



News

Alumni Luncheon at
Knott's Berry Farm Hotel

Wildfire Response: How
to Help

Welcome New Retirees

Upcoming Events

... and more!



Rumble Sheet newsletter | Published by ACE for ACE retirees | 1st Quarter 2025

Greg Backley, President & CEO, Reviews 2024

The first quarter Auto Club Alumni Luncheon, held January 23, 2025, at the Knott's Berry Farm Hotel, is typically one of the most well-attended alumni events, as retirees have a chance to hear the CEO and other members of the ACE executive team discuss "the state of ACE."

Greg Backley, President & CEO, and Chad Hourigan, Senior Vice President & Chief Financial Officer, were keynote speakers during the presentation, which reviewed some of the largest challenges and significant successes for ACE in 2024. Here are some highlights.

Scale of ACE

Our size helps to protect us and our members and insureds. ACE is the largest club in the AAA Federation, with 31.4% of all members. We now operate in 23 states and serve 17.9 million members.

Our scale helped us weather several challenges, including continued wage and cost inflation, significant insurance rate increases, and insurance losses and catastrophes.

Achievements in 2024

We are proud to point out 2024's wins, which include the following:



Greg Backley addresses retirees at the January luncheon.

Our MyClubCares community impact program. Through MyClubCares, our employees dedicated 41,512 volunteer hours, supported 1,500 non-profit organizations, and raised more than \$1 million to support United Ways nationwide.

Our Business Resource Groups (BRGs), now numbering 9. BRGs help us create a work environment where everyone feels encouraged to share their voice and advance their

[continued on next page](#)



Chad Hourigan, Senior Vice President & Chief Financial Officer.

alumni lunch, cont.

career. BRGs are volunteer employer-recognized workplace groups organized around an aspect of shared diversity and experiences. They focus on cultural education, employee development, and community impact. BRGs provide leadership development opportunities for high-potential diverse employees and create strategic drivers for recruitment and retention.

Growth. Membership continues a steady trend up. ACE now serves 17.9 million members. ACE Travel Revenue saw increases as well, with \$132 million in Travel Agency commissions. Insurance also saw growth, with 4 million total policies in effect. AM Best ranked ACE #10 of Top U.S. Auto Insurance Companies for market share, while our Service Quality is the highest among other large AAA clubs, holding steady at 85% for Automotive Service Quality Overall Satisfaction.

Photos from the January Luncheon



California Wildfires: How to lend a helping hand

Here's a short list of organizations that are helping those impacted by the wildfires, as well as those who are helping first responders.

American Red Cross. The Red Cross is accepting much-needed funds donations as well as blood donations, which have been seriously impacted by winter weather and fires. Want to help? Visit our Red Cross microsite by going to <https://www.redcross.org/donate/cm/acsc-emp.html/>.

United Way. United Way of Greater Los Angeles has created a Wildfire Response Fund to address urgent ongoing needs. Find out more and donate by visiting <https://unitedwayla.org/>.

World Central Kitchen. World Central Kitchen has set up a So Cal-specific donation site at <https://wck.org/en-us/relief/california-fires-jan25>. Their teams are feeding first responders and families impacted by the fires.

Pasadena Humane. Pasadena Humane is rescuing, sheltering, and reuniting pets with owners affected by the wildfires. Visit <https://pasadenahumane.org/>.

Charity Navigator. Charity Navigator has compiled a list of highly rated 501(c)(3) organizations that are providing immediate and long-term assistance to those impacted by the wildfires. Visit <https://www.charitynavigator.org/discover-charities/where-to-give/palisades-fire-2025/>.



EXPLORING HAWAII'S BIG ISLAND

WITH ROB TAYLOR



HOST:
ANGIE ORTH



Travel Planning with Podcasts

Our *Traveling with AAA* podcasts are the perfect source for planning your next great adventure.

If you've been dreaming of a Hawaiian holiday but not sure where to start, give a listen to one of our *Traveling with AAA* podcasts, specifically "Coffee, Culture, and Volcanoes: Exploring Hawaii's Big Island with Rob Taylor."

