



## **J. D. Power and Associates Ranks Erie Insurance Highest in Homeowners Insurance Customer Satisfaction**

Erie, Pa. – Oct. 31, 2001 – Erie Insurance Group ranks highest in customer satisfaction for homeowners insurance, according to the inaugural J. D. Power and Associates 2001 Homeowners Insurance Study released October 29, 2001.

Erie Insurance, a multi-line property/casualty insurance company based in Erie, performed especially well in several service attributes: ease of contacting the insurance company; the courtesy and friendliness of the insurance representative; and the ability of the insurance representative to answer questions.

"Our agents and employees are proud to have something they work so hard to achieve recognized by such a reputable organization as J. D. Power and Associates," says Stephen A. Milne, Erie Insurance President and CEO. "ERIE has a service philosophy that began in 1925 with our founder, H. O. Hirt, who said "If you give your policyholders the service they have a right to expect, you will grow and will prosper." Our company continues to follow that advice, whether we are working with a policyholder, member of the community, fellow agent or co-worker. The service we provide makes a difference."

The J. D. Power and Associates press release is available online at [www.jdpa.com](http://www.jdpa.com).

Known for competitive rates and superior service, Erie Insurance Group is a leading property/casualty insurer in the United States. With more than 3.2 million policies in force, Erie Insurance Group includes seven companies operating in 11 states and the District of Columbia and is rated A++ (superior) by A.M. Best Company. Erie Indemnity Company (NASDAQ – ERIE) is the management company for Erie Insurance Group. Headquartered in Erie, Pa., since 1925, the ERIE provides auto, home, business and life insurance through more than 7,500 independent agents representing more than 1,500 agencies.