

News

Photos from the ACE CARnivals in TX and CA, and the Fall Jamboree in MO

Photos from the Fall Alumni Dinner at The Balboa Pavillion in Newport Beach, CA

Welcome New Retirees

Upcoming Events

... and more!



Rumble Sheet newsletter | Published by ACE
for ACE retirees | 4th Quarter 2025

Rounding out 2025 with a big "Thank You!"

Our annual employee and retiree appreciation events boasted new locations and more fun than ever for the entire family.

Texas: Boots, BBQ, and big fun

Our Texas market celebrated its 11th annual Employee CAR-nival at a new location: the Circle R Ranch in Flower Mound. Hundreds of employees, retirees, and their families enjoyed a full day of games, rides, sports, and entertainment, topped off with a delicious barbecue dinner.

A highlight of the day was the silent auction, which raised over \$3,500 – the most ever for the Texas event – with all proceeds benefiting United Way.

From pony rides to ping-pong games and magic shows, it was a day to remember, with fun for everyone.

Missouri: Jamming at the Jamboree

More than 750 employees, retirees, and family members in the Missouri market celebrated the annual Fall Jamboree at the 300-acre Brookdale Farms outside of St. Louis. Attendees enjoyed a barbecue lunch as well as a host of activities – a corn maze, live music, a pumpkin patch, a petting zoo, tractor-pulled wagon rides, inflatables, and a sunflower field.



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appreciation, continued



“It was such a wonderful opportunity not only for us to get together outside of the office but to show gratitude to all of our employees – past and present – who are the lifeblood of our organization,” said **Terry Ponchak, President, ACMO**, whose family accompanied him at the festive event.

“I can’t tell you how many hugs and smiles I saw throughout the day. It was so gratifying to come together and celebrate our teamwork and make lasting memories.”

California: CAR-nival rolls into Silverado

After several years of celebrations taking place over Father’s Day weekend at the Administrative Offices (AO) in Costa Mesa, CA, we held our 2025 ACE CAR-nival at a brand new location and season: Oak Canyon Park in Silverado Canyon, in November.

More than 4,000 employees, retirees, and their families met on a sunny Saturday, November 8, to enjoy a day of carnival rides, barbecue, a classic picnic buffet, and a casual car meet in a park-like, tree-lined setting.

Oak Canyon Park did all the work, which meant we didn’t have to seek volunteers – our attending employees had the chance to fully enjoy the day with family and friends. There was plenty of family-friendly activity, with face-painting, balloons, field games, and even paddle-boats on the venue’s small lake.



Alumni Dinner at the Balboa Pavilion



Looking for more photos?

Visit the Auto Club Alumni website at <https://www.acalumni.net> and check out the **Photo Gallery** pages!

The Photo Gallery is where you'll find extra photos taken at this and other Alumni events and luncheons.

Putting Philanthropy and Safety into High Gear

United Way Campaign results

Our **Stronger Together, Driven to Care** campaign was an amazing success thanks to the creativity and generosity of our employees. This year we not only reached our goal of \$1 million dollars, with our company match, we surpassed it, with \$2 million dollars going directly into the communities we serve. **Seiji Akiyama, Vice President of Information Systems**, and our executive sponsor for this year, noted: "This milestone is a true testament to our employees. Every payroll contribution, every fundraiser, and every shared moment of giving contributed to this remarkable success."

National Philanthropy Day

The **40th Annual National Philanthropy Day, Orange County Awards Luncheon** in Anaheim, CA, saw us honored with the **Outstanding Large Business Award** for our commitment to giving back to our communities.

We were nominated for the award by Cal State Fullerton and United Way of Orange County. **Greg Backley, President & CEO**, accepted the award on behalf of all employees, whose volunteerism and fundraising efforts have made it possible for us to help so many in our communities.



Making our Mark on Traffic Safety: Slow Down, Move Over

The **Slow Down, Move Over (SDMO)** message is simple but serious: If drivers see service providers, like our road service technicians, rendering assistance at roadside, they should slow down and move over to the next lane.

Unfortunately, this doesn't always happen. **Scott Swann, Project Manager, ACE Safety Programs**, writes, "Each year, there are more towing operators struck and killed while operating at the roadside than in any other roadside industry." Fatalities are on the rise due to distracted and speeding drivers.

