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Erie Insurance receives top spot on J.D. Power and Associates' 2013 Insurance Shopping Study

Study marks the fourth time insurer is ranked highest in auto insurance shopping

ERIE, Pa. (April 29, 2013) - [Erie Insurance](#) received top honors on the J.D. Power and Associates' [2013 Insurance Shopping StudySM](#), which evaluates the experience of customers buying a new car insurance policy. This is the seventh year J.D. Power has issued its auto insurance shopping study and the fourth time Erie Insurance has ranked highest. The other years were 2008, 2009 and 2010.

"Make no mistake. This study speaks directly to the importance of an insurance agent in the shopping experience. The guidance, insight and personal attention agents give their clients is not something that can be replicated online," said Terry Cavanaugh, president and CEO of Erie Insurance. "To receive this distinction for the fourth time in the past seven years is a tremendous honor."

The 2013 Insurance Shopping Study examines the purchasing behaviors and overall satisfaction of people who shop for car insurance. Three factors are measured to determine overall satisfaction. They are, in order of importance: price, distribution channel and policy offerings.

"One of the biggest challenges insurance companies have is helping people get the right coverage at the best price with the best service. That's an advantage for ERIE," said Cavanaugh. "Our agents are real people in real places who serve as trusted advisors in the communities where they live and do business. Their efforts, combined with the work of our employees, are an absolute reflection of our continued pledge to be above all in service. We are honored to receive this award."

To learn more about the J.D. Power and Associates 2013 Insurance Shopping Study, visit www.jdpower.com.

According to A.M. Best Company, Erie Insurance Group, based in Erie, Pennsylvania, is the 15th largest homeowners insurer and 12th largest automobile insurer in the United States based on direct premiums written and the 20th largest property/casualty insurer in the United States based on total lines net premium written. The Group, rated A+ (Superior) by A.M. Best Company, has more than 4.6 million policies in force and operates in 11 states and the District of Columbia. Erie Insurance Group is a FORTUNE 500 company. Erie Insurance is proud to have received the J.D. Power and Associates' award for "[Highest in Customer Satisfaction with the Auto Insurance Purchase Experience](#)" and to be a J.D. Power and Associates' [2012 Customer Service Champion](#). ERIE is one of only 50 U.S. companies so named. Erie Insurance is also recognized on the list of Ward's 50 Group of top performing insurance companies, which analyzes the financial performance of 3,000 property and casualty companies and recognizes the top performers for achieving outstanding results in safety, consistency and financial performance over a five-year period (2007-2011).

News releases and more information about Erie Insurance Group are available at www.erieinsurance.com.

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