



Erie Insurance Recognized For Fewest Complaints In New York State Study

February 19, 2003 -- For the second consecutive year, Erie Insurance has been ranked number one for fewest complaints on the New York State Insurance Department's list of state auto insurers. None of the complaints filed against The ERIE in the past two annual rankings periods were upheld by the Insurance Department.

The Annual Ranking of Automobile Insurance Complaints ranks 51 automobile insurance companies or groups of companies based on their 2001 complaints. The ERIE was the largest of five insurers with no upheld complaints.

Typical complaints against auto insurers are those involving monetary disputes, such as the value of a total loss. Complaints about companies that fail to renew customers, as well as insurers that do not pay claims promptly, are also common.

"Our warmest congratulations go out to Rochester Branch manager Dan Zdunski and the Branch staff for this achievement," said Executive Vice President of Insurance Operations Tom Morgan. "The entire ERIE family is proud of their efforts. The fact that this is the second consecutive year for the branch to achieve this honor with a perfect score is indeed icing on the cake. It's a job well done."

"This recognition is a true tribute to the outstanding service provided by our New York claims team," added Dan Zdunski, Rochester Branch Manager. "The results of this study confirm the excellent work I see our employees perform every day."

The study indicated that there were 2,478 auto insurance complaints upheld in favor of consumers in 2001. This represents an 8.9 percent increase from the year 2000. The 2002 Annual Ranking of Automobile Insurance Complaints is available online at www.ins.state.ny.us

Erie Indemnity Company is the principal management company for the member companies of the Erie Insurance Group, which includes the Erie Insurance Exchange, Flagship City Insurance Company, Erie Insurance Company, Erie Insurance Property and Casualty Company, Erie Insurance Company of New York and Erie Family Life Insurance Company.

According to A.M. Best Company, Erie Insurance Group, based in Erie Pennsylvania is the 17th largest automobile insurer in the United States based on direct premiums written and the 25th 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 3.5 million policies in force and operates in 11 states and the District of Columbia.

News releases and more information about Erie Insurance Group are available at <http://www.erieinsurance.com>