



1935, corner of Adams Blvd and Figueroa St: The historic Los Angeles Headquarters in a nighttime photograph, shown decorated and lighted for Christmas.

# RS



**Rumble Sheet** newsletter | Published for Auto Club retirees & members of the Auto Club Alumni Association | 4th Quarter 2022

## News

ACE year in review brief from John Boyle

RSVP soon to attend the 2023 Alumni Luncheon at Knott's Berry Farm Hotel January 26

Photos from the fall Auto Club Annual Alumni Dinner at The Grand Long Beach

Welcome New Retirees

Upcoming events

... and more!



50s sock hop at The Grand! Turn the page for photos of the event

## Challenges, Success and Excellence

John Boyle, ACE President & CEO, reviews 2022

Wow, I cannot believe it is that time of year again. It feels like we were just at Knott's Berry Farm at the annual alumni luncheon in January and yet here it is – the end of 2022 fast approaching! As the year ends, I wanted to take an opportunity to provide you with a brief update on the organization.



### Excellence in the face of challenges

2022 proved once again to be a challenging year. As I am sure you are aware, many challenges exist in the marketplace today – supply chain shortages, rising inflation, labor shortages, just to name a few. Auto Club Enterprises is not immune to the impact of these marketplace dynamics. Given these challenges, this year I believe our employees have embodied our corporate value of commitment. They have relentlessly pursued excellence during challenging times to continue to provide members with the legendary service they have come to expect from AAA.

Employees from across the organization stepped in to assist our Emergency Road Service team and improve service levels, which is vital to the success of the organization. We continued our aggressive hiring trends started in 2021 and I am happy to report we are back up to a workforce of over 14,000 employees across ACE. We have also closely monitored workplace trends and have expanded our work from home model and introduced hybrid or alternative work schedules in multiple business units throughout the company to remain competitive.

### Success stories

Even though there have been struggles, there have also been many accomplishments throughout the year that we should take time to recognize. The financial strength of the organization remains healthy. Our travel business is starting to see good momentum and is close to being back at pre-pandemic levels. Our new membership and insurance sales numbers are up and we continue to make significant progress in our products used per member household.

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*The Grand*  
LONG BEACH | EST. 1960

## Auto Club Retirees and Guests Gather for Annual Alumni Dinner

The Grand Long Beach was the site for the 50s-themed event held October 15

From Pink Ladies and saddle shoes to blue jeans and slicked-back hair, retirees got into the spirit of the 1950s at The Grand Long Beach, which hosted the Auto Club Annual Alumni Dinner.



The Pink Ladies: Lizbeth Vasquez (33 years of service), Linda Worthy (48), Janet Pieson (32), and Lynn Hampton (31).



Jennie Kim (42), Tim Woo (40), and Delia Woo (41).



Christy Crosby (27) and Vicki Sudberry (37), who recently retired as Treasurer from the ACAA Board of Directors.



Michelle Wu (32), Cory Dantic (24), a guest, and Alice Hong (39).



Gogi Guthrie (45), Mike Brink (42), Sharon Cruiz, Chris McGuffee (21), and Bruce Randall (32).



Betty and Rod Chew. After retiring from several years of service as the Club's Manager of Payroll, Rod was named the new Treasurer for the ACAA.



Earline Gentry (33), Sharon Cruiz, and Beverly Crenshaw (43).



A Human Resources and Sales op unit reunion, with Vivian Maguire, Ingrid Stern, David Morris, and Kelly Bozza.



Kristina Hennesen (27), Shirley Montes (40), and Cheryl Schuster (33).

There was dancing, bingo, and prize drawings throughout the evening. Vicki Sudberry, outgoing Treasurer for the ACAA, was honored for her years of service to the organization. Thank you, Vicki! And welcome, Rod Chew.



## john boyle year in review, continued

We reintroduced several of our in-person events in 2022. We held our annual employee BBQ and car shows in California, Missouri, and Texas. We brought our entire management team together for an in-person meeting in Dallas. We restarted in-person community impact efforts and have had over 1,500 employees volunteer their time and give back within their local communities. We also expanded on our Diversity, Inclusion and Belonging program with the introduction of two new business resource groups in 2022: ADAPtability and Connecting Caregivers. We now have over 3,000 employees participating in our business resource groups!

I have said it before and will continue to say it: I cannot express enough how impressed I am by the commitment and dedication of our employees. I am proud and honored to be a part of this great team.

I wish you and yours a happy holiday season and look forward to seeing you in January!

