

Rumble Sheet newsletter | Published by ACE
for ACE retirees | 3rd/4th Quarter 2024

News

Changes to the Auto Club Alumni Association

New online RSVP process and how to RSVP for the Knott's Berry Farm Hotel luncheon

Auto Club Alumni website: your go-to source for retiree information and alumni events

Welcome New Retirees

... and more!

The Auto Club App: convenience at your fingertips! See inside



Changes to the Auto Club Alumni Association

After meeting with the Retirement Plans & Services team and other departments at ACE, several changes were agreed upon relative to the Auto Club Alumni Association. Here's an overview of the most significant changes and the ones you're most likely to notice.

- Effective immediately, the Auto Club Alumni Association (ACAA) has a new name: **Auto Club Alumni**.
- ACE has agreed to sponsor Auto Club Alumni.
- Auto Club Alumni will transition from a Board of Directors to the Auto Club Alumni Social Committee.
- There will no longer be any dues associated with Auto Club Alumni.

The Retirement Plans & Services team will remain the primary point of contact for any alumni items. However, the annual Alumni Dinner will be handled by the Auto Club Alumni Social Committee starting in 2025.

New RSVP process!

All RSVPs and payments are now online! The first luncheon planned for 2025 is the Knott's Berry Farm Hotel alumni lunch. You will no longer have to do the clip-and-mail RSVP forms.

You can find information about the luncheon and instructions on how

to register on the Auto Club Alumni website at <https://www.acalumni.net/>. See page 2 for details.

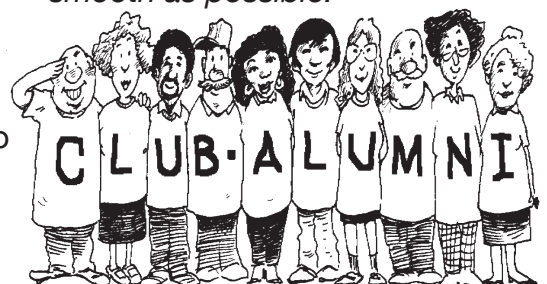
The following statement, edited for length, was made by **Kevin Weir, past ACAA President and current Auto Club Alumni webmaster:**

We, volunteers and ACE, are in a period of transition. The Club has generously offered to sponsor retiree events effective January 1, 2025.

Ultimately, there should be only nominal changes visible to retirees. Among those is elimination of 2025 dues!

Another change is the ability to reserve and pay for events online versus sending RSVPs and payments through the mail.

There is a lot of work behind the scenes to make this as smooth as possible.



auto club alumni changes, cont.

The words I associate with change are growth and patience as we implement the many moving parts. There will inevitably be hiccups, but we envision an essentially seamless transition. We continue to keep our website updated and our email is actively monitored. Please feel free to reach out at any time.

The Auto Club Alumni Social Committee can be reached via email at **ACAlumni@yahoo.com**.



WELCOME New Retirees

Steven Acosta, Claims Service Representative, Claims Quality Assurance, CA.

Mike Aguirre, IS Dev Ops Senior Engineer, Mainframe Services, CA.

Laurie Alejandro-Freeberg, Insurance Specialist 2, Redlands, CA.

Heide Ambray-Morales, Insurance Agency Sales Agent, P&C Agency Sales, CA.

Mary Andrews, Insurance Sales Agent, Chesterfield, ACO.

Nancy Bandela, MSC Membership Senior Specialist, Coppell, TX.

Kathryn Barada, Retention Supervisor, Member Retention Unit, Costa Mesa, CA.

Blaine Barter, Shipping & Receiving Specialist, Warehouse & Mailroom, Cove, NNE.

Mike Beirami, IS Dev Ops Engineer, Agile Services, CA.

Jaime Benito, IS Dev Ops Engineer, Insurance Systems Development, CA.

Leah Bernardo, Claims Processor, Casualty Claims, Long Beach, CA.

