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**Rumble Sheet** newsletter | Published by ACE  
for ACE retirees | 1st Quarter 2026

## News

Recap of the January luncheon at the Knott's Berry Farm Hotel

Introducing Character Counts: the People Who Define ACE

Welcome New Retirees

Upcoming Events

... and more!



## State of ACE with Greg Backley, President & CEO

The January Alumni Luncheon featured Greg Backley as the keynote speaker as he highlighted the challenges and achievements of the past year.

It was a full house at the Knott's Berry Farm Hotel in Buena Park, CA, where Auto Club Alumni gathered for the January 22 luncheon. The event featured **Greg Backley, President & CEO**, who delivered the keynote address and "state of ACE" presentation.

### Significant milestones

One of the most significant events impacting our organization was the Los Angeles County wildfires. Although this was one of our most significant insurance events, our financial strength allowed us to meet our obligations to our insureds as well as make a \$1 million donation to United Way of Greater LA and the American Red Cross.

### Employee engagement

Across our markets, we put the focus on our employees and their families with new, fun, and family-friendly venues for our annual appreciation events. We also welcomed some changes to our employee benefits that positively reflect what matters most.



*Nicole Bolton, Sr. Vice President of HR & Chief People Officer, joined Greg Backley at the alumni lunch and presentation.*

Driven by employee input, our new **Flex Forward** program introduced the following:

- Added a float/flex day off at the start of each calendar quarter.
- Added a Wellness Day every year that can be broken into 4-hour increments for preventive and healthcare appointments.
- Expanded the Paid Parental Leave program with up to 6 weeks of paid leave within the first 12 months following the birth, adoption, or foster care placement of a child.

### Business Resource Groups

Our Business Resource Groups (BRGs) are a vital and growing

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# Character Counts

Character has always been at the heart of who we are, and it remains one of our core values. In January, we introduced **Character Counts: The People Who Define ACE**, the next chapter following our successful **True Colors: A History of ACE Through Art** campaign.

While *True Colors* explored our 125-year story through the lens of artistic expression, *Character Counts* turns that lens fully toward what has always mattered most: **our people**. This campaign celebrates the employees, past and present, whose character, dedication, and contributions helped shape and define our organization across generations.

We began our first month of *Character Counts* by honoring **Standish Mitchell**, the longest-serving leader in our organization's history.



## Standish L. Mitchell: “Mr. Auto Club”

Character, dedication, and vision have always been at the heart of the Auto Club, and no one exemplifies that more than **Standish L. Mitchell**, who led the organization from 1914 to 1957. Born in San Francisco and a standout athlete at Los Angeles High School and Stanford University, Mitchell began his career with the Club as Assistant Secretary at just 23. Over the next 43 years, he helped build the organization from an emerging regional group of 3,200 into one of the world's largest motor clubs, serving 475,000 members.



Under Mitchell's leadership, the Auto Club introduced branch

offices, automobile insurance, expanded mapping and signposting coverage, and rapidly grew staff. He brought forceful leadership and foresight to every challenge, earning him the affectionate title, “Mr. Auto Club.”

Standish Mitchell's legacy is felt in every part of the Club today. His character, integrity, and unwavering dedication not only shaped the Auto Club's success but set the standard for leadership that continues to define our organization.



## Marilyn Hudson: A Great Mentor

In recognition of Black History Month, our February **Character Counts: The People Who Define ACE** edition honors **Marilyn Hudson**, a trailblazer whose leadership and character helped shape the Automobile Club of Southern California and expand representation in the communities we serve.

At a time when African Americans, and women in particular, were rarely represented in civic or corporate leadership, Marilyn never viewed being “the first” as a barrier. She saw it as an opportunity to educate, connect, and lead with purpose.

In 1979, Marilyn became the first African American board member of the Automobile Club of Southern California, and later served as chair. She joined the board during a period when redlining and unequal access to auto insurance were gaining national attention.



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state of ace, cont. from front page

part of our Diversity, Inclusion, and Belonging program and help create a sense of shared experiences within our organization. Currently, close to 5,000 employees participate with the 9 BRGs representing various groups. The BRGs also act as significant contributors to our community outreach. In 2025, they partnered with 35 charitable organizations across ACE, with BRG members volunteering funds, talent, and time for underserved communities.

