



GE Auto Warranty Services

*GE Auto Warranty Services
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GE AUTO WARRANTY SERVICES DELIVERS RECORD 2003 RESULTS

AM BEST RE-AFFIRMS VEHICLE SERVICE CONTRACT PROVIDER'S "EXCELLENT" RATING

LAKESWOOD, Colo. – January 15, 2004 – Driven by 40% growth in service contract volume and strong underwriting results, GE Auto Warranty Services (AWS) delivered record results for 2003.

“Continued growth in existing accounts and the addition of two new strategic partners produced solid growth for the company in 2003,” said Jim Slavik, President of GE AWS.

AWS also continued its focus on operational efficiency, driving a 15% increase in productivity in 2003. With over 60% of its current business submitted electronically, GE AWS has taken the next step in its mission to offer wing-to-wing “e-servicing” with its 2004 product launch. “This product allows us to more effectively deliver a superior customer experience, as well as drive efficiencies and operational excellence,” said Slavik.

There are critical factors driving this success for GE AWS, according to Slavik. “We have a fully integrated product. All the development, underwriting and servicing are owned and managed by GE AWS. GE is adamant about quality and brings customers a trusted name.”

Reflecting the company's earnings growth and strong cash flow, AM Best has reaffirmed AWS' A- (Excellent) financial strength rating.

ABOUT GE AUTO WARRANTY SERVICES:

GE Auto Warranty Services is a leading provider of fully-integrated Vehicle Service Contracts and related products servicing new and used automotive and power sport vehicles sold through independent dealers, Original Equipment Manufacturers and independent agents. See more at www.geaws.com. To contact GE Auto Warranty Services, call 1-800-828-1392 or email awssales@ge.com. GE Auto Warranty Services is a part of GE Consumer Finance. GE Consumer Finance, a unit of General Electric Company (NYSE: GE), with \$80 billion in assets, is a leading provider of credit services to consumers, retailers and auto dealers in 36 countries around the world. For more visit www.geconsumerfinance.com.

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