<https://blubrry.com/travelingwithaaa/>

In this episode, host Angie Orth welcomes Rob Taylor. Rob is an expert on Hawaii who has visited countless times and written travel guides and blogs about some of the best experiences travelers can have on the Big Island and beyond. He is the creator of the LGBTQ+ family travel blog *2TravelDads* and the author of two books: *The Road Trip Survival Guide* and *The Ultimate Travel Journal for Kids*.

You'll hear about the diverse experiences and rich culture waiting to be discovered on the Big Island. Explore the island's unique landscapes, from volcanic terrains to lush coffee farms, and hear insider tips on planning the perfect itinerary.

Please note: This event is at Los Coyotes Country Club in Buena Park (NOT Coyote Hills Golf Course in Fullerton). View the menu and event schedule by visiting the event registration page using the link noted above at right.

2025 Upcoming Events

- April 24 – Los Coyotes Country Club Luncheon, Buena Park, CA
- July 18 – Summer Luncheon, On the Greens Conference Center, Cypress, CA
- October 18 – Fall Alumni Dinner, Balboa Pavillion, Newport Beach, CA

Remember to visit the Auto Club Alumni website at <https://www.acalumni.net> for upcoming events and RSVP links, including online payments.

Register soon!

Los Coyotes Country Club April 24

Join us for the 2025 Auto Club Alumni Spring Luncheon

Situated in the lush rolling hills of Buena Park, Los Coyotes Country Club sets the standard for outstanding amenities and superb hospitality. Overlooking water features and lush greens, you'll enjoy reconnecting and visiting with friends and former coworkers.

- Date: Thursday, April 24, 2025
- Time: 11:00am to 2:00pm
- Location: Los Coyotes Country Club, 8888 Los Coyotes Dr., Buena Park, 90621
- Cost: \$30 per ACSC Alumni, \$30 for the first guest, \$60 for any additional guest

Register and reserve your seat online using the link below:

<https://aca-spring-luncheon-2025-los-coyotes-e6ruv.aceclub-events.com/>



WELCOME New Retirees

Karen Adams, Senior Buyer, Procurement, Administrative Offices, CA. Retired 12/1/24 with 16 years of service.

Diane Alcorn, Claims Complex Property Adjuster, Homeowner Teams – MO. Retired 1/1/25 with 23 years of service.

Patricia Allmond, Claims Senior Casualty Adjuster, Casualty Claims – San Diego, CA. Retired 1/1/25 with 27 years of service.

Chris Baggaley, Senior Vice President, Sales & Service, Administrative Offices, CA. Retired 10/12/24 with 17 years of service.

Jennie Castro, Operations Administrator, Branch Admin Support, Administrative Offices, CA. Retired 1/1/25 with 14 years of service.

Lynda Coleman, Claims Service Representative 4, Casualty Claims – Long Beach, CA. Retired 10/1/24 with 14 years of service.

Michelle Coyle, Branch Member Senior Specialist, Whittier, CA. Retired 11/1/24 with 44 years of service.

Bambie Danner-Newcomb, Claims Automotive Team Manager, Casualty Claims – Diamond Bar, CA. Retired 10/1/24 with 16 years of service.

Vicky Durkin, Administrative Assistant 2, Claims – Riverside, CA. Retired 1/1/25 with 36 years of service.

Vanessa Erickson, Senior Travel Advisor, Brunswick, NH. Retired 9/28/24 with 31 years of service.

Ana Estrada, Senior Processing Clerk, Payment Processing, Administrative Offices, CA. Retired 1/1/25 with 29 years of service.

Pua S Gasu Masaniai, Processing Specialist 2, Texas Insurance Questionnaire. Retired 11/1/24 with 17 years of service.

Richard Gonzales, Vehicle Purchasing Field Specialist, Car Buying & Pricing, CA. Retired 1/9/25 with 19 years of service.

Robert Hanline, PMG Insurance Senior Specialist, ISS, Administrative Offices, CA. Retired 12/16/24 with 22 years of service.

Mike Harrison, Senior Trainer, ET&D TX. Retired 1/1/25 with 23 years of service.

