



Kansas Insurance Department

Sandy Praeger, Commissioner of Insurance

2009 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	7.5%
Ratio 2. The number of 1035 exchanges to the number of policies issued	3.8%
Ratio 3. The number of surrenders compared to the number of policies issued	52.9%
Ratio 4. The number of policies with loan balances exceeding 25% compared to the number of policies in force	6.5%
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	1.3%
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	0.0%

	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	154	47	14	11	11	7	7	4	1	2	1	0
Ratio 2	183	33	13	12	5	2	4	1	1	1	1	3
Ratio 3	33	24	12	9	11	14	7	6	8	2	4	129
Ratio 4	40	168	46	3	0	0	0	0	0	0	0	2
Ratio 5	208	38	9	2	0	1	1	0	0	0	0	0
Ratio 6	241	14	1	2	1	0	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	161	20	20	9	10	19	7	5	4	1	0	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	16.8%
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	1.2%
Ratio 3. The number of claims denied, resisted or compromised compared to the number of claims closed	1.3%
Ratio 4. 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	135	28	19	16	17	6	1	2	0	0	2	1
Ratio 2	214	6	2	1	1	2	0	0	0	0	1	0
Ratio 3	214	7	3	1	1	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 4	184	10	6	5	1	10	1	2	1	2	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	1.7%
Ratio 2. The number of claims denied, resisted or compromised compared to the number of claims closed	1.6%
Ratio 3. Number of complaints per 1,000 policies in force	0.1%

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	138	15	2	0	3	0	0	0	0	0	0	0
Ratio 2	137	17	1	1	0	1	0	1	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	1	1	0	1	1	0	0	0	4	0	17

Schedule 4: Individual Fixed Annuities

	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	13.1%
Ratio 3. The number of surrenders compared to the number of policies issued	63.2%
Ratio 4. Number of complaints per 1,000 policies in force	0.1%

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	95	19	15	22	14	12	4	3	4	1	1	2
Ratio 2	104	26	30	17	6	4	0	2	1	0	1	1
Ratio 3	59	10	13	9	6	6	3	7	6	2	10	61

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	159	0	1	6	5	9	7	2	2	0	0	1

Schedule 5: Individual Variable Annuities

	Statewide Average Ratio
Ratio 1. The number of replacements issued compared to the number of policies issued	19.0%
Ratio 2. The number of 1035 exchanges to the number of policies issued	9.3%
Ratio 3. The number of surrenders compared to the number of policies issued	73.7%
Ratio 4. Number of complaints per 1,000 policies in force	0.1%

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	51	7	12	13	2	2	3	2	1	2	2	0
Ratio 2	56	22	6	1	1	2	2	3	1	1	1	1
Ratio 3	14	2	3	4	3	4	1	3	1	3	3	56

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	73	4	5	1	4	6	3	0	0	0	0	1