



Accident Only    Accidental Death and Dismemberment    Specified Disease - Limited Benefit/ Critical Illness    Hospital/ Other Indemnity    Hospital/ Surgical/ Medical Expense    Accident Only    Accidental Death and Dismemberment    Specified Disease - Limited Benefit/ Critical Illness    Hospital/ Other Indemnity    Hospital/ Surgical/ Medical Expense    Accident Only    Accidental Death

	Accident Only	Accidental Death and Dismemberment	Individual Specified Disease - Limited Benefit/ Critical Illness	Hospital/ Other Indemnity	Hospital/ Surgical/ Medical Expense	Accident Only	Accidental Death and Dismemberment	Association Specified Disease - Limited Benefit/ Critical Illness	Hospital/ Other Indemnity	Hospital/ Surgical/ Medical Expense	Accident Only	Accidental Death and Dismemberment	Employer Group Specified Disease - Limited Benefit/ Critical Illness	Hospital/ Other Indemnity	Hospital/ Surgical/ Medical Expense
64	Number of claims pending at the beginning of the period														
65	Number of claims received (include non-clean claims)														
66	Total number of claims denied, rejected or returned														
67	Number denied, rejected, or returned as non-covered or maximum benefit exceeded														
68	Number denied, rejected, or returned as subject to pre-existing condition exclusion														
69	Number denied, rejected, or returned due to failure to provide adequate documentation														
70	Number denied, rejected, or returned due to being within the waiting period														
71	Number denied, rejected, or returned (in whole or in part) because maximum \$ limit exceeded														
71	Number of claims pending at the end of the period														
72	Median number of days from receipt of claim to decision for denied claims														
73	Average number of days from receipt of claim to decision for denied claims														
74	Median number of days from receipt of claim to decision for approved claims														
75	Average number of days from receipt of claim to decision for approved claims														
76	Number of claims paid														
77	Aggregate dollar amount of paid claims during the period														
78	Number of claims where the claims payment was reduced by premium owed														
79	Dollar amount of claims payments applied to unpaid premiums														

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80	Number of complaints received by Company (other than through the DOI)														
81	Number of complaints received through DOI														
82	Number of complaints resulting in claims reprocessing														
83	Number of lawsuits open at the beginning of the period														
84	Number of lawsuits opened during the period														
85	Number of lawsuits closed during the period														
86	Number of lawsuits closed during the period with consideration for the consumer														
87	Number of lawsuits open at the end of the period														

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