



John Boyle, President & CEO of ACE, and Greg Backley, Chief Operating Officer of ACE. Greg will step into the role of President & CEO when John retires at the end of March.

Rumble Sheet newsletter | Published for Auto Club retirees & members of the Auto Club Alumni Association | 1st Quarter 2024

News

January luncheon State of ACE highlights

John Boyle announces his retirement and welcomes Greg Backley as the new ACE President & CEO

Welcome New Retirees

It's travel season! Here are some enhancements to help you plan your next getaway

Some great events are on the horizon, so mark your calendars

... and more!

January Luncheon Review

The State of ACE annual overview and presentation.

Auto Club retirees gathered at the Knott's Berry Farm Hotel on January 25 for the first luncheon of the new year. More than a social gathering, the event featured the annual "State of ACE" report and presentation, a snapshot of 2023 achievements, significant happenings, and challenges faced by the organization.

There was a surprise for attendees as well: The State of ACE report was delivered by **Greg Backley, Chief Operating Officer**. Greg will step into the role of President & CEO when current president **John Boyle** retires at the end of March.

Highlights of the President & CEO report

Scale of ACE

We operate in 23 states and are the largest club in the AAA Federation, serving more than 17.8 million members. Our total membership and total insurance policy numbers have continued to grow steadily. We currently hold 3.6 million insurance policies.

J.D. Power rankings

Speaking of insurance, the J.D. Power 2023 U.S. Auto Insurance Study ranked us #1 in the Texas region, #3 in the California region, and #7 in the Central region. Additionally, the J.D. Power Auto Claims Satisfaction Index Ranking puts us at #6.



2023 Year in Review

Giving Back – Volunteering:

- 34,676 Paid Volunteer Hours
- 6,576 Unique Employee Volunteers
- 1,200 Non-Profits Organizations Supported
- 4,500 Hygiene Kits Filled for United Way
- 9 ACE Red Cross Blood Drives



Giving Back – Philanthropy:

- Annual United Way Campaign
\$1,005,000 Raised
38% Employee Participation Rate
- ACE Yes-We-Can Food Drive
\$9,300 Raised for Local Food Banks
- ACE Season of Giving
Hundreds of Toys Collected Nationwide Online And In-Person for Toys for Tots



MyClubCares reaches new heights

Our community impact efforts in 2023 saw some truly impressive achievements thanks to employee volunteerism and giving back. More than 6,500 employees volunteered their time, supporting 1,200 non-profit organizations

Our giving back impact for 2023 involved community partners and organizations across our markets.



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state of ace report, continued

and logging close to 35,000 volunteer hours. Our annual United Way Campaign raised an unprecedented combined total of \$2 million, followed by our “Yes-We-Can” food drive, which raised \$9,300 for local food banks.

Wawanesa acquisition

ACE is acquiring Canadian carrier Wawanesa’s U.S. subsidiary, Wawanesa General. The company has policyholders predominantly in California, with 304,829 total policies-in-force.



Wawanesa Insurance

Thank You, John!

John Boyle, President & CEO, will retire at the end of March. AAA National e-publication *Executive Edge* posted: “Auto Club Enterprises (ACE) Chief Executive Officer John Boyle will retire from AAA in March, after a career spanning 35 years with AAA’s largest club. ACE’s board has selected Chief Operating Officer Greg Backley to succeed Boyle effective April 1.”



“I am extremely proud to have been part of an organization with such a distinguished reputation and its primary mission of helping people. This is a responsibility I can honestly say I have never taken lightly throughout my career,” Boyle said. “I feel very fortunate that I was able to work with so many smart and dedicated people who together have made this the great organization that it is. We have and will continue to help millions of members every day as they call on us in their time of need. I plan to enjoy watching our organization grow and prosper in the future.”

“Over 35 years, John has made many contributions to the success of AAA,” said **Marshall Doney, AAA, Inc. President & CEO**. “His focus on doing what is best for the member, improving service quality and growing membership has made AAA stronger.”

35 years of service

John started his ACE career in 1989 as Controller. He has held increasingly responsible positions during his tenure, including President & Chief Operating Officer, Executive Vice President, Senior Vice President, Treasurer, and Chief Financial Officer. He became CEO in 2017.



John Boyle and other members of the executive team join then-CEO Bob Bouttier for the 2015 grand opening of the Coppell TX AO.

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John Boyle’s tenure saw us significantly grow our community involvement, from public safety concerns, like our efforts to end distracted driving, to giving back through our MyClubCares program. It also saw the institution of our Diversity, Inclusion, and Belonging initiative, and the establishment of our first business resource groups.



