

Statement: Erie Insurance Information Security Incident (June 17 | 1:30 p.m. ET)

June 17, 2025

[Newsroom](#) > [Press Releases](#) > Statement: Erie Insurance Information Security Incident (June 17 | 1:30 p.m. ET)

ERIE, Pa. (June 17, 2025) – Erie Insurance today released an update regarding the company's ongoing network outage and information security incident response:

Our teams — partnering with leading cybersecurity experts — continue working around the clock to restore access for customers, agents and employees. Unfortunately, incidents like this are becoming increasingly sophisticated and can impact even the most well-protected organizations. Upon detecting unauthorized activity, we took immediate action to contain the issue and have since implemented additional security measures to further strengthen our systems.

At this time, we have control of our systems. We have seen no evidence of ransomware and there is no indication of ongoing threat actor activity. We take these matters very seriously and are committed to providing updates as appropriate. We encourage customers to follow best practices around personal security and notify their financial institutions of any unusual activity.

During this outage, Erie Insurance will not contact customers by phone or email to request payments. As always, do not click on any links from unknown sources or share your personal information via phone or email.

While the protective actions the company initiated are ongoing, our local agents, claims and customer care teams continue to support our customers. Policyholders who need to initiate a claim can contact their local agent or ERIE's First Notice of Loss team at (800) 367-3743. Customer Care is also available at (800) 458-0811.

Previous Incident Updates & Information:

<https://www.erieinsurance.com/support-center/notice>

June 14: While the network outage and protective measures we initiated will continue, our agents, claims and customer care teams are supporting our customers.

We are making strong and steady progress. Our teams—working alongside leading cybersecurity experts—continue working around the clock to restore access for customers, agents and employees. We're confident in our actions, but this work is complex and takes time. We appreciate your patience and understanding.

Providing customers with the highest level of service and protection has been our number one priority for the past 100 years. That commitment drives us as we work to resolve this issue safely and securely.

Policyholders who need to initiate a claim can contact their local agent or ERIE's First Notice of Loss team at (800) 367-3743. Customer Care is also available at (800) 458-0811.

We will continue to provide updates as we have more information.

June 11: On Saturday, June 7, Erie Insurance's Information Security team identified unusual network activity. We took immediate action to respond to the situation to safeguard our systems and data. Since Saturday, we have continued to take protective action for the security of our systems.

We are working with law enforcement and are conducting a comprehensive forensic analysis with the assistance of leading cybersecurity experts to gain a full understanding of this event.

The investigation into this event is ongoing. We will continue to provide updates as we have more information.

During this outage, Erie Insurance will not contact customers by phone or email to request payments. As always, do not click on any links from unknown sources or share your personal information via phone or email.

While the protective actions the company initiated are ongoing, our local agents, claims and customer care teams continue to support our customers. Policyholders who need to initiate a claim can contact their local agent or ERIE's First Notice of Loss team at (800) 367-3743. Customer Care is also available at (800) 458-0811.

June 10: A network outage impacting ERIE systems continues. All available resources are working to restore access as soon as possible.

During this outage, ERIE's local agents, claims and customer care teams are supporting customers. Policyholders who need to initiate a claim can contact their local agent or ERIE's First Notice of Loss team at (800) 367-3743. Customer Care is also available to assist with policy or billing inquiries at (800) 458-0811.

We will continue to provide status updates as information becomes available.

June 9: A network outage impacting ERIE systems continues. All available resources are working to restore access as soon as possible.

Policyholders who need to start a claim can get in touch with their agent or contact ERIE's First Notice of Loss team at (800) 367-3743. Online Account and Customer Care are not yet operational.

We will continue to provide status updates as information becomes available.

June 8: We are currently experiencing a network outage that is affecting all systems. All available resources are working to assess the impact and resolve the issue as soon as possible. During this outage, customers will be unable to access their online accounts or reach Customer Care or First Notice of Loss.

We will continue to provide updates as soon as we have a more complete and accurate understanding of the outage and its impact.

###

Forward Looking Statements

The Company has made statements in this release that are forward-looking and therefore subject to risks and uncertainties, including those described below. All statements, other than statements of historical fact, included in this document are, or could be "forward-looking statements" within the meaning of the Private Securities Litigation Reform Act of 1995 and the applicable rules and regulations of the Securities and Exchange Commission (the "SEC") and are made in reliance on the safe harbor protections provided thereunder. These forward-looking statements relate to, among other things, the impact from the information security event, the scope of the investigation and the Company's plans, objectives, projections and expectations relating to the Company's operations or financial condition, and assumptions related thereto. These forward-looking statements are based on management's current beliefs and assumptions and on information currently available to management. We caution that these statements are subject to risks and uncertainties, many of which are outside of our control and could cause future events or results to be materially different from those stated or implied in this release, including, among others, the Company's ongoing assessment of the impacts of the information security event; the Company's expectations regarding its ability to contain and remediate the information security event; the impact of the information security event on the Company's relationships with customers, employees and regulators; legal, reputational and financial risks resulting from the information security event; and that any future, or still undetected, event, whether an attack, disruption, intrusion, denial of service, theft or other breach could result in unauthorized access to, or disclosure of, data, resulting in claims, costs and reputational harm that could negatively affect our actual results of operations or financial condition; and risks that are described in the Company's Annual Report and its Quarterly Reports on Form 10-Q, including the sections titled "Risk Factors" and "Management's Discussion and Analysis of Financial Condition and Results of Operations" contained in those reports, and in our other filings with the SEC. Any forward-looking statement made in this release speaks only as of the date on which it is made. The Company undertakes no obligation to publicly update or revise any forward-looking statement, whether as a result of new information, future developments, or otherwise.