



News

We welcome some new executive team members, plus strategic alignments in some of our business units

Photos from the Spring and Summer Alumni Luncheons at Los Coyotes Country Club and On The Greens Conference Center

Welcome New Retirees

Upcoming Events

... and more!



Rumble Sheet newsletter | Published by ACE
for ACE retirees | 3rd Quarter 2025

Welcome, New Executive Team Members

Beyond retirements, changes reflect growth in the enterprise.

As our business landscape changes and we continue to adapt to those changes, our enterprise's leadership team reflects our dedication to meeting our members' evolving needs. With that in mind, we're pleased to share several exciting changes that have taken place within our executive branch.

Congratulations!

Effective September 1st, our longtime colleague and **Executive Vice President of Operations, Raj Varma**, accepted the role of **President & CEO of AAA Life Insurance** in Michigan.

Raj has been a dedicated and strategic leader and integral part of our organization for the past 27 years. His contributions have helped us achieve great results, and while we'll miss him, we are excited to see him take on the challenge to grow AAA Life Insurance across the AAA federation.

New talent on the executive team

We have some new talent who have joined the team who are also new to our organization.



Thank you, Raj!
Raju Varma, prior Executive Vice President of Operations, ACE. Raj will be the new President & CEO of AAA Life in September.

In March, we welcomed **Nicole Bolton, Sr. Vice President, Human Resources & Chief People Officer**, following the retirement of **Katrina Bradley**.

We also welcomed **April Savoy, Sr. Vice President, General Counsel & Chief Legal Officer**, who joined us following the retirement of **Kathy Sieck**.

continued on next page

new executive team members, cont.

Growth and promotions

In addition, several promotions have moved some familiar team members to new roles.

Garrett Anderson, Sr. Vice President & Chief Technology Officer, accepted his new duties following the retirement of **Chris Simpson** while **Erik Robinson, Sr. Vice President & Chief Marketing Officer**, took on his new role following the retirement of **Suzanne Wisdom**. **Logan Stultz** has stepped into his new role of **Vice President, Audit**, following the retirement of **Tina Kelly**.

Insurance Operations & Underwriting

The Insurance Operations team moved from a regional product and pricing model to enhance agility and innovation. The team now includes **Brian Deephouse, Vice President & Chief Actuary**, **Courtney Young, Vice President, Integration**, **Jeff Farr, Vice President, Insurance Underwriting**, **Geoff Wright, Vice President, Insurance Product Management**, and **Cody Marsh, Vice President, Insurance Predictive Data & Analytics**.

Club Labs & Information Systems

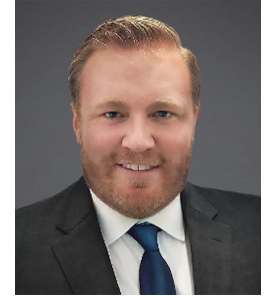
Growth in our Club Labs and Information Systems (IS) areas prompted promotions and new executive responsibilities. We are pleased to announce **AJ Patel, Vice President, Digital & Strategic Partnerships**, **Jo Ann Tan, Vice President, Information Systems**, **Seiji Akiyama, Vice President, Information Systems**, and **Cherry Prangley, Vice President, Data Analytics**.

Public & Government Affairs, Member Service Center

Our Public Affairs and Member Service Center teams welcome **Brett Schurter, Vice President, Public & Government Affairs**, and **Maurice Williams, Vice President, Public &**



From left: Nicole Bolton, Sr. Vice President, HR & Chief People Officer; April Savoy, Sr. Vice President, General Counsel & Chief Legal Officer.



From left: Garrett Anderson, Sr. Vice President & Chief Technology Officer; Erik Robinson, Sr. Vice President & Chief Marketing Officer; Logan Stultz, Vice President, Audit.



From left: Brian Deephouse, Vice President, & Chief Actuary; Jeff Farr, Vice President, Insurance Underwriting; Cody Marsh, Vice President, Insurance Predictive Data & Analytics; Geoff Wright, Vice President, Insurance Product Management; Courtney Young, Vice President, Integration.



From left: Seiji Akiyama, Vice President, IS; AJ Patel, Vice President, Digital & Strategic Partnerships.

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new executive team members, cont.