Cindy Hastey, Insurance Sales & Branch Operations Manager, General Branch Administration, AAA Northern New England. Retired 1/1/25 with 18 years of service.

Irene Hawes, Claims Complex Casualty Adjuster, Casualty Claims 2 – Long Beach, CA. Retired 1/1/25 with 37 years of service.

Stacey Heiser, PMG Insurance Senior Specialist, ISS, Administrative Offices, CA. Retired 11/14/24 with 25 years of service.

Bruce Helwig, Direct Insurance Sales Agent, DSU – TX. Retired 12/1/24 with 15 years of service.

Terri Hillman, Insurance Sales Agent, Dothan, AL. Retired 10/29/24 with 14 years of service.

Andrew Horodyski, Claims Service Representative 3, Claims ER – Riverside, CA. Retired 12/1/24 with 42 years of service.

Wina Johnson, Life Insurance Sales Agent, Region 3 Life Sales, CA. Retired 12/1/24 with 20 years of service.

David Johnson, Life Insurance Sales Agent, Region 5 Life Sales, CA. Retired 10/1/24 with 19 years of service.

Pamela Johnson, ERS Senior Member Specialist, ERS Receiving – Burbank, CA. Retired 12/21/24 with 11 years of service.

Marita Jones, Litigation Assistant 2, Claims Litigation Staff – LA Headquarters, CA. Retired 10/19/24 with 11 years of service.

Kehau Kaneaiakala, Senior Travel Advisor, Honolulu, HI. Retired 11/1/24 with 36 years of service.

Darin Kasten, Security Supervisor, Security – LA Headquarters, CA. Retired 1/1/25 with 17 years of service.

Mary Keener, Claims Service Representative 3, Claims Auto Physical Damage, TX. Retired 10/19/24 with 25 years of service.

Yungwon Kim, IS Senior Dev Ops Engineer, Ins Sys Dev – TX. Retired 11/1/24 with 24 years of service.

Dyann Kipling, Branch Member Specialist, Newport Beach, CA. Retired 1/1/25 with 27 years of service.

Janet Koss, MSC Membership Specialist, MSC Costa Mesa, CA. Retired 1/1/25 with 15 years of service.

Lisa Kulszan, Claims Unit Manager, Casualty Claims, CA. Retired 1/1/25 with 44 years of service.

Norma Lang, Senior Branch Member Specialist, San Clemente, CA. Retired 1/9/25 with 25 years of service.

new retirees, continued

Trung Le, Scrum Master 2, EUC, Administrative Offices, CA. Retired 1/1/25 with 15 years of service.

Henry Lee, Insurance Sales Agent, Alhambra, CA. Retired 1/1/25 with 36 years of service.

Karen Litrov, Administrative Assistant 2, Mobile Claims Unit, CA. Retired 1/1/25 with 46 years of service.

Shelley MacIntosh, Claims Unit Manager Property Admin Claims, CA. Retired 1/1/25 with 27 years of service.

Christopher Makris, Applications Manager, Voice Services Management, CA. Retired 1/4/25 with 29 years of service.

Patricia Maloney, Claims Service Representative 3, Homeowner Teams, MO. Retired 10/1/24 with 22 years of service.

Charlene Martinez, PMG Insurance Senior Associate, ISS, LA Headquarters, CA. Retired 12/3/24 with 22 years of service.

Brian Maruo, Insurance Sales Agent, Alhambra, CA. Retired 11/1/24 with 27 years of service.

Russell Mayuiers, Claims Service Representative 4, Claims Auto Physical Damage, CA. Retired 11/1/24 with 28 years of service.

Kimberly McKaskle, MSC Group Manager, MSC Shared Services, CA. Retired 10/1/24 with 28 years of service.

Lucy Medina, Claims Team Manager, Auto ER Claims, Valencia, CA. Retired 10/8/24 with 23 years of service.

Deborah Mileur, Operations Manager, Office of Branch Operations, MO. Retired 1/1/25 with 28 years of service.