Betty Billings, Senior Travel Advisor, Grossmont, CA.

continued on next page

Where to Find Events, Information, RSVP Links, & More

The **Auto Club Alumni website** is your first point of contact. That's where you will find:

- Upcoming events
- The new RSVP site link
- Issues of *Rumble Sheet* newsletter (PDFs) for viewing/download
- Important dates, like annual benefits enrollment

Visit <https://www.acalumni.net/>

Your Auto Club Alumni contacts at **ACAlumni@yahoo.com**:

- Kevin Weir, Past President & Chair, Webmaster & Social Committee Volunteer
- Rod Chew, Treasurer, Social Committee Volunteer

RSVP Information for the Knott's Berry Farm Hotel Luncheon January 23, 2025

Visit the **Auto Club Alumni website** at www.acalumni.net and go to the Retiree Events/2025 Knott's Berry Farm Hotel page to access the "Details & Register" link.

What if you don't have the ability to pay online?

Simply contact your Auto Club Alumni Social Committee via email at **ACAlumni@yahoo.com**. They will work with you on an alternative process.



new retirees, continued

John Boyle, President & CEO of ACE, Office of the President, CA.

Almira Buerano, Clerk, PMG Support, Costa Mesa, CA.

Patricia Cagle, Insurance Specialist 1, Manhattan Beach, CA.

David Canavan, IS Dev Ops Engineer, Club Dev Ops, CA.

Peggy Champion, Administrative Assistant 2, Claims, San Diego, CA.

Cheryl Cleveland, Corporate Accounting Supervisor, Corp Disbursements, CA.

Stephen Cocker, Travel Product Specialist, Online Travel Sales and Services, CA.

Steve Cohen, Branch Supervisor, Burbank, CA.

Cassandra Curry, Administrative Assistant 2, Claims – MPR, CA.

Karen Dossman, Branch Member Specialist, Los Alamitos, CA.

Kim Drummer, Claims Service Representative 4, Claims – MPR, CA.

Candy Eckburg, Claims Service Representative 3, Casualty Claims, Long Beach, CA.

Virginia Evora, ERS Member Specialist, ERS Receiving, Long Beach, CA.

Brendan Farrell, IS Dev Ops Engineer, Agile Services, CA.

Kim Ferm, Actuarial Services Supervisor, Actuarial & Product Management, CA.

Cindy Freader, Travel Advisor Senior, Clairemont, CA.

Annette Gallahue, Direct Insurance Sales Agent, Chiefs, ACMO.

Elena Gallegos, Branch Member Senior Specialist, Downey, CA.

Dawn Dee Gallegos-Elliott, Claims Service Representative 3, Homeowners Claims, CA.

Margie Gengler, Branch Member Specialist, Anaheim Hills, CA.

Deborah Godliman, Administrative Assistant 2, Claims, Valencia, CA.

Feliks Goltsman, IS Technical Senior Specialist, Data Center Services, CA.

Russell Goza, Branch Member Specialist, Chesapeake, AAA Tidewater VA.

Traci Green, MSC Membership Associate, CA.

Clive Haddon, IS Dev Ops Engineer, Insurance Systems Development, CA.

Kenneth Hagemann, Claims Attorney 3, Claims Litigation – Burbank, CA.

Cindy Halasz, Underwriting Manager, Underwriting Management – TX.

Dave Hammes, Claims Service Representative 4, Homeowner Teams, ACMO.

Kelly Lee Handa, Branch Member Senior Specialist, Oceanside, CA.

Barbara Harris, Processing Specialist 2, Insurance Business Proc I, CA.

Jerri Harris, Advertising Sales Senior Specialist, Content Development, CA.

Nanette Hassler, Claims Service Representative 3, Casualty Claims – San Diego, CA.

Joan Henri, Underwriter Processor, Member Service Support Team, CA.

Judy Hermann, Insurance Sales Agent, Overland Park, ACMO.

Neil Horowitz, ERS Member Specialist, ERS Receiving, Long Beach, CA.

Dorothy Howard, ERS Dispatch Senior Specialist, ERS Dispatch, TX.

Pam Huggins, Claims Service Representative 3, Homeowner Teams – ACMO.

Shelly Hughes, Branch Member Specialist, Glendora, CA.

Mariana Ilie, Life Insurance Sales Agent, Region 5 Life, CA.

Yvonne Jackson, Operations Analyst, MSC-PMG, CA.

Brent Jackson, Operations Senior Analyst, ER Work Force Management, CA.

Eileen Jones, Insurance Sales Agent, Farmington, ACMO.

Tara Joswick, Branch Supervisor, Anaheim Hills, CA.