From left:
Cherry
Prangley, Vice
President,
Data
Analytics;
Jo Ann
Tan, Vice
President, IS.

Government Affairs (TX, MO), who will lead the operation following the retirement of **Lincoln Tomlin**, previous **Vice President, Public & Government Affairs**. Stepping into Maurice Williams' prior role is **Muhammad Khalid**, **Vice President, Member Service Center**.



Top, from left: Brett Schurter, Vice President, Public & Government Affairs; Maurice Williams, Vice President, Public & Government Affairs (TX, MO); Muhammad Khalid, Vice President, Member Service Center.

Human Resources

To support a refreshed People Strategy centered around the key focus areas of Talent, Total Rewards, and Employee Experience, our Human Resources executive structure has grown to reflect these updates. **Andrew DeCaminada** has been promoted to the role of **Vice President of Talent**, and **Steve Wicker** is now **Managing Director of HR Compliance & Operations**.



From top: Andrew DeCaminada, Vice President of Talent; Steve Wicker, Managing Director of HR Compliance & Operations.

We also added a new role, Vice President of Total Rewards, which will be announced soon.

News from Certified Federal Credit Union

Zelle is Coming Soon!

We're excited to announce Certified Federal members will soon be able to send money with Zelle. Zelle is a fast and easy way to send and receive money with friends and family, right from our app. All you need is their email address or U.S. mobile number.



Coming soon!
Send money with
Zelle® right from
our app!

Federally insured by NCUA.



Whether you're paying rent, gifting money, or splitting the cost of a bill, Zelle has you covered. Money goes directly from your account to theirs and is available to spend in minutes.¹ Zelle is integrated in the MY CFCU Mobile App, so there's no need to share sensitive account info.

Remember, as an Auto Club retiree, you qualify for FREE credit union membership.

Stay tuned for more updates!
Questions? Give us a call at
323.859.2250, Option [2] today.

¹To send or receive money with Zelle, both parties must have an eligible checking account. Transactions between enrolled users typically occur in minutes.

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Spring Lunch at Los Coyotes Country Club in Buena Park, CA



From top, left to right: Don & Janice DeLancey; David Caicedo; Tracy Edrich & Wendy; Bob & Teresa Gallegos; Dee Lasley & Julie Krystek; Willie Davis & Chick Lawson Davis; Cassandra Curry, Corinne Hartmann & Linda Gutierrez; Frances Dorsey; Rebecca Thomas.

Group photos at bottom, from left: Lani Engle, Jennie Kim, Nancy Paik, Matilde Moya, Mary Martinez, Rod Chew, Anjna Arora, Betty Chew, Waldene Henkhaus & Starlet Blanchette.

Cornel Taylor, Bettie Taylor, Ruby Brown, Rose Morris & Clendall Morris; Ruby Miller, Janet Pieson.

Photos by Kathy Klute-Nelson.

Want more photos?

Visit the Auto Club Alumni website at www.ACAumni.net. You'll find a brand new section to explore: **Photo Gallery**. View extra photos taken at the Spring and Summer luncheons.



Summer Lunch at On The Greens Conference Center, Los Alamitos, CA



From top, left to right: Jose Aguilar, Erlinda Wyrick; Laurie Breault, Rick Falb; Linda & Jerry Gutierrez; Lucille & Mary Hermosillo; Roz & John Metzker; Walt Allen; Willie Davis, Kent Cullom; Carol This, Chick Lawson Davis; guest, Diana Greer, Karen Dossman; Hend Hasrouni.



Photos by Kathy Klute-Nelson, left, shown here with Lidya Morrison.

Events: News & Information

ACE CARnivals

California

Join us at **Oak Canyon Park** November 8 for California's ACE CARnival. There's a fun fall theme and activities for the entire family.



- **Saturday, November 8**
- **Oak Canyon Park, 5305 Santiago Canyon Rd, Silverado, CA**

Registration opens in October. Check the Auto Club Alumni website for the RSVP link.

Fall Jamboree

Missouri

Join us at the **Pavilion at Brookdale Farms**. Enjoy live music, complimentary BBQ, group photos, a corn hole tournament, and access to all the Brookdale Farms Fall Festival activities.