Improving technician and AAA member visibility

VOLTEX® and ACE collaborated to craft lighted variable message signs (VMS) designed to attach to tops of service provider trucks. VMS broadcast highly visible alerts to oncoming drivers, warning them to slow down and move over during roadside emergencies. The signs provide some eye-catching visibility – in fact, a 2023 report from the AAA foundation for Traffic Safety showed that drivers were 95% more likely to change lanes and comply when VMS systems were in use.

At left: Members of our executive, Employee Engagement, Human Resources, and Community Impact teams gathered for the National Philanthropy Day luncheon, where we received the Outstanding Large Business Award.

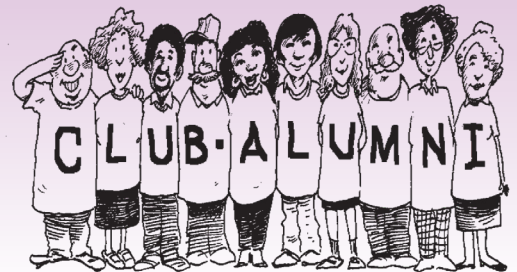
Hello, 2026 events

- January 22, 2026 – Alumni Luncheon at Knott's Berry Farm Hotel, Buena Park, CA

Check the Auto Club Alumni website for details and RSVP.

Your go-to source for information? The Auto Club Alumni website!

Visit the Auto Club Alumni website at <https://www.acalumni.net> for information about upcoming events and for RSVP links, registration, and online payments for Auto Club Alumni luncheons and get-togethers. Questions? Reach out to your Auto Club Alumni contacts at ACAlumni@yahoo.com



Examples of VMS signage on our service trucks with the SDMO message.



WELCOME New Retirees

Scott Abrams, Claims
Automotive Team Manager,
Claims Auto Physical Damage,
CA. 21 years of service.

Gwenda Anderson, IS Dev Ops
Engineer, Insurance Systems
Development, AO Costa Mesa,
CA. 26 years of service.

Lisa Anderson, Insurance Sales
Agent, CA Direct Sales Unit. 15
years of service.

Fredrick Armour, Claims
Complex Casualty Adjuster,
Claims Casualty, Houston, TX.
20 years of service.

Karen Aytes, Membership Sales
Agent, Group Membership
Sales, TX. 10 years of service.

Linda Barnes, Administrative
Assistant 2, Region Five Sales
Unit Management, CA. 25 years
of service.

Kenneth Baumer, Claims
Complex Auto Adjuster, Claims,
Riverside, CA. 14 years of
service.

Renee Bradley, Senior Member
Specialist, Conway Court,
ACMO. 14 years of service.

Elizabeth Burke, Insurance
Specialist 3, Del Mar, CA. 18
years of service.

John Casebier, Claims Complex
Casualty Adjuster, Casualty
Claims, CA. 41 years of service.

Amy Cox, Senior Buyer,
Procurement, Costa Mesa, CA.
14 years of service.

Gary Culbreath, Claims Service
Representative 4, Claims
Subrogation, TX. 20 years of
service.

Susan Dawson, Claims Service
Representative 2, Claims
Subrogation, TX. 17 years of
service.

Annette Dominguez, Claims
Complex Auto Adjuster, Claims,
San Diego, CA. 46 years of
service.

Scott Dykstra, Insurance Sales
Agent, Encinitas, CA. 16 years
of service.

Kim Etheredge, Travel
Specialist, Dallas Central, TX.
28 years of service.

Rob Fontana, Insurance
Specialist 1, Encinitas, CA. 18
years of service.

Debbie Furman, Insurance
Administration Manager, ACMO
Office of Actuary & Product
Management, MO. 48 years of
service.

Alex Gandara, Contract Station
Relations Supervisor, CSR
Burbank, CA. 24 years of
service.

Maria Garcia, Underwriter 1,
Underwriting Audits, CA. 36
years of service.

Sherry Genzel, ERS Member
Senior Specialist, ERS
Receiving, TX. 17 years of
service.

Lance Gilbert, Claims Service
Representative 4, MPR Claims
Auto Physical Damage, CA. 39
years of service.

Sandra Gonzalez, ERS Member
Specialist, ERS Receiving, Long
Beach, CA. 15 years of service.

Nancy Green, Call Center
Scheduling Coordinator,
Member Service Center, Auto
Club Services. 27 years of
service.

Roxana Hallock, Travel
Specialist, Anaheim Hills, CA.
11 years of service.

Clinton Hill, Insurance Business
Manager, Region Two Sales
Unit, CA. 13 years of service.

Sandra Hollier, Records
Management Associate,
Imaging Operations, CA. 43
years of service.