*In-person impact returns! Below left: AAA Volunteers at a beach clean-up. Right: John Boyle, AAA Volunteer, on scaffolding at a Habitat for Humanity build day.*



## Reserve soon for the January luncheon at the Knott's Berry Farm Hotel



The Auto Club Alumni Association will hold its first quarter luncheon of 2023 at the **Knott's Berry Farm Hotel on Thursday, January 26, 2023, at 11am.** Address is 7675 Crescent Ave. in Buena Park. The hotel is adjacent to the Knott's Berry Farm theme park. Parking is free – tell the attendant you are with the Auto Club Alumni group.

**John Boyle, President & CEO of ACE,** will be the keynote speaker.

Email comments or questions to: **ACAumni@yahoo.com.**

### Entrée Selections and RSVP

Make your meal selection from the following:

- **Mrs. Knott's Famous Fried Chicken** with whipped potatoes and country gravy, OR
- **Salmon** with Cipollini onion sauce.

Dessert is Boysenberry pie.

Your payment and meal choices must be received by **January 6, 2023.** Use the clip and mail form below. Make your check payable to the **Auto Club Alumni Association.**

**Clip RSVP and mail with payment to ACAA Treasurer ROD CHEW, 13 AGATE, IRVINE CA 92614**

*Reservation and entrée choice must be received by Friday, January 6, 2023*

rsvp

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

Guest Name \_\_\_\_\_

ACAA Member Entrée Choice SALMON \_\_\_\_\_ CHICKEN \_\_\_\_\_ (\$18 each) \$ \_\_\_\_\_

Guest Entrée Choice SALMON \_\_\_\_\_ CHICKEN \_\_\_\_\_ (\$18 each) \$ \_\_\_\_\_

Non-Member/Extra Guest Entrée SALMON \_\_\_\_\_ CHICKEN \_\_\_\_\_ (\$36 each) \$ \_\_\_\_\_

2023 ACAA Member Annual Dues (\$10 per year) \$ \_\_\_\_\_

**ACAA Knott's Berry Farm Hotel Luncheon January 26, 2023 Total Payment Enclosed \$ \_\_\_\_\_**

# WELCOME New Retirees

Miriam Arce-Madrigal, Call Center Escalations Specialist, ERS Quality Assurance, AAA Texas. 32 years of service.

Gloria Ashlock, Branch Member Senior Specialist, Hampton, AAA Tidewater Virginia. 27 years of service.

Steve Baine, Travel Area Manager, Office of Branch Operations, St. Louis, AAA Missouri. 26 years of service.

Mary Beverly, Branch Member Specialist, Birmingham, AAA Alabama. 17 years of service.

Sue Burford, Call Center Team Manager, MSC Travel & Membership, St. Louis, AAA Missouri. 21 years of service.

Carole Cajucom, IS Dev Ops Engineer, Insurance Systems Development, Auto Club of Southern California. 11 years of service.

Julieta Chan, Underwriter I, Underwriting Regions 1 2 & 3, Auto Club of Southern California. 26 years of service.

Michael Corey, Claims Service Representative III, ER Claims, Long Beach, CA. 36 years of service.

Salvador Corona, Claims Attorney II, Claims Legal – Subrogation Auto, Auto Club of Southern California. 45 years of service.

Micki Crockett-Burroughs, Branch Member Specialist, Crenshaw, CA. 18 years of service.

Mark Davis, Claims Service Representative III, APD MPR Claims Unit, AAA Missouri. 19 years of service.

Sherry Devine, Claims Service Representative III, Casualty Claims Unit, AAA Missouri. 22 years of service.

Nancy Dunay, Branch Member Specialist, Santa Clarita/Valencia, CA. 28 years of service.

Lisa Fuller, Insurance Sales Agent, Field Sales, Encino, CA. 17 years of service.

Darlene Gasher, Claims Service Representative III, Claims Medpay/Subrogation, Auto Club of Southern California. 41 years of service.

Annette Haraldsted, Travel Advisor, Culver City, CA. 12 years of service.

Steve Hedtke, Shipping & Receiving Coordinator, Supply Operations, Administrative Offices, CA. 43 years of service.

Linda Hernandez, Legal Operations Assistant Supervisor, Operations Staff, Los Angeles Headquarters, CA. 34 years of service.

Jim Hernandez, Branch Member Specialist, Tustin, CA. 20 years of service.

David Howard, Claims Training Consultant, Claims Development Team, Auto Club of Southern California. 38 years of service.

Alice Huerta, Buyer Associate, Procurement, Administrative Offices, CA. 10 years of service.