- **Sunday, October 12**
- **Brookdale Farms, 8004 Twin Rivers Rd, Eureka, MO 63025**

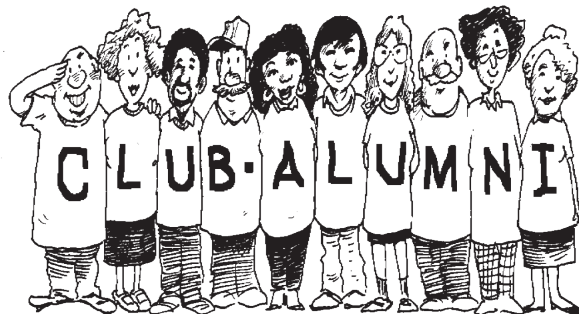
Registration and RSVP website information will be mailed to ACMO retirees.

Mark your calendars for these 2025 upcoming events

- **September 27** – TX Employee Golf Tournament, Bear Creek Golf Course, Dallas, TX
- **October 12** – MO Fall Jamboree, Brookdale Farms, Eureka, MO
- **October 18** – Fall Alumni Dinner, Balboa Pavillion, Newport Beach, CA (see below)
- **November 8** – CA Employee CARnival, Oak Canyon Park, Silverado, CA
- **January 22, 2026** – Alumni Luncheon at Knott's Berry Farm Hotel, Buena Park, CA

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

Remember to 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**



Fall Alumni Dinner at The Balboa Pavilion

One of California's last remaining waterfront pavilions.

400 Main St, Newport Beach, CA 92661
Saturday October 18, 2025

Registration is now OPEN!

This event is **FREE**, *however you must register to attend.*

To register, visit the Auto Club Alumni website at:

<https://www.acalumni.net>

Register before Sept. 24.

Welcome to This Year's United Way Campaign

Stronger Together, Driven to Care – Celebrating 125 years of serving our communities.



Join Our Campaign!

YOU can be a part of our 2025 Stronger Together, Driven to Care United Way effort. Visit the dedicated Orange County United Way donation platform:

<https://givebutter.com/2025aaa>

This year's United Way Employee Giving Campaign proudly celebrates the Automobile Club's 125th anniversary, a legacy rooted in service, community, and care. The 2025 United Way campaign, which runs through September, is especially meaningful as it marks the first year Wawanesa General and Pleasant Holidays employees join the effort, making it a truly enterprise-wide celebration of giving.

As we look ahead, we also reflect on where it all began: with our decades-long partnership with United Way of Greater Los Angeles, which has helped shape our commitment to community impact.

The campaign will spotlight not only how far we've come, but also the powerful work United Way continues to lead in times of crisis, such as supporting families affected by the devastating St. Louis tornado and Los Angeles Wildfires. We're celebrating United Way's local impact,

too, highlighting how students build brighter futures through ongoing support at W. R. Davis Elementary School in Santa Ana.

Our campaign goal

This year we've set a fundraising goal of \$1,000,000 and a 38% participation rate. To help build some inspiration (and keep things fun!) we're holding a "Power of One Bid" silent auction and not one but two cruise giveaways: a Viking Cruise worth \$8,500 and a luxury Silversea Cruise Experience worth \$12,500.

Jill Rawlinson-Baker, Community Impact Program Manager

Packing supplies for Davis Elementary



Local impact: Supporting Davis students

This summer, our employees focused on making sure underprivileged students could start the school year strong. We collected backpacks and school supplies as part of our supply drive, **Pack to the Future**. Giving was easier and more organized than ever thanks to a robust virtual donation option. Coordinated through regional United Way chapters, virtual donations were made using corresponding Amazon wish lists, which allowed schools to specify the items most needed from each region's United Way Supply Registry.

The Costa Mesa AO hosted a pack-a-thon. Two shifts of volunteers met in the Starbucks Room to assemble school supplies and pack them into more than 200 backpacks destined for the students of Davis Elementary School in Santa Ana.

"In total, we packed 220 backpacks for the students

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WELCOME New Retirees

Sheri Abbott, Branch Supervisor, Santa Clarita/Valencia, CA. 47 years of service.

Michael Afolabi, IS Dev Ops Senior Engineer, Insurance Systems Development, CA. 22 years of service.

