	>0.5 to 0.75	>0.75 to 1	>1 to 2	>2 to 3	>3 to 4	>4 to 5	>5 to 6	>6 to 7	>7
Ratio 4	65	8	18	5	4	6	2	0	1	0	0	0

All inquiries regarding this data should be directed toward:

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