

# UNITED of OMAHA

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UNITED of OMAHA LIFE INSURANCE COMPANY  
Mutual of Omaha Plaza  
Omaha, NE 68175  
402 342 7600



*VIA OVERNIGHT MAIL*

June 11, 2003

Craig Dixon, Bureau Chief  
State of California  
Department of Insurance  
Field Claim Bureau  
300 South Spring Street 11<sup>th</sup> Floor  
Los Angeles, CA 90013

RE: Field Claims Examination Report  
United of Omaha Life Insurance Company, NAIC #69868

Dear Mr. Dixon:

Thank you for the opportunity to respond to the adopted examination report regarding our individual and group life and health claim handling practices.

The issues in the report appear to be technical in nature and did not result in any harm to the consumer. As reflected in the examination report, we have changed our procedures with the goal of improving service to our customers. A copy of this response is included on the enclosed diskette as required by Regulation 2695.30(a). The courtesy and cooperation extended by your Department is appreciated. Please let me know if additional information is needed.

Sincerely,

A handwritten signature in cursive script, appearing to read "Pamela Bishop".

Pamela Bishop  
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