Teresa Aguirre, Branch Supervisor, Los Cerritos, CA. 47 years of service.

Michelle Alphin, Insurance Sales Agent, FSU – O’Fallon Highway K, MO. 28 years of service.

Philip Caine, IS Dev Ops Engineer, Insurance Systems Development, CA. 20 years of service.

Chuck Carter, Insurance Sales Agent, FSU EA, Moberly, MO. 34 years of service.

Susie Cervantes, Insurance Senior Associate, PMG, ISS Costa Mesa, CA. 25 years of service.

Tari Cody, Operations Manager, Office of Branch Operations, CA. 14 years of service.

Michelle Cox, Insurance Specialist 3, FSU, Alhambra, CA. 31 years of service.

Robert Downey, Battery Service Technician, Fleet Ops, Bow, NNE. 26 years of service.

Alicia Enderle, Digital Product Owner, eBusiness, Internet Development, CA. 25 years of service.

Chuck Guill, Insurance Sales Agent, FSU, St. Louis, MO. 33 years of service.

Jodi Hanson-Monroe, Agent Help Desk Representative, PMG Help Desk, MO. 10 years of service.

Jim Hiller, Driving Instructor Supervisor, Driver Education & Training, TX. 10 years of service.

Dunndra Jackson, Call Center Escalations Specialist, ERS Quality Assurance, TX. 29 years of service.

Rae Jones, Branch Member Specialist, Los Angeles Headquarters, CA. 41 years of service.

Stephen Kalpakian, Claims Attorney 3, Claims Litigation, Los Angeles Headquarters, CA. 25 years of service.

Carolyn Kearney, Insurance Specialist 1, FSU, Anaheim, CA. 24 years of service.

Tina Kelly, Vice President of Audit, Office of the CFO. Costa Mesa, CA. 24 years of service.

Angel Machado, Underwriter 1, Underwriting Audits, CA. 47 years of service.

Janice Manley, Travel Coordinator, Group Travel, Portland, NNE. 28 years of service.

Brad Marcks, Insurance Sales Agent FSU EA, FSU Columbia Providence, ACOMO. 32 years of service.

Gloria Mason, PMG Insurance Senior Specialist, ISS, Los Angeles Headquarters, CA. 14 years of service.

Tracey McDonald, ERS Member Senior Specialist, ERS Receiving, TX. 21 years of service.

Kelly McDonald, Insurance Sales Agent, FSU, Glendora, CA. 16 years of service.

Denise Nunez, Branch Coordinator, Ventura, CA. 29 years of service.

Shannon Otey, Travel Specialist, Temecula, CA. 31 years of service.

Randall Peoples, Automotive Services Field Manager, CSR Administration, TX. 10 years of service.

Anh Phamle, Insurance Specialist 3. FSU, San Diego, CA. 31 years of service.

Paula Quaranta, Claims Senior Auto Adjuster, Claims, Long Beach, CA. 35 years of service.

Kelly Ramsey, Insurance Specialist IRU, Los Angeles, CA. 12 years of service.

Dale Richards, Insurance Sales Agent, FSU, Temecula, CA. 25 years of service.

Wes Sims, Senior Member Specialist, Columbia Grindstone, ACOMO. 26 years of service.

Ann Sims, Travel Specialist, Costa Mesa Harbor, CA. 14 years of service.

Tina Speyer, Senior Trainer, ET&D, CA. 23 years of service.

Rebecca Thomas, IS Dev Ops Engineer, Insurance Systems Development, CA. 40 years of service.

Vicky Thomas, Insurance Sales Assistant, FSU, Mission Entre, ACOMO. 14 years of service.

Linda Tyler, Insurance Sales Agent, FSU, Shawnee, ACOMO. 20 years of service.

[continued on next page](#)

new retirees, continued

Betty Umbach, Executive Administrative Assistant, Community Affairs, ACOM. 45 years of service.

Thuy Vu, Processing Specialist 1, ERS Receivables, CA. 37 years of service.

Lyn Walsh, Claims Field Large Loss Property Adjuster, Claims HO Field – South, CA. 35 years of service.

Ona Warren, ERS Member Senior Specialist, ERS Receiving, Long Beach, CA. 32 years of service.