DIVERSITY, INCLUSION, AND BELONGING STATEMENT



Diversity is Our Strength

We value different backgrounds, experiences, thoughts and perspectives to represent the communities we serve and stay relevant to our members and remain strong.



Inclusion is Our Commitment

We are a community that celebrates our diversity...



Belonging Enhances Performance and Retention

...where all employees belong, are empowered, engaged and can develop to their full potential, working together to fulfill our vision of Members for Life!



Welcome, Greg!

Greg Backley, the new President & CEO of ACE, is a 33-year ACE veteran who has held many positions with increasing responsibilities. Over the course of his career, Greg worked in Product Management, Sales, and Call Center Management, and his executive roles include VP Insurance Product Management, VP Underwriting, Senior Vice President Insurance Operations, and Executive Vice President and Chief Operating Officer. In his off time, Greg was also a guitarist for our ACE Garage Band.

John described Greg as, “a leader who is well respected by our executive team as well as many senior executives throughout the association. His leadership along with that of the other executives will continue to make the organization better and stronger in the future.”



Greg Backley with some of his teams, relaxing at home, and onstage as a member of the ACE Garage Band.



WELCOME New Retirees

Tricia Aragon, Branch Member Specialist, Lompoc, CA. 11 years of service.

Simone Arden, Regional Branch Manager, Region II, Office of Branch Operations, CA. 25 years of service.

Pam Arndt, Branch Member Specialist, Laguna Hills, CA. 29 years of service.

John Boyle, President & CEO, Auto Club Enterprises, Administrative Offices, CA. 35 years of service.

Vickie Bright, Executive Administrative Assistant, Office of the Executive Vice President, Tidewater, VA. 12 years of service.

Yolonda Brinkley, Direct Insurance Sales Agent, Blues, TX. 13 years of service.

Linda Brownell, Branch Member Specialist, Manhattan Beach, CA. 14 years of service.

Joe Buonopane, Claims Service Representative IV, ADP/MPR Claims, CA. 48 years of service.

Stephen Carroll, Insurance Regional Manager, Office of Field Sales, CA. 30 years of service.

Steven Cerasaro, Claims Team Manager, Auto ER Claims, San Diego, CA. 20 years of service.

Bobby Corong, Financial Analyst III, Financial Analysis, Administrative Offices, CA. 16 years of service.

Blesilda Dazo, Claims Processor, Salvage Operations, CA. 37 years of service.

Debbie Dunham, Underwriting Lead Analyst, Underwriting Projects, CA. 26 years of service.

Jones Edera, Claims Service Representative III, Salvage Claims, Perris, CA. 28 years of service.

Carlos Escalante, IS Dev Ops Senior Engineer, Data Governance, TX. 20 years of service.

Marti Freeman, Senior Travel Advisor, Anaheim Hills, CA. 14 years of service.

Yolanda Gomez, Agency Insurance Specialist, P&C Agency Services, Los Angeles, CA. 21 years of service.

Cindy Green, MSC Membership Specialist, MSC Travel & Membership, MO. 17 years of service.

new retirees, continued

Raymond Grigg, Member Specialist II, Fayetteville, MO. 12 years of service.

Matthew Hooven, Leadership Development Consultant, ET & D, Administrative Offices, CA. 21 years of service.

Joyce Kelly, Administrative Assistant II, CSR - Rural Market North, TX. 42 years of service.

Anndrea Kelly-Hoofe, Insurance Associate, Irvine, CA. 13 years of service.

Jeannie Kent, Branch Member Specialist, Chino, CA. 45 years of service.

Jason Kim, Insurance Agency Manager, P&C Agency, CA. 30 years of service.

Cindy Kitchens, Branch Manager IV, Region Four, Administrative Offices, CA. 34 years of service.

Carolyn Kuo, Insurance Sales Agent, Diamond Bar, CA. 30 years of service.

Luitz Luna, Call Center Escalations Specialist, ERS R & D Operations, CA. 34 years of service.

Deborah McClain, Claims Attorney IV, Claims Legal - Subrogation Auto, CA. 42 years of service.

Patrick McDonald, Driving Instructor, Driver Ed & Training, CA. 11 years of service.

Steve Miera, Insurance Sales Agent, Albuquerque East, NM. 11 years of service.

Raffa Orozco, Claims Service Representative II, ER Claims, Costa Mesa, CA. 23 years of service.

Jill Paasch, Field Training Supervisor, Sales Training, Riverside, CA. 14 years of service.

Bruce Panaccione, Data Scientist II, Business Enablement, Administrative Offices, CA. 31 years of service.

