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Erie Insurance again ranked highest in Mid-Atlantic on J.D. Power's 2016 U.S. Auto Insurance Study

ERIE, Pa., June 20, 2016 /PRNewswire/ -- For the second year in a row, [Erie Insurance](#) has received the highest customer satisfaction ranking for the Mid-Atlantic region on J.D. Power's [2016 U.S. Auto Insurance StudySM](#). The Mid-Atlantic region includes Delaware, the District of Columbia, Maryland, New Jersey, Pennsylvania, Virginia, and West Virginia. Erie Insurance ranked highest in the Mid-Atlantic in 2012 as well.



"We continue to explore new ways to deliver the best value to our customers while expectations constantly evolve," said Terry Cavanaugh, president and CEO of Erie Insurance. "We're honored to again receive this acknowledgement from customers, and also encouraged to continue pushing the boundaries of great service."

The ranking was based on a Customer Satisfaction Index score, which examined five factors: overall interaction, billing process and policy offerings, price, billing and payment, and claims. ERIE earned a national CSI score of 828, which was 17 points above the industry average. In the Mid-Atlantic, ERIE's CSI score was 829, which was 12 points above the average for that region.

In May, Erie Insurance received top honors for the fourth consecutive year on the [2016 J.D. Power Insurance Shopping StudySM](#).

About Erie Insurance

According to A.M. Best Company, Erie Insurance Group, based in Erie, Pennsylvania, is the 10th largest homeowners insurer and 12th largest automobile insurer in the United States based on direct premiums written and the 16th 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 5 million policies in force and operates in 12 states and the District of Columbia. Erie Insurance Group is a FORTUNE 500 company, a Barron's 500 company and has been recognized by Forbes as one of America's 50 Most Trustworthy Financial Companies.

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

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