Craig Wildey, Claims Attorney 4, Claims Litigation – Riverside, CA. 35 years of service.

Elizabeth Wilson, Travel Consultant, Travel Agency, Bentonville-Rogers, ACOM. 27 years of service.

Sreelatha Yalamanchili, Product Assurance Analyst, Corporate Systems Portfolio, CA. 17 years of service.

Around ACE

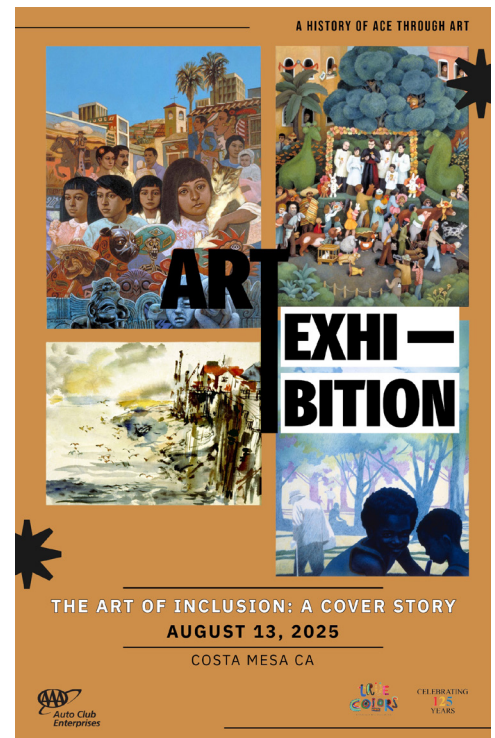


A History of ACE Through Art

A new art exhibit opened at the Costa Mesa Administrative Offices gallery space as we continue our showcase of "True Colors: A History of ACE Through Art."

A new exhibit is open at the AO gallery space. **"The Art of Inclusion: A Cover Story"** is a special exhibit in celebration of Inclusion Days, curated by the Public Affairs team and featuring original cover art from the ACE Archives.

"The Art of Inclusion" not only features *Westways* cover art, but editorial content and biographies of historical figures and artists who influenced our member magazine and our organization.



Below: Some *Westways* magazine covers that will be on display at the AO gallery space. "The Art of Inclusion: A Cover Story" opens August 13 and features original cover art as well as historic photographs, editorial content, and biographies of historical figures and artists who influenced our member magazine and our organization.



united way, cont. from pg. 7

of Davis Elementary!” said **Jill Rawlinson-Baker, Community Impact Program Manager**. “Through our continued partnership with Orange County United Way, we’ve proudly supported Davis Elementary over the years by hosting events like Field Day, Read Across America, and Read for the Record. This year, for the first time ever, we expanded our support by collecting

back-to-school supplies to help students start the year strong. On Friday, August 1, more than 130 of those backpacks were distributed to students during the school’s Back to School Movie Night, a special evening designed to bring students and their families together in celebration of the new school year. The remaining backpacks will be distributed on the first day of school.”



Life Insurance Awareness Month

We're raising awareness throughout September.

Welcome to **Life Insurance Awareness Month (LIAM)**. Our Life Sales & Operations team is getting the word out with an awareness campaign that reaches out to everyone, no matter what stage they're at in their life and career. Our life products have something for everyone and we're sharing why investigating the perfect product for you and your family is always a good idea.

Where do you find more information?

That's the easy part: Scan the QR code at right, or call your local AAA Life Insurance agent.



You can also:

- Get a free life insurance needs assessment at **1-844-759-9764**.
- Check out the site **Life Insurance 101** to learn the ins and outs of life insurance and how it works. Go to www.AAALife.com/life-insurance-101.
- Find the best options if you're an older adult by visiting the **Life Insurance for Seniors** page at www.ACE.AAA.com/insurance/life-insurance/senior-life-insurance.



Obituaries

Lowell Archer, Branch Member Associate, Santa Barbara, CA. Retired October 1, 1999, with 33 years of service. May 17, 2025.

Don Brickhouse, Light Service Tech, AAA Tidewater Fleet, Virginia Beach, VA. Retired January 30, 2020, with 20 years of service. March 28, 2025.