### MyClubCares results

Employee volunteer efforts helped rocket our 2025 MyClubCares community impact campaigns to new heights. The **Year in Review** slide below highlights the many milestones we reached in 2025.

## 2025 MyClubCares Year in Review

**120,000**  
Meals Provided



to families nationwide through ACE's Feeding America Food Drive in partnership with the Federations first-ever Hunger Initiative

**51,204** Paid Volunteer Hours Donated



**54%** driven by a record-setting participation rate

**9,089** Unique Volunteers



supported 1,500 non-profit organizations across ACE

**\$1,009,000** Raised

These funds will be invested across 130 United Ways, advancing youth opportunities, healthy communities and financial security programs



**\$1,000,000** DONATED to Los Angeles Wildfire relief efforts



**3** ACE-wide donation drives supporting local students and families across ACE



character counts, cont. from pg. 2

Over two decades of service, Marilyn brought a thoughtful, steady voice to the table, earning respect across perspectives.

more photos from the January 22 alumni luncheon



Glenn Wong, Lynn Wong, Jerry Gutierrez



Eric Streton, Jim Moore



Ruby Martin, Ed Lindsay, Carol Mosby



Looking for more photos?

Visit the Auto Club Alumni website at <https://www.aaalumni.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.

more photos from  
the January 22  
alumni luncheon

## Upcoming events

### Spring Luncheon – Registration Now Open!

Thursday, April 23, 2026,  
11am – 2pm at On the Green  
Ballroom in Cypress, CA.

Join your friends and former  
teammates at our next event at  
**On the Green!**

On the Green conference center  
is co-located with the Navy Golf  
Club at 5660 Oranewood Ave.  
in Cypress, CA.

To learn more, register, reserve  
your seat, select your entrée,  
and purchase tickets, visit the  
Auto Club Alumni website at:  
[www.acalumni.net](http://www.acalumni.net)

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

Visit the Auto Club Alumni  
website at [https://www.  
acalumni.net](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  
our NEW email address:  
[autoclubalumni@gmail.com](mailto:autoclubalumni@gmail.com)



Chick Lawson Davis, Willie  
Davis, Beverly Crenshaw



Vince Ray, Linda Ray,  
Reginald Marquez



Linda Gutierrez, Corinne Hartmann



Kathy Klute-Nelson,  
Thomas Pollock



Toni Dumas



Wendy Nugent, Elaine Beno, Alicia Enderle



Aliah Bailey



# WELCOME New Retirees

Bonnie Albert, ERS Payment Specialist 2, ERS Administration, ACOMO. 45 years of service.

James Allgood, Claims Field Large Loss Property Adjuster, HO Claims – Field South, CA. 16 years of service.

Heather Berlin, Call Center Escalations Specialist, ERS MRR, CA. 21 years of service.

Raul Caiz, Life Insurance Sales Agent, Region 2 Life, CA. 11 years of service.

Alicia Camacho, Claims Senior Med Pay Adjuster, Casualty Claims, CA. 44 years of service.

Kathy Clark, Administrative Assistant 2, CSR - San Diego Region, CA. 32 years of service.

Belinda Cureton, Branch Business Manager, Tidewater, VA. 29 years of service.

Patty Dulz, Travel Consultant, Tesson Ferry, ACOMO. 41 years of service.

Carol Fitzgerald, Talent Acquisition Specialist, Talent Acquisition, ACOMO. 11 years of service.

Charles Gaimari, Communications Senior Engineer, ERS Systems & Communications, TX. 37 years of service.

Clorinda Glover, Financial Reporting Supervisor, Corporate Accounting, CA. 38 years of service.

Tammy Grimes, Claims Complex Casualty Adjuster, Casualty Unit, ACOMO. 24 years of service.

Mark Hinson, MPR Representative, Field Claims – MPR, CA. 38 years of service.

Lawrence Johnson, Travel Consultant, Los Cerritos, CA. 10 years of service.

Mary Kalian, Direct Insurance Sales Agent, Direct Sales Unit, TX. 18 years of service.

Kent Keeler, Claims Complex Auto Adjuster, Claims – Riverside, CA. 27 years of service.

Brian Kerr, Driving Instructor, Driver Education & Training, CA. 10 years of service.

Bob Kline, Automotive Services Specialist, Automotive Services Group Manager, ACOMO. 26 years of service.