Denise Hughes, Travel Area Manager, Office of Branch Operations, St. Louis, MO. 23 years of service.

Charlotte Huitt, Digital Content Producer, Internet Development, eBusiness, Auto Club of Southern California. 14 years of service.

Sharan Johnston, Travel Advisor, Surf City, CA. 16 years of service.

Jennifer Keatley, Claims Service Representative III, ER Claims, Valencia, CA. 17 years of service.

Mike Kentzler, Insurance Field Sales Agent, St. Joseph, MO. 21 years of service.

Leanne Landon, PMG Insurance Senior Specialist, ISS, AAA Texas. 38 years of service.

Annette Leger, Claims Service Representative III, Homeowners Claims, Auto Club of Southern California. 28 years of service.

Julie Lieu, PMG Insurance Associate, Policy Management Group – Claims, Auto Club of Southern California. 15 years of service.

Stacy Liu, Senior Bookkeeper, Cashiering & Payment Control, Administrative Offices, CA. 19 years of service.

Lola Love, Administrative Assistant II, Contract Station Relations, Burbank, CA. 37 years of service.

Angel Lozada, Branch Specialist IV, Houston Memorial, TX. 12 years of service.

Teresa Manigan, Processing Specialist I, Insurance Business Processing, Administrative Offices, CA. 35 years of service.

Katie Monteleone, Branch Member Specialist, Santa Barbara, CA. 17 years of service.

Lynn Mueller, Underwriter II, Underwriting Region 1, AAA Missouri. 32 years of service.

Leo Noel, Branch Supervisor, Oceanside, CA. 15 years of service.

Kathy Oakden, Claims Service Representative III, ER Claims, Valencia, CA. 16 years of service.

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## new retirees, continued

Lori Ostrander, Branch Member Specialist, San Luis Obispo, CA. 28 years of service.

Milagros Pavon, Processing Specialist I, Imaging Operations, Administrative Offices, CA. 21 years of service.

Sherry Pillarella, Branch Member Specialist, Tustin, CA. 12 years of service.

Janet Rayner, Branch Member Associate, Augusta, AAA Northern New England. 12 years of service.

Carol Ricketts, Insurance Sales & Branch Operations Manager II, General Branch Administration, AAA Northern New England. 26 years of service.

Ken Slater, IS Dev Ops Engineer, Corporate Systems Development, Administrative Offices, CA. 40 years of service.

Gregory Smith, Insurance Sales Agent, Hot Springs, AAA Missouri. 29 years of service.

Ray Sweller, Processing Specialist III, Mail Disbursement, Coppell Administrative Offices, AAA Texas. 14 years of service.

Monique Vajko, Administrative Assistant II, Contract Station Relations, Chino, CA. 44 years of service.

Linda Van Winkle, Senior Clerk, Education, Training & Development, St. Louis, MO. 38 years of service.

Rita Velez, Data Entry Associate, Imaging Operations, Administrative Offices, CA. 37 years of service.

Jane Vogler, Claims Service Representative II, ER Claims, Riverside, CA. 26 years of service.

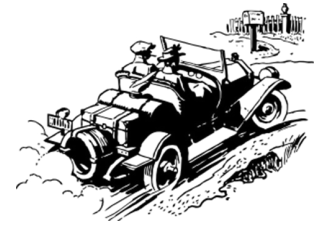
Jeff Washington, Processing Specialist II, Insurance Business Processing, Administrative Offices, CA. 11 years of service.

Roseann White, Financial Reporting Supervisor, Corporate Accounting, Administrative Offices, CA. 25 years of service.

Robert Witt, Claims Service Representative III, ER Claims, Riverside, CA. 21 years of service.

Cheri Wolever, Insurance Sales Agent, Hemet, CA. 31 years of service.

Kathy Wolff, Executive Administrative Assistant, Office of the President, St. Louis, MO. 36 years of service.



## New! ACAA website goes live

There's a new way for retirees to stay in touch with the Auto Club Alumni Association (ACAA). Check out the new ACAA website! Built by Kevin Weir, ACAA President, and his team, the site features an Events page, Calendar, downloadable clip-and-mail RSVP forms, and more. Go to <https://acalumni.net/>.

## Join the ACAA

Want to sign up for ACAA membership? Use the clip-out enrollment form below. Annual membership dues are \$10. Your active membership lets you attend ACAA events, which are only open to ACAA members and their guests. **For ease of contact, please be sure to include your email address.**

## Auto Club Alumni Association Enrollment

Use this form to sign up for or renew your ACAA membership.