Ron Ikehara, IS Dev Ops
Engineer, Insurance Systems
Development, CA. 21 years of
service.

Sandra Jackson, Claims Senior
Auto Adjuster, Claims Costa
Mesa, CA. 10 years of service.

Tiffanee Jules, Membership
Sales Trainee, Group
Membership Sales, TX. 10 years
of service.

Susana Krontiras, Insurance
Sales Agent, Field Sales,
Birmingham, AL. 10 years of
service.

Journey Light, Driving
Instructor, Driver Education
& Training, CA. 12 years of
service.

Gayle Lohman, Underwriter 2,
Underwriting Region 1, 2 & 3,
CA. 37 years of service.

Maryann Lujan, Travel
Specialist, Corona/El Camino,
CA. 26 years of service.

Terry Mangrella, Project
Manager, Internet Development,
CA. 18 years of service.

Milan Mariano, IS Dev Ops
Senior Engineer, Call Center
Tech, CA. 30 years of service.

Annice Morris-Hutt, Claims
Senior Medpay Adjuster,
Casualty Claims, CA. 46 years
of service.

Scott Moulding, Tow Service
Driver, NNE Fleet Operations,
Merrimack, NH. 18 years of
service.

Carla Nagy, Administrative
Assistant 2, Claims, Long
Beach, CA. 45 years of service.

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new retirees, continued

Kare Nelson, Insurance Communications Analyst, Insurance Communications, CA. 23 years of service.

William Norris, Underwriter 2, Underwriting Region 1 2 & 3, CA. 36 years of service.

Julie O'Farrell, Travel Specialist, Houston Woodlands, TX. 27 years of service.

Edie Pannell, Member Specialist, Alliance, TX. 16 years of service.

Martha Paredes, Branch Member Specialist, La Verne, CA. 47 years of service.

Melissa Perlin, Membership Sales Trainee, Group Membership Sales, TX. 13 years of service.

Susan Rafla, Insurance Specialist 2, Mission Viejo, CA. 29 years of service.

Robert Rangel, Claims Service Representative 3, APD MPR Claims Auto Physical Damage, CA. 17 years of service.

Jun Rhee, IS Dev Ops Engineer, Insurance Systems Development, CA. 20 years of service.

Tom Rolfes, Direct Insurance Sales Agent, Chiefs, MO. 13 years of service.

Dave Ross, Claims Complex Casualty Adjuster, EC PA Claims Operations, CA. 16 years of service.

Jon Savitch, Claims Service Representative 3, Casualty Claims, Valencia, CA. 13 years of service.

Gay Silversparre, Vehicle Registration Specialist 2, DMV Control Cashier, Los Angeles Headquarters, CA. 47 years of service.

Jay Sklarew, Operations Analyst, Policy Management Group, CA. 24 years of service.

Gerald Skogen, PMG Insurance Senior Associate, Policy Management Group, CA. 10 years of service.

Carl Takechi, IS Dev Ops Senior Engineer, Information Systems, CA. 49 years of service.

Kristie Thomas, Membership Sales Agent, Group Membership Sales, AR. 11 years of service.

Lincoln Tomlin, Vice President, Public & Government Affairs, CA/TX/NM/HI. 31 years of service.

Bernice Tucker, Branch Member Specialist, Mission Viejo South, CA. 18 years of service.

Raju Varma, Executive Vice President of Operations, ACE. 27 years of service.

Frank Venclik, Systems & Operations Administrator, Policy Management Group, CA. 38 years of service.

Elizabeth Vieira, Underwriting Projects Supervisor, Field Inspectors, CA. 36 years of service.

Elizabeth Villalva, Branch Member Specialist, Los Cerritos, CA. 26 years of service.

Mark Weddleton, Claims Team Manager, Auto ER Claims, San Diego, CA. 19 years of service.

Jenne Wilson, Administrative Assistant 2, Casualty Claims, Long Beach, CA. 46 years of service.

James Wong, Applications Manager, Insurance Product Teams Management, TX. 22 years of service.

Donald Young, Insurance Sales Agent, Rancho San Diego, CA. 28 years of service.

Ali Yousefi, Insurance Sales Agent, San Antonio West, TX. 37 years of service.

New!

AAA Dining Program

AAA Members have a new benefit to celebrate.

Just in time for dining-out season! The **AAA Dining program** is now live as part of the AAA Discounts & Rewards portfolio of Member Discounts.

What is AAA Dining?