Kristi Knight, Underwriter 1, Underwriting TX. 17 years of service.

Kim Kronberger, Claims Field Complex Property Adjuster, HO Claims – Field North, CA. 25 years of service.

Tina Leasure, Claims Service Representative 4, APD MPR, APD Virtual Claims, CA. 42 years of service.

Joan Liu, Applications Manager, ITOS Management, CA. 14 years of service.

Sharon Luke, Travel Specialist, La Quinta, CA. 10 years of service.

Sherry Major, Travel Consultant, Houston Galleria, TX. 33 years of service.

Debora Martin, Underwriter 2, DSU, CA. 29 years of service.

Kim Martin, Trainer, ET&D, ACOMO. 11 years of service.

Carol Melaas, Technology Project Manager 3, Corporate Systems Portfolio, CA. 12 years of service.

Tom Mellor, Automotive Services Specialist, Approved Auto Repair, CA. 15 years of service.

Floyd Mixon, Life Insurance Sales Manager, Region 3 Life Sales, CA. 27 years of service.

Jon Morrow, Insurance Sales Agent, Fort Worth, TX. 19 years of service.

Zena Murray, Claims Service Representative 2, Claims Quality Assurance, CA. 44 years of service.

Tracy Ngo, Branch Member Specialist, Irvine, CA. 16 years of service.

KimLynn Nguyen, Accounting Specialist 3, Travel Accounting, CA. 36 years of service.

Jacqueline Nguyen, Accounting Specialist 3, Corporate Disbursements, CA. 19 years of service.

My Nguyen, Financial Reporting Senior Accountant, Insurance Accounting, CA. 20 years of service.

Gloria Pavy, Travel Consultant, Metairie, ACOMO. 39 years of service.

Barbara Perry, Travel Specialist, Los Alamitos, CA. 35 years of service.

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## new retirees, continued

Jim Pham, Help Desk Technical Support 1, Help Desk & Security Administration, CA. 41 years of service.

Kelly Phillips, ERS Member Senior Specialist, ERS Receiving - Long Beach, CA. 12 years of service.

Maria Ramos, Claims Team Manager - Auto ER, Claims – Riverside, CA. 41 years of service.

Mary Rogers, Routing Center Specialist 1 NNE, Evansville, ACOMO. 33 years of service.

Carol Romo, Collections Senior Specialist, Collections, CA. 22 years of service.

Sandi Rugless, PMG Insurance Senior Specialist, ISS Work From Home, CA. 25 years of service.

Mark Sorensen, IS Dev Ops Senior Engineer, Network Services, TX. 28 years of service.

Michael Souten, MPR Representative, Field Claims, CA. 40 years of service.

Terri Stanworth, Branch Regional Manager, Fort Worth Region Branch Administration, TX. 22 years of service.

Matt Stephens, Systems & Operations Administrator, ERS Location Based Services, CA. 40 years of service.

Mike Swope, MPR Representative, Claims Material Damage, ACOMO. 14 years of service.

Raquel Tapia, Hand Fulfillment Operator 1, Hand Fulfillment, CA. 38 years of service.

Bill Thom, Underwriter 1, Auto Enforce, CA. 10 years of service.

Sue Tomsovic, Travel Consultant, Springfield-Campbell, ACOMO. 11 years of service.

Debby Voss, Travel Specialist, Tesson Ferry, ACOMO. 26 years of service.

Wendy Weaver, Claims Automotive Team Manager, Claims Auto Physical Damage – South, CA. 20 years of service.

Michael Weidauer, Scrum Master 2, Insurance Systems Development, CA. 45 years of service.



## A Trusted Name Across the U.S. AAA was ranked #43 on Forbes' Most Trusted Companies in America.

We're proud to share that **AAA was ranked #43 on Forbes' Most Trusted Companies in America for the year 2026.**

This recognition reflects the decades of trust we've built with our members, a trust that has established the sort of reputation very few companies can claim.

According to the article in **Forbes.com**, "Forbes' Most Trusted Companies in America highlights the firms that do it right: creating trust among their employees, their customers, investors, and the media."

Forbes analyzed more than 1,500 public and private companies with at least 10,000 employees and pared down the list to the top 300.