Ken Mori, Big Data Manager, Data Engineering, Administrative Offices, CA. Retired 1/1/25 with 24 years of service.

Yvette Munoz, Branch Member Specialist, Chula Vista, CA. Retired 9/28/24 with 38 years of service.

Linda Munoz, Complex Casualty Claims Adjuster, Casualty Claims, CA. Retired 1/8/25 with 38 years of service.

Akemi Nakamura, Claims Processor, Casualty Claims, Administrative Offices, CA. Retired 1/1/25 with 35 years of service.

Tom Newcomb, Financial Reporting Supervisor, Corporate Accounting, Administrative Offices, CA. Retired 1/1/25 with 20 years of service.

Judy Ocasio, Vice President of Travel & Branch Operations, Tidewater, VA. Retired 1/1/25 with 22 years of service.

Vinh Phan, Card Production Operator 3, Data Card Production, Administrative Offices, CA. Retired 1/1/25 with 40 years of service.

Pamela Porterfield, Branch Member Specialist, Woodland Hills, CA. Retired 10/1/24 with 21 years of service.

Vic Pursley, PMG Member Service Specialist, PMG ISS, MO. Retired 10/1/24 with 21 years of service.

Maurizio Quaglierini, IS Dev Ops Engineer, Ins Sys Dev, Administrative Offices, CA. Retired 12/17/24 with 10 years of service.

Donna Rosales, Insurance Specialist 2, Fullerton, CA. Retired 11/1/24 with 46 years of service.

Darlene Rueff, Branch Member Senior Specialist, Chino, CA. Retired 10/1/24 with 46 years of service.

Edward Sanchez, Insurance Sales Agent, Anaheim Hills, CA. Retired 11/1/24 with 14 years of service.

Riva Saqr, Senior Travel Advisor, Diamond Bar, CA. Retired 1/1/25 with 11 years of service.

Ahmad Sherdil, Operations Support Senior Analyst, Data Center Services, Administrative Offices, CA. Retired 9/27/24 with 42 years of service.

Sheri Shoff, Senior Travel Advisor, Swansea, MO. Retired 1/1/25 with 21 years of service.

Chris Simpson, Senior Vice President & Chief Technology Officer, ACE, Administrative Offices, CA. Retired 1/1/25 with 34 years of service.

Fred Slacter, Insurance Sales Agent, Los Cerritos, CA. Retired 10/2/24 with 32 years of service.

Mary Sullivan, Claims Automotive Team Manager, Mobile Claims Unit, CA. Retired 1/1/25 with 20 years of service.

Deanna Szabo, Senior Travel Advisor, Santa Clarita – Valencia, CA. Retired 11/1/24 with 36 years of service.

Espi Tejeda, Senior Travel Advisor, Whittier, CA. Retired 1/1/25 with 24 years of service.

new retirees, continued

Lori Thomsen, Call Center Escalations Specialist, PMG, Administrative Offices, CA. Retired 11/22/24 with 21 years of service.

Mary Ann Tingle, Administrative Assistant 2, Claims – MPR, CA. Retired 1/1/25 with 44 years of service.

Robin Tucker, Life Insurance Sales Agent, Life Insurance Direct Sales, ME. Retired 12/8/24 with 14 years of service.

Marie Turner, Claims Operations Group Manager, Insurance Claims, Administrative Offices, CA. Retired 1/1/25 with 26 years of service.

Sherry VanBooven, Claims Operations Group Manager, Claims Administration, MO. Retired 1/1/25 with 14 years of service.

Tommy Vasquez, Claims Service Representative 4, Claims – MPR, CA. Retired 11/1/24 with 29 years of service.

Marcie Walker, Senior Travel Advisor, Escondido, CA. Retired 11/1/24 with 23 years of service.

Ed Wilbourne, Claims Property Team Manager, Homeowners Claims, CA. Retired 1/1/25 with 21 years of service.

Kay Wilson, Program Manager, Marketing Operations, Finance & Budget, Administrative Offices, CA. Retired 1/7/25 with 28 years of service.

Byron Working, Insurance Sales Agent, Stone Oak, TX. Retired 1/1/25 with 46 years of service.