AAA Members can now enjoy year-round savings of up to 40% on digital dining certificates redeemable at thousands of popular restaurants nationwide. Members simply purchase the digital certificates online at **AAA.com/AAADining**, where they can search for specific restaurants they're interested in.



Obituaries

Alphonso "Al" Amescua, Branch Member Specialist, Diamond Bar, CA. Retired April 1, 2003, with 41 years of service. October 29, 2025.

Susan Bracke, Processing Specialist 2, Member Communications Processing, CA. Retired February 1, 2011, with 22 years of service. September 3, 2025.

Loretta Butler-Johnson, Insurance Specialist III, LA Verne, CA. Retired May 1, 2020, with 39 years of service. September 1, 2025.

Shirley Coburn, Claims Early Response, CA. Retired January 1, 2004, with 13 years of service. October 2, 2025.

Julia Edwards, Employee Communications Manager, Employee Communications, Human Resources, CA. Retired September 1, 1990, with 23 years of service. October 21, 2025.

Molly Edwards, Service Representative, Montrose, CA. Retired January 1, 2001, with 15 years of service. August 25, 2025.

Steve Garrett, Member Service Specialist, Ventura, CA. Retired May 1, 2002, with 33 years of service. September 13, 2025.

Russell Goza, Branch Member Specialist, Chesapeake, VA. Retired June 6, 2024, with 21 years of service. September 25, 2025.

Darlene Guzman, Service Representative, Claims - Long Beach, CA. Retired May 1, 2006, with 48 years of service. July 26, 2025.

Phyllis Hughes, Office Coordinator, Thousand Oaks, CA. Retired June 1, 2006, with 42 years of service. September 16, 2025.

Guadalupe Martinez, Research Clerk, Records Management. Retired January 1, 1998, with 30 years of service. September 5, 2025.

Gary McKinney, Claims Representative, Riverside, CA. Retired March 1, 2014, with 13 years of service. October 29, 2025.

Mary Moses, Encore Member Services, Region 3 Administrative Offices, Costa Mesa, CA. Retired June 1, 2012. April 25, 2025.

Hartley Ohlson, Liability Investigator, Claims Administration, AO Costa Mesa, CA. Retired April 2, 2014, with 41 years of service. August 26, 2025.

Vera Parker, Legal Administrative Assistant, ERS Payments, Branson, MO. Retired February 1, 1999, with 25 years of service. September 2, 2025.

Daniel Porter, Senior Litigation, Administrative Offices, CA. Retired April 1, 1998, with 41 years of service. September 27, 2025.

Jacqueline Rasberry, ERS R&D Management - Long Beach, CA. Retired June 1, 2000, with 22 years of service. June 30, 2025.

Thank You, Mike!

Mike Right, Vice President of Public Affairs at AAA Missouri, passed away on November 29, 2025.

An untiring champion for motorists and travelers, Mike advocated for safe laws, roads, and vehicles throughout his 53-year career, which started in 1966. Mike was esteemed in regional transportation circles, and he was valued for his common sense and insight on national AAA association committees. He also played an integral role with the AAA Foundation for Traffic Safety in helping it determine which lifesaving research studies to pursue each year.

As a spokesperson for ACOMO, Mike gave thousands of interviews to television, radio, and newspaper reporters to raise awareness about a host of topics, including gas prices, pedestrian safety, distracted driving, and AAA Foundation studies. Wearing many hats, he also served as publisher of AAA Missouri's member magazines and oversaw all of its many facilities across seven states. Mike retired in 2019.



Michael "Mike" Right, Vice President of Public Affairs, AAA Missouri. Retired June 1, 2019, with 53 years of service. November 29, 2025. (See inset.)

Jean Roche, Call Center Supervisor, ERS Receiving - Burbank, CA. Retired September 1, 2011, with 35 years of service. July 6, 2025.

Sabrina Sibley, PMG Insurance Associate, MSC Claims - Los Angeles, CA. Retired June 29, 2018, with 40 years of service. June 19, 2025.

Caroline Strauss, Travel Product Development, CA. Retired March 1, 2003, with 15 years of service. June 17, 2025.

Steven Struthers, Contract Station Relations Supervisor, CSR - Chino, CA. Retired February 1, 2014, with 44 years of service. September 24, 2025.

Barbara Wing, Underwriter 3, Enterprise Insurance Processing, CA. Retired February 1, 2000, with 47 years of service. August 31, 2025.

Automobile Club of Southern California
Office of the CEO
P.O. Box 25001
Santa Ana, CA 92799-5001

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