Erie Insurance Ranks among Top Five Insurers for Fewest Complaints in New York

February 10, 2004--For the third consecutive year, Erie Insurance has been ranked in the top five for fewest complaints on the New York State Insurance Department's list of state auto insurers.

The Annual Ranking of Automobile Insurance Complaints ranks 51 insurance companies, or groups of companies, by the number of automobile insurance complaints upheld against them in 2002. Each company or group is ranked by its complaint ratio which is the number of private passenger automobile insurance complaints upheld against an insurer as a percentage of that insurer's average New York State private passenger automobile insurance premium.

Only three of the 25 complaints against ERIE were upheld by the Insurance Department, which resulted in an impressive 0.008 complaint ratio. According to the New York State Insurance Department's report, the industry average complaint ratio was 0.49 per $1 million in premium in 2002.

The report indicates that 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 New York Agents and field Employees are dedicated and work hard to provide superior service," says Dan Zdunski, Manager of ERIE's Rochester branch office. "This accomplishment demonstrates our commitment to providing our Policyholders with as near perfect protection and as near perfect service as is humanly possible at the lowest possible cost."

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.

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 7,000 independent agents representing 1,820 agencies.

More information about Erie Insurance Group is available at http://www.erieinsurance.com.