Eric Wozniak, Life Insurance Sales Regional Manager, Life Sales Agency, Administrative Offices, CA. Retired 10/24/24 with 26 years of service.

Teresa Ybarra, Insurance Specialist 2, Downey, CA. Retired 11/1/24 with 44 years of service.

photos from the january luncheon, continued from page 2

Photos by Kathy Klute-Nelson and Kyle Gaffney, ACE Internal Communications Team.



Obituaries

Dolores Backus. Retired May 1998 with 5 years of service. December 19, 2024.

Richard "Dick" Carman, Technology Project Manager, Houston Champions Branch, Texas. Retired January 2007 with 11 years of service. November 15, 2024.

Fran Degnan, Sales Agent, Metcalf/Overland Park Branch, Missouri. Retired August 2018 with 10 years of service. December 31, 2024.

Fred Divilbiss, Automobile Club of Southern California. Retired September 1990 with 24 years of service. January 1, 2025.

La Verne Ellisor, Travel Agent, Houston Woodlands Branch, Texas. Retired June 2010 with 28 years of service. October 7, 2024.

Marilee Frank, Administrative Assistant II, Bakersfield Claims, California. Retired June 1996 with 34 years of service. December 10, 2024.

Sally Fry, Automobile Club of Southern California. Retired January 1988 with 19 years of service. September 10, 2024.

Barbara Giroux, Administrative Assistant, Chino Branch, California. Retired October 1993 with 23 years of service. December 12, 2024.

Claire Hemsley, Cashier, San Luis Obispo Branch, California. Retired May 2003 with 25 years of service. November 23, 2024.

Carol Jesme, Sales Representative, Laguna Hills Branch, California. Retired January 2012 with 33 years of service. November 2, 2024.

Terry Johansen, Technical Professional, Administrative Offices, California. Retired September 2011 with 41 years of service. December 11, 2024.

Mary Keener, Claims Service Representative III, Auto Physical Damage Claims, Houston Torrey Branch, Texas. Retired October 2024 with 25 years of service. October 18, 2024.

Donna Manning, Member Services, Los Cerritos Branch, California. Retired April 1999 with 12 years of service. October 5, 2024.

Marilynn Matheson, Underwriter, Administrative Offices, California. Retired August 1989 with 23 years of service. December 7, 2024.

Patrick Moody, Public Affairs & Traffic Safety Senior Manager, Portland Branch, Maine. Retired November 2024 with 28 years of service. November 10, 2024.

Jose Robles, Warehouse Clerk, Supply Operations, Administrative Offices, California. Retired August 2013 with 28 years of service. September 20, 2024.

Virginia Rodriguez, Branch Member Specialist II, Murrieta Branch, California. Retired April 2011 with 14 years of service. November 12, 2024.

Michael Snavelly, Tow Instructor, ERS Field Support, Burbank Branch, California. Retired July 2014 with 40 years of service. December 27, 2024.

John Steelman. Retired March 1999 with 28 years of service. November 22, 2024.

Linda Winn, Branch Member Specialist, Arcadia Branch, California. Retired November 2002 with 27 years of service. November 6, 2024.

Getting Help: GuidanceResources

As an employee, you may have used our **Employee Assistance Program (EAP) provider, GuidanceResources®**. Remember, you can STILL use the EAP and its services as a retiree. So can your family members.

GuidanceResources offers mental health counseling and so much more. The program provides referrals and assistance for many areas of our lives, whether you need help coping with a personal crisis or setting up an estate plan. GuidanceResources has experienced counselors who will direct you to the type of help

appropriate to
your concern,
in an area near

COMPSYCH®
GuidanceResources® Worldwide

where you live or work, at low or sometimes no cost to you. There's even a concierge referral desk for everyday services like cleaning, gyms, event tickets, and more. Follow-up is provided to ensure you received quality service.

Visit the GuidanceResources site at <https://www.guidanceresources.com/groNg/#/login>. You will need to create a username and password to register and use the site. You can also call them directly at **1-855-741-2582**. They offer 24-hour assistance.

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

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