Clip and mail with check to ROD CHEW, ACAA TREASURER, 13 AGATE, IRVINE CA 92614

Retiree Name(s) \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

**2023 ACAA Annual Membership Dues enclosed (\$10 per retiree, per year)**

**Total \$ \_\_\_\_\_**

*Make your checks payable to AUTO CLUB ALUMNI ASSOCIATION  
To check your membership status, contact ACAA at [ACAlumni@yahoo.com](mailto:ACAlumni@yahoo.com)*



# Obituaries

Charles Abram, Heavy Forklift Operator, Carson Salvage Operations, CA. Retired October 26, 2021, with 10 years of service. August 8, 2022.

Robert Bennett, Corporate Counsel IV, Office of the General Counsel, CA. Retired July 1, 2012, with 21 years of service. July 6, 2022.

Edgar Chambers, Senior Application Developer, IS, Administrative Offices, CA. Retired September 27, 1999, with 10 years of service. October 25, 2022.

John Comshaw, Claims Service Representative, Administrative Offices, CA. Retired December 25, 2019, with 16 years of service. September 25, 2022.

Odilla "Odie" Darg-Mackrell, Branch Supervisor, Torrance, CA. Retired March 1, 2003, with 25 years of service. August 19, 2022.

Dee Davis, Senior Membership Specialist, MSC, CA. Retired December 1, 2005, with 11 years of service. September 1, 2022.

Louise Eldridge, Claims Service Representative IV, Claims Arcadia, CA. Retired August 1, 2004, with 36 years of service. September 22, 2022.

Joan Fiebelman, ERS Payments, Branson, MO. Retired February 1, 1993, with 40 years of service. August 23, 2022.

George Fodrea, Branch Supervisor, Encino, CA. Retired May 1, 2003, with 35 years of service. October 6, 2022.

Evelyn Hegeman, Administrative Assistant II, Dallas Regional Sales Unit, TX. Retired April 1, 2016, with 12 years of service. July 23, 2022.

Margaret Hoff, Legal Secretary, Asset Liability Center, CA. Retired March 1, 1995, with 23 years of service. October 22, 2022.

Maurie Hurst, Senior Public Affairs Specialist, Public Affairs & Publishing, Auto Club of Southern California. Retired January 1, 2006, with 34 years of service. July 3, 2022.

Gary Lewis, Sales Representative, Whittier, CA. Retired July 1, 2010, with 21 years of service. September 28, 2022.

Patricia Locker, Underwriter, Underwriting, Los Angeles Headquarters, CA. Retired May 1, 1983, with 21 years of service. September 6, 2022.

Barbara "Bobi" Nesh, Claims Service Representative III, Special Investigations Unit, Long Beach, CA. Retired May 1, 2012, with 40 years of service. October 27, 2022.

Margaret Neuser, Supervisor, Mail Disbursement, CA. Retired January 1, 2001, with 39 years of service. August 15, 2022.

Antonio Nolasco, Application Developer, Administrative Offices, CA. Retired July 1, 2011, with 15 years of service. September 19, 2022.

James W. Norton, Supervisor, Travel Service Department, CA. Retired September 1, 1994, with 32 years of service. September 9, 2022.

Patrick Obranovic, IS Dev Ops Senior Engineer, Insurance Systems Development, Coppell Administrative Offices, TX. Retired April 1, 2021, with 21 years of service. August 20, 2022.

Caryl Olson, ICON Entry Operator, Imaging Operations, Administrative Offices, CA. Retired January 1, 2014, with 19 years of service. October 12, 2022.

Bruce Parrish, Trainer, Education, Training & Development, Long Beach, CA. Retired September 1, 2015, with 35 years of service. October 27, 2022.

Jack Reynolds, Claims Quality Assurance, Costa Mesa, CA. Retired January 1, 2004, with 37 years of service. August 8, 2022.

Robert "Bob" Robuck, Senior Scheduling Analyst, Information Systems, Administrative Offices, CA. Retired October 1, 2008, with 41 years of service. October 27, 2022.

David Skeeters, Insurance Manager, Anaheim Hills, CA. Retired November 1, 2001, with 35 years of service. October 12, 2022.

Jacob Van Wingerden, Field Manager, ERS Contract Station Relations, CA. Retired February 1, 1992, with 28 years of service. September 29, 2022.

William "Bill" Vander Heul, IS Dev Ops Associate Engineer, Corporate Systems Development, Administrative Offices, CA. Retired March 1, 2022, with 61 years of service. August 4, 2022.

