



Erie Insurance recognized as a J.D. Power 2012 Customer Service Champion

ERIE named to prestigious list two years in a row

ERIE, Pa. (March 15, 2012) - J.D. Power and Associates has recognized [Erie Insurance](#) as a 2012 Customer Service Champion-one of only 50 companies in the U.S. to earn the distinction this year, and the second year in a row that ERIE was named to the elite list. To qualify for inclusion, companies must excel within their own industry and also stand out among leading brands in 15 major industries evaluated by J.D. Power.

"It's always an honor for us to be recognized by J.D. Power and Associates for customer service excellence," said Terrence Cavanaugh, president and CEO of Erie Insurance. "Receiving this distinction alongside other great brands known for their customer service is especially gratifying. It affirms our long-held commitment to delivering superior service to our customers."

To identify the 2012 Customer Service Champions, J.D. Power evaluated more than 800 brands. The 2012 Champions were identified based on customer feedback, opinions, and perceptions gathered primarily from J.D. Power's syndicated research in 2011. This group of 50 represents the highest-performing U.S. companies that deliver service excellence-both within their respective industry and across all industries measured.

According to A.M. Best Company, Erie Insurance Group, based in Erie, Pennsylvania, is the 12th largest automobile and 14th largest homeowners 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 over 4.3 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 be named a J.D. Power and Associates' [2012 Customer Service Champion](#) and is one of only 50 U.S. companies so named. Erie Insurance has also been recognized on the list of Ward's 50 Group of top performing insurance companies. The Ward's 50 award analyzes the financial performance of 3,000 property and casualty companies and nearly 800 life and health insurance companies and recognizes the top performers for achieving outstanding financial results in safety and consistency over a five-year period (2006-2010).

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

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