

Schedule 1 Individual Life Cash Value Products (VL, UL, VUL, Whole Life, Equity Index Life)

Relacements Issued to Policies Issued

State Wide Average 10.7%

| Rank %<br># of companies<br>in rank | 0%  | >0-10% | >10%-20% | >20% -30% | >30%-40% | >40%-50% | >50%-60% | >60%-70% | >70%-80% | >80%-90% | >90%-100% | >100% |
|-------------------------------------|-----|--------|----------|-----------|----------|----------|----------|----------|----------|----------|-----------|-------|
|                                     | 141 | 32     | 21       | 13        | 11       | 7        | 6        | 2        | 2        | 0        | 2         | 2     |

1035 Exchanges to Policies Issued:

Statewide Averages: 4.0%

| Rank %<br># of companies<br>in rank | 0%  | >0-10% | >10%-20% | >20% -30% | >30%-40% | >40%-50% | >50%-60% | >60%-70% | >70%-80% | >80%-90% | >90%-100% | >100% |
|-------------------------------------|-----|--------|----------|-----------|----------|----------|----------|----------|----------|----------|-----------|-------|
|                                     | 168 | 31     | 15       | 9         | 7        | 5        | 2        | 0        | 0        | 0        | 2         | 0     |

Surrenders to Policies Issued:

Statewide Averages: 43.8%

| Rank %<br># of companies<br>in rank | 0% | >0-10% | >10%-20% | >20% -30% | >30%-40% | >40%-50% | >50%-60% | >60%-70% | >70%-80% | >80%-90% | >90%-100% | >100% |
|-------------------------------------|----|--------|----------|-----------|----------|----------|----------|----------|----------|----------|-----------|-------|
|                                     | 38 | 19     | 17       | 13        | 13       | 11       | 7        | 4        | 8        | 3        | 6         | 100   |

Loans to Policies Issued:

Statewide Averages: 6.2%

| Rank %<br># of companies<br>in rank | 0% | >0-10% | >10%-20% | >20% -30% | >30%-40% | >40%-50% | >50%-60% | >60%-70% | >70%-80% | >80%-90% | >90%-100 | >100% |
|-------------------------------------|----|--------|----------|-----------|----------|----------|----------|----------|----------|----------|----------|-------|
|                                     | 58 | 138    | 34       | 5         | 1        | 0        | 1        | 0        | 0        | 1        | 0        | 1     |

Claims Paid Beyond 60 Days to Total Claims Paid

Statewide Average: 6.5%

| Rank %<br># of companies<br>in rank | 0%  | >0-10% | >10%-20% | >20% -30% | >30%-40% | >40%-50% | >50%-60% | >60%-70% | >70%-80% | >80%-90% | >90%-100 | >100% |
|-------------------------------------|-----|--------|----------|-----------|----------|----------|----------|----------|----------|----------|----------|-------|
|                                     | 205 | 19     | 7        | 1         | 3        | 1        | 1        | 0        | 0        | 0        | 2        | 0     |

Claims Denied, Resisted or Compromised to Total Claims Closed

Statewide Average: 0.3%

| Rank %<br># of companies<br>in rank | 0%  | >0-10% | >10%-20% | >20% -30% | >30%-40% | >40%-50% | >50%-60% | >60%-70% | >70%-80% | >80%-90% | >90%-100% | >100% |
|-------------------------------------|-----|--------|----------|-----------|----------|----------|----------|----------|----------|----------|-----------|-------|
|                                     | 227 | 6      | 3        | 1         | 1        | 1        | 0        | 0        | 0        | 0        | 0         | 0     |

Complaints per 1000 Lives

Statewide Average 0.0%

| Rank %<br># of companies<br>in rank | 0%  | >0-10% | >10%-20% | >20% -30% | >30%-40% | >40%-50% | >50%-60% | >60%-70% | >70%-80% | >80%-90% | >90%-100% | >100% |
|-------------------------------------|-----|--------|----------|-----------|----------|----------|----------|----------|----------|----------|-----------|-------|
|                                     | 180 | 5      | 5        | 14        | 10       | 14       | 3        | 3        | 1        | 1        | 0         | 3     |