

**1. Replacements Issued to Policies Issued:**Statewide Average: **3.8%**

0%	>0% - 10%	>10% - 20%	>20% - 30%	>30% - 40%	>40% - 50%	>50% - 60%	>60% - 70%	>70% - 80%	>80% - 90%	>90% - 100%	>100%
166	58	16	9	11	7	4	2	0	0	1	2

2. 1035 Exchanges to Policies Issued:Statewide Average: **0.7%**

0%	>0% - 10%	>10% - 20%	>20% - 30%	>30% - 40%	>40% - 50%	>50% - 60%	>60% - 70%	>70% - 80%	>80% - 90%	>90% - 100%	>100%
207	40	9	6	6	3	0	1	0	0	1	3

3. Surrenders to Policies Issued:Statewide Average: **84.5%**

0%	>0% - 10%	>10% - 20%	>20% - 30%	>30% - 40%	>40% - 50%	>50% - 60%	>60% - 70%	>70% - 80%	>80% - 90%	>90% - 100%	>100%
39	19	24	12	11	9	5	3	5	6	10	133

4. Loans to Policies In Force:Statewide Average: **5.6%**

0%	>0% - 10%	>10% - 20%	>20% - 30%	>30% - 40%	>40% - 50%	>50% - 60%	>60% - 70%	>70% - 80%	>80% - 90%	>90% - 100%	>100%
47	159	62	6	1	0	0	0	0	0	0	1

5. Claims Paid Beyond 60 Days to Total Claims PaidStatewide Average: **0.7%**

0%	>0% - 10%	>10% - 20%	>20% - 30%	>30% - 40%	>40% - 50%	>50% - 60%	>60% - 70%	>70% - 80%	>80% - 90%	>90% - 100%	>100%
208	48	12	3	2	1	0	1	0	0	1	0

6. Claims Denied, Resisted or Compromised to Total Claims CloseStatewide Average: **0.1%**

0%	>0% - 10%	>10% - 20%	>20% - 30%	>30% - 40%	>40% - 50%	>50% - 60%	>60% - 70%	>70% - 80%	>80% - 90%	>90% - 100%	>100%
236	29	7	3	1	0	0	0	0	0	0	0

7. Complaints per 1,000 Lives:Statewide Average: **0.0%**

0%	>0% - 10%	>10% - 20%	>20% - 30%	>30% - 40%	>40% - 50%	>50% - 60%	>60% - 70%	>70% - 80%	>80% - 90%	>90% - 100%	>100%
178	23	18	8	12	26	4	4	0	0	0	3

Data Year: 2009