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For Immediate Release

## Pulte Homes Receives More Awards for Customer Satisfaction by J.D. Power and Associates Than Any Other Homebuilder for Sixth-Straight Year

## Pulte Operations Rank Highest in 16 U.S. Markets

**Bloomfield Hills, Mich., Sept. 14, 2005** – Pulte Homes, Inc. (NYSE: PHM) today received more awards than any other homebuilder in the J.D. Power and Associates 2005 New Home-Builder Customer Satisfaction Study (SM), marking the sixth-straight year Pulte has achieved this distinction among America's largest home building companies.

In the 2005 study, the company ranked highest in 16 markets, surpassing the 14 markets it topped in 2004. Also this year, Pulte finished No. 2 in eight markets and No. 3 in three markets. In total, Pulte brands, which include Pulte Homes, Del Webb and DiVosta, were surveyed in 27 of the 30 markets scrutinized this year.

"These rankings are based on direct customer input, so it's truly gratifying to once again be recognized as the nation's top-ranked homebuilder," said Richard J. Dugas, Jr., president and CEO of Pulte Homes. "Every member of our organization realizes the importance of delivering quality, value and an exceptional home buying experience to our customers. Each one of them is fully committed to delighting our customers and that dedication has paid off for us again this year."

J.D. Power and Associates increased the number of markets surveyed in 2005 to 30 from 25, providing a comprehensive coast-to-coast evaluation of U.S. homebuilders.

Pulte Homes operations ranked among the top three builders in 22 of the 27 markets in which they were surveyed.

In the 2005 study, Pulte Homes operations ranked:

Highest in these 16 markets: Austin, Chicago (Del Webb), Dallas / Ft. Worth, Detroit, Ft. Myers / Naples, Houston, Jacksonville, Las Vegas (Del Webb), Minneapolis / St. Paul, North Inland Empire, Orlando, Palm Beach (DiVosta), Philadelphia, Tampa Bay (DiVosta) (tie), Tucson, and Washington, D.C. (tie)

Second in these eight markets: Albuquerque, Baltimore, Chicago (Pulte Homes), Ft. Myers / Naples (DiVosta), Las Vegas (Pulte Homes), Phoenix, Sacramento (Pulte Homes), and San Francisco Bay Area.

Third in these three markets: North Inland Empire (Del Webb), Raleigh, and Sacramento (Del Webb).

"When Bill Pulte founded this company 55 years ago, one of his goals was to create 'customer delight' by exceeding the homebuyer's expectations," Dugas said. "We continue to work diligently at delighting the customer, with the result that approximately 45 percent of our homes are sold to repeat and referral customers. This can only happen if our customers are expressing their satisfaction to friends and family, and colleagues at work. That's our goal and that's what sets Pulte Homes apart in the markets where we build and sell homes."

Pulte Homes maintains a comprehensive system for communicating with every customer to ensure their questions are answered and their needs are being met throughout the entire sales, home completion and delivery process. A

customer relations representative is assigned to work with the customer from the time they sign the sales contract through the point immediately preceding expiration of one-year warranties covering specific items.

For its 2005 Home Builder Customer Satisfaction Study(SM), J.D. Power and Associates focused on individuals that purchased a new single family detached or attached home during 2004. The records were drawn from public records of a total of 193 counties. Qualifying builders in each market had to have a minimum of 150 home closings in the prior year and a minimum of 50 returned questionnaires. The four-page questionnaire was mailed to all buyers of qualifying builders from March through July 2005.

Pulte does not operate in two markets included in this year's survey, Portland, Ore., and Seattle, and the company did not meet the sample size requirement in the North Los Angeles / Ventura market.

J.D. Power and Associates found that three primary factors in customer satisfaction are customer service, home readiness at the time of closing and relationship with the company's sales staff.

Additional information is available at www.jdpower.com.

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## **About Pulte Homes**

Pulte Homes, Inc., (NYSE: PHM), based in Bloomfield Hills, Mich., is a FORTUNE 200 company with operations in 54 markets and 28 states. In 2004, the company closed 38,612 domestic home sales and generated total revenues of \$11.7 billion. During its 55-year history, the company has constructed more than 408,000 homes. Under its Del Webb brand, Pulte is the nation's largest builder of active adult communities for people age 55 and better. Its DiVosta operation is nationally recognized for a proprietary building system that has delivered more than 25,000 "Built Solid" homes in Florida since 1960. Pulte Mortgage LLC is a nationwide lender and offers Pulte customers a wide variety of loan products and superior customer service.

Additional information is available at www.pulte.com