*We celebrate our employees for the legendary service that builds this trust every day!*

## Don't Get Lost!

Do we have your most updated email address? If you've changed email providers or are using a new email, make sure the Retirement Plans & Services team knows. Call the **People Service Center** at **866-842-4222** to make changes, additions, and updates.



# Obituaries

Mary Bellow, Salvage Operations, CA. Retired December 1997 with 24 years of service. November 5, 2025.

William "Bill" Bingham, Program Systems, CA. Retired September 2012 with 47 years of service. December 31, 2025.

Linda Brownell, Manhattan Beach, CA. Retired in February 2024 with 14 years of service. January 29, 2026.

Richard Dunlap, Litigation Unit, CA. Retired May 1995 with 37 years of service. November 7, 2025.

John Emerson, Employee Benefits & Services, CA. Retired March 2003 with 38 years of service. September 5, 2025.

Janet Fagner, Anaheim Hills, CA. Retired July 2012 with 37 years of service. January 6, 2026.

Thomas "Tom" Galbraith, Manager of Employee Benefits & Services in California, was the 1991 Cheshire Award recipient. Tom retired in October 1998 with 28 years of service. November 20, 2025.

Chris Hans, Insurance Manager, CA. Retired October 2005 with 25 years of service. February 7, 2026.

John Kim, Corporate Systems, Administrative Offices, CA. Retired June 1994 with 20 years of service. December 19, 2025.

Margaret Laird, Legal Secretary I, Administrative Offices, CA. Retired October 1992 with 36 years of service. December 31, 2025.

Del Leftwich, Encore Member Services, Downey, CA. November 19, 2025.

Lynne Legare, Claims Service Representative 4 - ER, Escondido Claims, CA. Retired July 2012 with 32 years of service. December 20, 2025.

Jerry "Jeri" Morgan, Supervisor, La Quinta, CA. Retired April 2007 with 36 years of service. November 8, 2025.

Helen Owens, HO Claims Service Representative - EST. Administrative Offices, CA. Retired February 1995 with 15 years of service. November 21, 2025.

Norma Palmer, Travel Information Product Development, CA. Retired October 1996 with 18 years of service. December 13, 2025.

Ahmed Sherdil, Information Systems, Administrative Offices, CA. Retired September 2024 with 42 years of service. February 12, 2026.



## Richardson "Rich" Revell, Director of Data Processing & Systems, Automobile Club of Southern California.

Rich retired in 1991 with 33 years of service. January 17, 2026.

*Above, Rich at his retirement reception with Thomas V. McKernan, retired President & CEO.*



## Edward M. Seipp, AAA Missouri (ACMO) Director of Insurance Administration, St. Louis, MO.

Edward retired in February 1999 with 23 years of service.

December 10, 2025.



## Correction

**Vera Parker, Legal Administrative Assistant, AAA Missouri (ACMO) General Counsel & Secretary, St. Louis, MO.** Retired in 1999 with 25 years of service. September 2, 2025.

Todd Skillin, ERS R&D, Portland, ME. Retired May 2018 with 31 years of service. November 15, 2025.

Beverly Swan, Call Center Supervisor, MSC Membership, Costa Mesa, CA. Retired November 2012 with 44 years of service. January 7, 2026.

David "Dave" This, Automotive Services, CA. Retired January 2016 with 40 years of service. September 23, 2025.

Tonya Trotter, ERS Dispatch - Work from Home team, CA. Retired January 2026 with 19 years of service. January 29, 2026.

Euradell Tyler, Administrative Offices, CA. Retired April 1987 with 21 years of service. December 5, 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**

## 2026 Auto Club Alumni Contacts

### Committee Volunteer Officers

Andrew Atherton, President  
Starlet Blanchette, 1<sup>st</sup> Vice President  
Percy Presswalla, 2<sup>nd</sup> Vice President  
Cerline Smith, Secretary  
Rod Chew, Treasurer

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Ladda Duran  
Mike Powell  
Lori Strutman  
Lisa Young  
Kim Wagner

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Kevin Weir, Chair  
Linda Gutierrez  
Ree Johnson  
Ruby Miller  
Janice Robillard  
Merf Tanis

### ACA Photographer

Kathy Klute-Nelson

### ACE Photographer

Aliah Bailey

### ACA Website Webmaster

Percy Presswalla

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RetirementServices@ace.aaa.com

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Website: ACAlumni.net

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