Mini Randall, Processing Specialist II, Insurance Business Processing, Administrative Offices, CA. 48 years of service.

Carol Razo, Claims Team Manager, Auto ER Claims, Ventura, CA. 35 years of service.

Cindy Reveles, MSC Membership Senior Specialist, MSC Online Services, CA. 21 years of service.

Penny Rhinehart, Claims Service Representative III, ER Claims Weekend, Anaheim Hills, CA. 17 years of service.

Jeff Shepic, Claims Service Representative III, Auto Physical Damage Claims, TX. 13 years of service.

Katherine Sieck, Senior Vice President, General Counsel & Chief Legal Officer, Administrative Offices, CA. 21 years of service.

Karen Smith, Branch Member Associate, Nashua, NH. 20 years of service.

Cheryl Stewart, Claims Processor, San Diego, CA. 36 years of service.

Liz Streton, Claims Service Representative III, Salvage Operations, DAC Carson, CA. 36 years of service.

Zenda Sweller, Underwriter I, Underwriting, PA. 17 years of service.

Ricardo Tavera, ERS Member Senior Specialist, ERS Receiving, Long Beach, CA. 22 years of service.

Gina Thompson, Claims Automotive Team Manager, Casualty Claims, Administrative Offices, CA. 34 years of service.

Roberta Tunstall, Underwriter I, Auto Enforce Underwriting, CA. 18 years of service.

Pam Vanlaningham, PMG Insurance Senior Specialist, ISS, CA. 23 years of service.

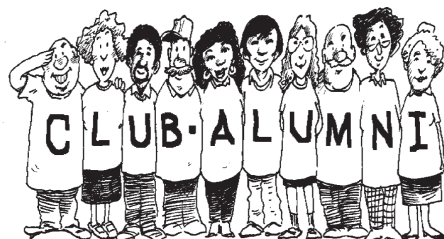
Sindy Vasquez, Operations Analyst, Billing Projects, Administrative Offices, CA. 33 years of service.

Cynthia Velasco, Claims Operations Group Manager, Office of Insurance Claims, Administrative Offices, CA. 33 years of service.

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Join the ACAA!

Use the enrollment form below to sign up for or renew your ACAA membership. Your active membership lets you attend ACAA events, which are only open to ACAA members and their guests. Be sure to include your email address.



Stay in touch with the ACAA website

The site features an Events page, Calendar, downloadable clip-and-mail RSVP forms, and more. Visit it today by going to <https://acalumni.net/>

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 _____

2024 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*



new retirees, continued

Ruel Villa-Real, Claims Service Representative III, APD
MPR Auto Physical Damage Claims, CA. 17 years of
service.

Linda Whitten, Employee Relations Team Manager, Office
of Human Resources, Portland, ME. 14 years of service.

Barbara Wilson, Senior Analyst, Product Program
Management, Member Product Management, CA. 29 years
of service.

Calendar

Dates and events in 2024

April 25

ACAA Luncheon at the Los Coyotes
Country Club, Buena Park, CA

June 8

ACE Employee CAR-nival at the
Costa Mesa AO

July Luncheon – TBA

September 28

AAA Texas 2nd Annual
Employee Golf Tournament (see
inset below)

October 12

Auto Club Annual Alumni Dinner
returns to the AO (see details at right)

Dates for 2025

January 25

ACAA Luncheon at the Knott's Berry
Farm Hotel, Buena Park, CA.

Visit the Auto Club Alumni Association
website for updated information about
upcoming events, as well as RSVP
forms, and more.

Go to <https://www.acalumni.net/>



Get Ready for CAR-nival! Our ACE
employee celebration and car
show rolls into the Costa Mesa AO
Saturday, June 8, with great food,
live music, cool cars, and fun for the
whole family. Details coming soon!

Save the Date for the Auto Club Annual Alumni Dinner

Good news! The Auto Club Annual Alumni
Dinner will return to the Costa Mesa
Administrative Offices Cafeteria this coming
October.

Following an extremely popular return to the Administrative
Offices Cafeteria last year, we are pleased to announce
that this year's Auto Club Annual Alumni Dinner
will again be held at our beautiful ACE
Dining Room of the AO Cafeteria.
This event is free to all current
Auto Club Alumni members
and their guests (one guest per
alumnus). RSVP information to
come.

Call for Photos!

Attention, shutterbugs: If you would
like one of your favorite "Retired Life"
photos featured in the slideshow
presentation that will be running
throughout the event, please email
your photo (JPEG or PNG format) to
RetirementServices@ace.aaa.com. Include "Retired Life Photo"
in the subject line of your email.



