



## **J.D. Power And Associates Ranks Erie Insurance High In Automobile Insurance Customer Satisfaction**

Erie, Pa. - September, 2004 - Erie Insurance Group has again earned impressive marks in the J.D. Power and Associates National Automobile Insurance Study.

According to the study, Erie Insurance ranks second overall in the annual study of customer satisfaction among the country's major automobile insurance companies, and performed particularly well in the claims handling and policyholder interaction with agents and customer representatives factors in the study

"We are extremely proud to receive this recognition from J.D. Power and Associates. We attribute this success to our dedication to providing superior insurance products and personal service through professional independent agents, backed by effective and dedicated employees," says Jeffrey A. Ludrof, Erie Insurance Group president and chief executive officer. "We take our commitment to service very seriously. It began when our company was founded almost eighty years ago, and it grows stronger every day."

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 3.7 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 7,400 independent agents representing nearly 1,800 agencies. Erie Insurance Group ranks No. 368 among the FORTUNE 500 and is included in FORBES "Platinum 400" list of America's best-managed companies. For more information and a listing of independent agents representing The ERIE in your community, visit the company's Web site at [www.erieinsurance.com](http://www.erieinsurance.com)