



Kansas Insurance Department

Sandy Praeger, Commissioner of Insurance

2008 Life & Annuity Market Conduct Annual Statement

Statewide averages are calculated for up to seven categories depending on the type of insurance reported in the Life & Annuity MCAS. Companies that are not licensed to do business in Kansas or that reported less than the minimum premium threshold are not included in these averages.

The following statewide averages and charts indicating where the number of reporting companies whose ratios fall within various ranges are for informational purposes only and do not represent standards for market behavior. This information does not establish compliance or noncompliance. This data cannot be used in any form of company advertising or marketing.

Schedule 1: Individual Life Cash Value Products

	Statewide Average Ratio
Ratio 1. The number of replacements issued compared to the number of policies issued	9.68%
Ratio 2. The number of 1035 exchanges to the number of policies issued	3.81%
Ratio 3. The number of surrenders compared to the number of policies issued	57.67%
Ratio 4. The number of policies with loan balances exceeding 25% compared to the number of policies in force	4.86%
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	1.13%
Ratio 6. The number of claims denied, resisted or compromised compared to the number of claims closed	0.23%
Ratio 7. Number of complaints per 1,000 policies in force	0.499#

	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	146	44	23	13	10	11	2	4	0	1	3	3
Ratio 2	184	41	10	10	6	4	1	1	0	0	3	0
Ratio 3	33	17	18	11	14	10	5	6	7	3	7	129
Ratio 4	55	162	37	6	0	0	0	0	0	0	0	0
Ratio 5	204	44	4	3	3	1	0	0	0	0	1	0
Ratio 6	240	17	2	0	0	1	0	0	0	0	0	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	158	16	24	11	12	16	10	6	2	1	1	3

Schedule 2: Individual Life Non-Cash Value Products

	Statewide Average Ratio
Ratio 1. The number of replacements issued compared to the number of policies issued	16.65%
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	1.25%
Ratio 3. The number of claims denied, resisted or compromised compared to the number of claims closed	3.08%
Ratio 4. Number of complaints per 1,000 policies in force	0.288#

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	26	24	14	20	4	1	1	1	0	3	1
Ratio 2	215	5	5	0	0	1	0	0	1	0	0	0
Ratio 3	213	3	5	2	1	1	0	0	0	0	2	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	182	11	9	7	0	8	2	1	2	0	0	5

Schedule 3: Group Life Products

	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	1.16%
Ratio 2. The number of claims denied, resisted or compromised compared to the number of claims closed	1.01%
Ratio 3. Number of complaints per 1,000 policies in force	1.439#

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	134	16	4	1	1	2	0	1	0	0	1	0
Ratio 2	140	16	3	0	0	1	0	0	0	0	0	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	133	2	0	1	0	0	0	3	0	1	0	20

Schedule 4: Individual Fixed Annuities

	Statewide Average Ratio
Ratio 1. The number of replacements issued compared to the number of policies issued	34.63%
Ratio 2. The number of 1035 exchanges to the number of policies issued	20.14%
Ratio 3. The number of surrenders compared to the number of policies issued	71.90%
Ratio 4. Number of complaints per 1,000 policies in force	1.087#

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	110	13	10	14	14	11	9	6	4	0	4	2
Ratio 2	114	23	28	13	8	2	3	0	1	0	3	2
Ratio 3	50	8	9	12	6	3	3	6	5	2	11	82
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	162	1	5	0	3	10	6	1	1	1	1	6

Schedule 5: Individual Variable Annuities

	Statewide Average Ratio
Ratio 1. The number of replacements issued compared to the number of policies issued	27.45%
Ratio 2. The number of 1035 exchanges to the number of policies issued	14.26%
Ratio 3. The number of surrenders compared to the number of policies issued	84.42%
Ratio 4. Number of complaints per 1,000 policies in force	0.696#

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	42	6	6	9	9	10	2	5	3	0	3	1
Ratio 2	42	20	11	9	1	3	3	1	3	0	1	2
Ratio 3	12	0	1	4	6	3	6	4	2	3	0	55
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	67	1	4	5	5	9	1	3	0	0	0	1