Save the Date

Event: Auto Club Annual Alumni Dinner
Date: Saturday, October 12, 2024
Location: ACE Dining Room in the AO Cafeteria, 3333
Fairview Road, Costa Mesa, CA 92626
More details to come!

Employee Golf Tournament returns to Texas



AAA Texas 2ND ANNUAL
EMPLOYEE GOLF TOURNAMENT

**You're invited to
spread the word and
excitement!**

Attention all Golfers,
and now, non-golfers too!

**This year we're including a non-golfer
option for you to join the fun.**

More details to follow.

Proceeds to benefit: 



The AAA Discounts & Rewards program negotiates discounts with some of the most trusted brands in various categories, including attractions and entertainment, home and business, travel, restaurants, shopping, personal services, and automotive. In this guide, you'll learn how to access the discounts available as a AAA member



AAA Member Discounts

Your AAA membership unlocks discounts on everyday purchases, theme parks, attractions, and hotels. Find your favorite discounts through any of these three paths:

Online

All discounts: [AAA.com/Discounts](https://www.aaa.com/Discounts)

AAA Tickets: [AAA.com/Tickets](https://www.aaa.com/Tickets)

Hotel discounts: [AAA.com/Hotels](https://www.aaa.com/Hotels)

Mobile App

Access AAA discounts, local gas prices, request Roadside Assistance, access your digital membership card, and more through the [Auto Club App](#).

Online Alerts

[AAA Discounts Finder](#) is a free Chrome browser extension that searches for member discounts while you shop online and alerts you when an offer is available.

How to subscribe to AAA Discounts & Rewards emails:

- Visit [AAA.com](https://www.aaa.com), register or log in as a member
- Click Profile
- Select Manage Communication preferences
- Scroll to Email Communications, toggle to Opt In

Ready, Set, Camp!

AAA Trip Canvas®, our digital travel planning tool, now offers a new booking feature for campgrounds.

If you use AAA Trip Canvas to plan your travels, and you enjoy camping or hitting the open road in an RV, listen up: AAA Trip Canvas just added a campgrounds category. Thanks to a collaboration with RoverPass®, you can now search campgrounds and RV parks and enjoy in-depth intel on facilities and their amenities.



About AAA Trip Canvas

"AAA Trip Canvas was designed with our members in mind, and we're thrilled to now offer camping destinations," said **Paula Twidale, Senior Vice President of AAA Travel**. "Teaming up with RoverPass means Trip Canvas users have a one-stop shop to dream and book their next outdoor adventure."

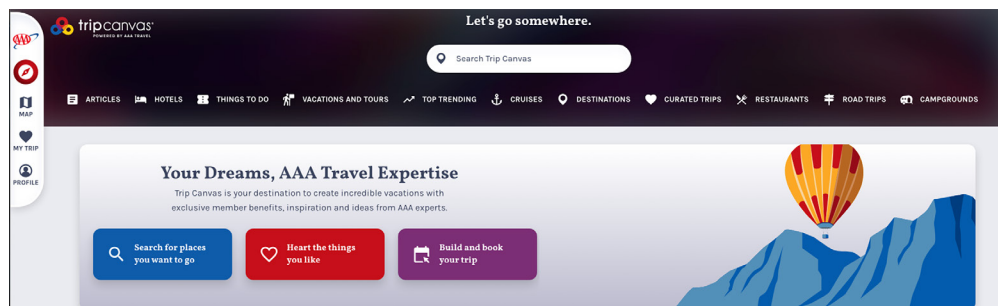
The new Trip Canvas navigation panel, shown below, with the added "Campgrounds" icon at far right. The campgrounds category includes campgrounds as well as RV parks.

Get Started with Trip Canvas!

Interested? Start exploring! Visit AAA Trip Canvas by going to the site below:

<https://www.aaa.com/tripcanvas>

This information originally appeared in AAA Newsroom, one of AAA National's digital news sources for automotive, travel, and traffic safety information. "Ready, Set, Camp! AAA Trip Canvas Offers New Travel Booking Feature," by Aixa Diaz, Media Relations Manager, AAA National. Feb. 23, 2024.



Obituaries

Barbara Ackerman, Processing Clerk I, Underwriting Support, CA. Retired February 1, 2002, with 46 years of service. December 30, 2023.

Lucille Angelini, Sales Representative, Administrative Offices, CA. Retired November 1, 1993, with 19 years of service. December 3, 2023.

Ronald Barclay, PMG Customer Service Representative, Los Angeles, CA. Retired July 3, 2009, with 37 years of service. January 26, 2024.

