

**Employee Trust Funds  
Disability Insurance Complaint Statistics  
2002**

<b>Total Complaints Received</b>	<b>47</b>
Income Continuation Insurance	45 (96%)
Long-term Disability Insurance	2 (4%)
§ 40.63	0
§ 40.65	0

<b>Complaints by Employee Type</b>	
State	43 (91%)
Local	4 (9%)

<b>Complaints by Type</b>	
Plan Service & Administration	15 (32%)
Overpayment	8 (17%)
Medical Recertifications	8 (17%)
Disability Evaluation (Medical)	5 (11%)
Enrollment/Eligibility	4 (9%)
Other	4 (9%)
Billing/Claim Processing	2 (4%)
Tax Withholding	1 (2%)
Integration of Benefits	0
Annual Income Certification (§ 40.65)	0
Annual Earnings Statement (§ 40.63/ICI/LTDI)	0

<b>Total CLOSED Complaints: 47</b>					
<b>Resolution Type</b>	<b>ICI</b>	<b>LTDI</b>	<b>§ 40.63</b>	<b>§ 40.65</b>	<b>Total</b>
In Favor of Member	22 (47%)	2 (4%)	0	0	23 (49%)
Compromise	2 (4%)	0	0	0	2 (4%)
No Change to Decision	12 (26%)	0	0	0	12 (26%)
Inquiry Only	11 (23%)	0	0	0	11 (23%)
<b>Total</b>	<b>45 (96%)</b>	<b>2 (4%)</b>	<b>0</b>	<b>0</b>	<b>47</b>