



GE Consumer Finance Auto Warranty Services

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SUPERIOR SERVICE FROM GE AUTO WARRANTY SERVICES 2005 customer service metrics continue to lead industry

LAKEWOOD, Colo. – August 9, 2005 – GE Auto Warranty Services (www.geaws.com)

continues to deliver outstanding service to dealers, setting the vehicle service contract industry standard for speed and accuracy of claim handling. From online claims submission, to electronic payment via Direct Deposit, dealers experience best-in-class service.

Metrics from the first half of 2005 show the online claims process typically takes three to four minutes - start to finish. With Direct Deposit as the payment option, a dealer can process a claim and receive funds without ever making a phone call. Payment is received in their account in two business days. Other payment options include MasterCard, available via the IVR system, which normally is completed within a half-hour of invoice submission.

For phone inquiries, records show callers waited an average of 15 seconds to reach a representative. Average time for call resolution was five minutes. Fast handling resulted in a low call abandon rate of 1.5 percent, compared to the call center industry average of 4 percent.

In a Quality of Service survey, 95 percent of dealers rated GE Auto Warranty Services as exceeding expectations for efficiency and timeliness and over 93 percent of dealers rated AWS as above expectations compared to industry competitors. On average, adjusters with GE Auto Warranty Services have more than 20 years of industry experience, including automotive, warranty, customer service and technical support.

“This cross-functional and broad ranging focus enables us to provide ‘one call’ service,” said Jim Slavik, president of GE Auto Warranty Services. “For dealers with busy service departments, the less time they spend on a call or claim with us, the more time they can spend taking care of their customers.”

About GE Auto Warranty Services:

GE Auto Warranty Services, part of GE Consumer Finance, is a leading provider of vehicle service contracts and related products. Learn more at www.geaws.com. To contact GE Auto Warranty Services, call 1-800-828-1392 or e-mail awssales@ge.com. With \$150 billion in assets, GE Consumer Finance, a unit of General Electric Company, is a leading provider of credit services to consumers, retailers and auto dealers in 47 countries around the world. For more information, visit www.geconsumerfinance.com. GE (NYSE: GE) is Imagination at Work -- a diversified technology, media and financial services company focused on solving some of the world's toughest problems. For more information, visit www.ge.com.

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