Gabriel Velasco, Sales Agent, Montebello, CA. Retired February 1, 2007, with 13 years of service. August 21, 2022.

Sharon Weaver, Member Service Counselor/ Receptionist, Overland Park, KS. Retired December 1, 2015, with 13 years of service. June 21, 2022.

Cheryl Wickham, ERS Service Counselor II, Burbank, CA. Retired February 16, 2020, with 34 years of service. October 9, 2022.

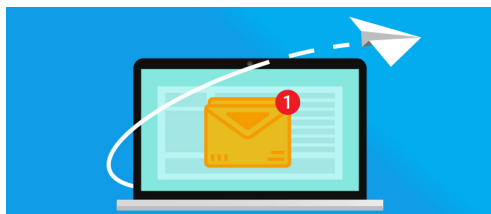


## Getting ready to travel? Remember to take advantage of the AAA Travel Discount!

Did you know? Active employees and retirees of Automobile Club of Southern California, AAA Texas, Automobile Club of Missouri, AAA Northern New England, AAA Alabama, AAA Tidewater Virginia, AAA New Mexico, and AAA Hawaii are eligible for discounts on most vacation packages. *The 10% discount is offered on the base price of a tour or cruise package booked through any AAA Travel Advisor.*

### Who is eligible for the AAA Travel Discount?

All active employees, retirees, and surviving spouses of retirees of the Club's family of companies as listed above (excluding temporary employees and independent contractors). The employee must be employed and actively at work, or have retired, at the time of travel and when the reimbursement request is submitted. Generally, an employee who retires from the Club at age 55 or older with at least 10 consecutive years of service as a Full-Time Employee immediately preceding termination, continues to be eligible for the Employee Travel Discount.



## ACE News Flash Auto Club Enterprises email addresses scheduled to change

Starting the end of November 2022, and continuing through March 2023, ACE email addresses will have a new domain: **@ace.aaa.com**.

ACE is dropping the current market-specific email domains of **@aaa-calif.com**, **@aaa-texas.com**, **@aaaec.com**, **@nne.aaa.com**, **@aaamissouri.com**, and so on. This means that the first part of new ACE email addresses will stay the same, but look like this: Last name.First name@ace.aaa.com.

*Employees and departments of AAA will still be able to receive email at their old address. However, when a new email is sent, it will show the new domain. Please make a note of this if you communicate with employees and departments at ACE via email.*

An active employee's and retiree's spouse or a travel companion is eligible. Also eligible are the employee's or retiree's dependent children (age 20 and under) who reside in the active employee's or retiree's household. The spouse or travel companion and dependent children must travel with the employee or retiree on the same itinerary to the same destination with the same arrival and departure dates. *Employees and retirees who are AAA members may also be eligible for additional member benefits and savings.*

### How it works

Contact a AAA Travel Advisor through your local branch and let them know you are a AAA retiree. The advisor will gather the necessary information and help you plan a vacation package that qualifies for the discount. *The 10% discount is reimbursed when travel is completed.*

**Want to learn more? Call your AAA Travel Advisor today and ask about Hot Travel Deals!**



## Events & Dates 2023

- **January 26, 2023** – Auto Club Alumni Luncheon at Knott's Berry Farm Hotel in Buena Park, CA. See page 3 for mail-in RSVP form. **RSVP, meal selection, and payment are due by January 6.**

- **February 26, 2023** – The NASCAR Cup Series will race for the last time on Auto Club Speedway's



classic 2-mile oval, after which the track will be reconfigured to a ½-mile high-banked short track. A new chapter in Southern California motorsports will begin in 2024. Tickets for the NASCAR Cup Series weekend at Auto Club Speedway in Fontana are on sale now, and special ticket offers are available to AAA members at **[www.autoclubspeedway.com](http://www.autoclubspeedway.com)**.

Automobile Club of Southern California  
Retirement Plans & Services  
P.O. Box 25001  
Santa Ana, CA 92799-5001

### Update your information if you:

- Moved or got a new email address
- Changed your name

Contact **People Service Center**  
**866-842-4222**

### If you:

- Changed your name or marital status
- Had changes to your covered spouse/  
domestic partner or covered dependents

Contact **Benefits Service Center**  
**888-488-2582**

### If you:

- Are age 65 and over or  
Medicare eligible

Contact **Via Benefits**  
**888-264-0638**

## 2022 acaa board of directors

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Kathy Klute-Nelson

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RetirementServices@aaa-calif.com

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ACAlumni@yahoo.com  
Website: ACAlumni.net