Joseph Casaletti, District Office Manager, Palm Springs, CA. Retired April 1, 1999, with 36 years of service. May 21, 2025.

Thomas Consolino, Claims Auto Team Manager, Coppell Claims, TX. Retired May 26, 2025, with 34 years of service. May 26, 2025.

Cecile Eaton, Senior Filer, Administrative Offices, Costa Mesa, CA. Retired October 1, 1991, with 24 years of service. April 8, 2025.

Alejandro Escasinas, Legal Secretary I, Office of the General Counsel, CA. Retired November 1, 2001, with 12 years of service. May 18, 2025.

Alberto Escobar, Sales Representative, FSU, Long Beach, CA. Retired July 1, 2020, with 15 years of service. October 27, 2024.

Melody Miller, Retail Service Specialist, Los Angeles Headquarters, CA. Retired January 1, 2007, with 43 years of service. May 3, 2025.

Marjorie Moller, Senior Secretary, Glendora, CA. Retired April 1, 1996, with 17 years of service. May 15, 2025.

Mary Moses, Membership Services Specialist, Arcadia, CA. Retired October 29, 1999, with 24 years of service. April 25, 2025.

Stan Najolia, Service Counselor II, ERS Receiving & Dispatch, Burbank, CA. Retired January 1, 2004, with 21 years of service. May 10, 2025.

Edward F. Owen, Vice President of Insurance Operations, AAA Missouri. Retired May 1, 2003, with 34 years of service. May 10, 2025. (See inset.)

Jacqueline Rasberry, Service Counselor, Metro Dispatch, Los Angeles, CA. Retired June 1, 2000, with 22 years of service. June 30, 2025.

Jean Roche, Call Center Supervisor, Burbank, CA. Retired September 1, 2011, with 35 years of service. July 7, 2025.

Sabrina Sibley, Customer Service Representative, Los Angeles Headquarters, CA. Retired June 29, 2018, with 40 years of service. June 19, 2025.

Marsha Smedley, Call Center Scheduling Coordinator, Call Center Services. Retired February 6, 2021, with 19 years of service. May 26, 2025.

Joyce Springsteen, Service Representative, Torrance, CA. Retired October 1, 1996, with 11 years of service. May 19, 2025.

Betty Standridge, Cashier, Covina, CA. Retired May 1, 1987, with 13 years of service. June 27, 2025.

Margie Stratmann, Sales Training - ACO. Retired January 1, 2011, with 38 years of service. June 25, 2025.

Caroline Strauss, Staff Support Coordinator, Travel Administration, CA. Retired March 1, 2003, with 15 years of service. June 17, 2025.

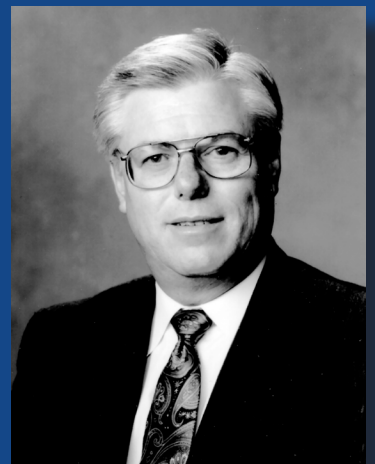
Barbara Sutherland, Service Representative, La Quinta, CA. Retired November 1, 1994, with 28 years of service. June 9, 2025.

Karen Wood, Claims Service Representative 3 - ER, Claims Operations, CA. Retired April 1, 2012, with 26 years of service. May 13, 2025.

Edward F. Owen, Vice President of Insurance Operations, AAA Missouri. Retired May 1, 2003, with 34 years of service.

When an eye disease thwarted a potential professional baseball career, Ed started work at the Mayrose Meat Company in St. Louis. In 1969 he joined AAA Missouri. After a 34-

year career, Ed retired as Vice President of Insurance Operations for ACO. Ed passed on May 10, 2025.



Automobile Club of Southern California
Office of the CEO
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 the **People Service Center**
at **866-842-4222**

If you:

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

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

If you:

- Are age 65 and over or are Medicare-eligible and have changes

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

2025 Auto Club Alumni Contacts

COMMITTEE VOLUNTEER OFFICERS

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Andrew Atherton, 1st Vice President
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Rod Chew, Treasurer

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