Robert Delgado, Technology Project Manager, ESD Data Center Services, Administrative Offices, CA. Retired February 2024 with 20 years of service. February 16, 2024.

Dorothy Dodson, Infrastructure Services, Administrative Offices, CA. Retired February 1, 2002, with 33 years of service. January 14, 2024.

LeOra Douglas, Actuary & Product Management, Risk Management, CA. Retired December 31, 2008, with 45 years of service. February 9, 2024.

Richard Edwards, Sales Representative, Bakersfield, CA. Retired February 1, 2006, with 36 years of service. November 18, 2023.

Robert Finley, Senior Program Analyst, Administrative Offices, CA. Retired May 1, 1997, with 11 years of service. January 4, 2024.

George Hamlin, Senior Litigation Specialist, Bodily Injury Claims, CA. Retired January 1, 1988, with 33 years of service. November 23, 2023.

John Hazelrigg, Vice President, Life Insurance Product Marketing, Administrative Offices, CA. Retired May 31, 2000, with 5 years of service. January 6, 2024. (See inset.)

Jim Kehlenbrink, Lindell, MO. Retired May 1, 2015, with 35 years of service. January 7, 2024.

John Knipschild, Senior Service Representative, Anaheim Hills, CA. Retired January 1, 1996, with 17 years of service. February 11, 2024.

Patrick Knox, Claims Team Manager, Los Angeles, CA. Retired May 1, 2010, with 41 years of service. November 30, 2023.

Patricia Mauger, Emergency Roadside Specialist, Grossmont, CA. Retired March 1, 1999, with 18 years of service. December 21, 2023.

Evelyn McGee, Payroll Counselor III, Payroll, Administrative Offices, CA. Retired June 1, 2002, with 31 years of service. December 3, 2023.

Neil McKay, District Office Manager, CA. Retired April 1, 1995, with 25 years of service. January 27, 2024.

Sam Minton, Sales Manager Trainee, Los Cerritos, CA. Retired November 1, 1996, with 34 years of service. October 29, 2023.

Debra Minuto, PMG Customer Service Representative, Claims, Costa Mesa, CA. Retired October 28, 2020, with 14 years of service. November 21, 2023.

Sarah Naveda, Accounting Specialist, Administrative Offices, CA. Retired February 1, 1990, with 25 years of service. December 18, 2023.

Yvonne Park, Claims Service Representative II, Riverside, CA. Retired January 6, 2018, with 31 years of service. December 12, 2023.

Rosemary Procopio, CA. Retired June 1, 1994, with 23 years of service. November 22, 2023.

Marilee Rydell, Administrative Assistant, Claims, Riverside, CA. Retired April 1, 2017, with 12 years of service. December 26, 2023.

Phyllis Steireman, Travel Agent, Northridge, CA. Retired March 1, 2013, with 43 years of service. November 8, 2023.

David Sutherland, Senior Auditor, Internal Auditing, Administrative Offices, CA. Retired September 1, 2005, with 36 years of service. December 13, 2023.

Rudy Valderrama, Claims Service Representative IV, Casualty Claims, Diamond Bar, CA. Retired January 1, 2013, with 41 years of service. February 3, 2024.

Mary Ann Van Derpoel, Retail Service Specialist, Riverside, CA. Retired January 1, 2004, with 37 years of service. December 30, 2023.

John Volz, PMG Insurance Specialist, ISS, Los Angeles, CA. Retired September 1, 2013, with 23 years of service. January 29, 2024.

Brad Woods, Claims Service Representative I – ER Hourly, Long Beach, CA. Retired March 15, 2013, with 11 years of service. August 5, 2023.

Shirley Yarber, Research & Development Service Coordinator, Orange County Dispatch, CA. Retired June 1, 1990, with 19 years of service. December 13, 2023.

John Hazelrigg, Vice President, Life Insurance Product Marketing



When the Auto Club Board of Directors approved a plan in 1996 to establish a new member service, life insurance, **John Hazelrigg** came out of retirement to help grow the business. "We won't be just another life insurance company," he said in the July 1996 issue of *Clubways*. "The level of trust we have already built up with our members will give us a competitive edge.... The ultimate goal for the Auto Club is to act as an advisor to our members; to help them understand the importance of life and annuity products and how to correctly purchase them." Thanks to John's early shepherding of this valuable product, ACE proudly counts life insurance as one of its trusted member services, with a selection that now includes Tax Deferred Annuities, Term, Universal, and Whole Life products – something for every member at every stage of their life.



Gail Hall and John Hazelrigg, both of whom came out of retirement to create the "perfect" approach to selling life insurance, are building the business from the ground up.

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 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

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