

Wording of Complaint data elements on all lines of business

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| Annuity | Number of complaints received directly from any person or entity other than the DOI. |
| Disability Income | Number of complaints received directly from any entity other than the DOI |
| Health | |
| Homeowner | Number of complaints received directly from any person or entity other than the DOI. |
| LPI | Number of complaints received directly from the DOI. Number of complaints received directly from any person or entity other than the DOI. |
| Life | Number of complaints received directly from any person or entity other than the DOI. |
| LTC | Number of complaints received directly from consumers |
| Other Health | Number of complaints received by Company (other than through the DOI) Number of complaints received through DOI |
| Pet | Number of complaints received directly from any person or entity other than the DOI. |
| Private Flood | Number of complaints received directly from any person or entity other than the DOI. |
| Private Passenger Auto | Number of complaints received directly from any person or entity other than the DOI. |
| STLD | Number of complaints received by Company (other than through the DOI). Number of complaints received through DOI. |
| Travel | Number of complaints received directly from the DOI Number of complaints received directly from any person or entity other than the DOI |