Shelley Jusko, Branch Member Specialist, Woodland Hills, CA.

Darrell Kelly, MSC Membership Specialist, MSC Travel & Membership, ACMO.

Yvonne Ketterman, Claims Service Representative 4, Claims Material Damage, ACMO.

Jacqueline King, PMG Insurance Senior Specialist, ISS, TX.

David Klisares, Group Manager, Member Product Management, CA.

Wayne Lam, IS Dev Ops Senior Engineer, Database Services, CA.

Phuong Le, Accounting Specialist 3, Premium Accounting, CA.

new retirees, continued

Mark Lee, Insurance Sales Agent, Birmingham, AL.

Kevin Lequire, IS Dev Ops Senior Engineer, Corporate Systems Development, TX.

Grace Lewin, Life Insurance Sales Agent, Region 1 Life Sales, TX.

Chuck Luan, Software Engineer, Internet Development, CA.

Tony Lum, Insurance Sales Agent, Round Rock, TX.

Danielle Madigan, Claims Service Representative 4, Claims Examination, CA.

Debra Maldonado, Senior Travel Advisor, Los Cerritos, CA.

Ken Malmuth, Claims Service Representative 4, Riverside, CA.

Dennis McAtee, Printing Specialist, Mail Dispatch, ACMO.

Brian McClendon, Insurance Sales Agent, Temecula, CA.

Laurie McKechnie, Claims Operations Specialist 2, ACE Claims Ops Services, CA.

Jim Means, ERS Operations Support Manager, Contract Station Relations, ACMO.

Kelly Meehleis, IS Dev Ops Engineer, Club Development Ops, CA.

Lynn Mendoza, Branch Member Specialist, Encinitas, CA.

Jerri Mitchell, Lead Counsel, Office of the General Counsel, CA.

Dianna Monteleone, Branch Member Specialist, Costa Mesa Harbor, CA.

Bart Moore, Branch Business Manager, AL.

Linda Morales, Insurance Specialist 2, Laguna Hills, CA.

Laurie Morman, Insurance Specialist 2, Tesson Ferry, ACMO.

Tina Moroney, Insurance Sales Assistant, Chesterfield, ACMO.

John Mozden, Insurance Specialist 2, Los Alamitos, CA.

Angie Murrietta, Driving Instructor, Driver Ed & Training, CA.

Sarathavy Na, Life Insurance Sales Agent, Region 1 Life, TX.

Vincent Nerey, Claims Unit Manager, Auto Physical Damage Claims, CA.

Tuyen Nguyen, Print Production Specialist 2, Print-Copy Center, CA.

Stephen Nichols, Automotive Services Investigator, ERS Special Investigations Unit, CA.

Frank Owen, Tow Service Driver, Fleet Ops, Bow, NNE.

Nancy Paik, Claims Specialist, Special Investigations Unit, CA.

Lori Pinder, Claims Service Representative 3, Claims Subrogation, TX

Pita Ploussard, Branch Member Specialist, Temecula, CA.

Marie Preisser, Travel Advisor Senior, Las Cruces, NM.

Nikki Rahimi, Life Insurance Sales Agent, Region 2 Life, TX.

Terry Raymond, ERS Member Senior Specialist, ERS Receiving, Long Beach, CA.

John Rempert, Claims Service Representative 4, Casualty Claims, San Diego, CA.

Linda Richardson, Vehicle Registration Specialist 2, DMV Control Cashier, CA.

Mathew Salehi, Claims Service Representative 3, Claims Auto Physical Damage, CA.

Amos Sanders, Life Insurance Sales Agent Trainee I, ACMO.

Helen Scales, Call Center Supervisor, PMG ISS, ACMO.

Bill Schatzman, Software Engineer Senior, Internet Development, CA.

Pamela Serna, Claims Service Representative 3, Claims, Riverside, CA.

Mark Sisson, Insurance Regional Manager, Sales Operations, EC.

Lisa Smith, Underwriting Lead Analyst, Underwriting Management, ACMO.

BethAnne Smith, Program Manager, Brand & Financial Services Marketing, CA.

Ginny Sparks, Membership Supervisor, Membership Management, CA.

Lisa Spencer, Senior Auditor, Claims Internal Fraud, CA.

Curtis Spencer, Branch Manager 3, Region 3, CA.

Jan Stanford, Executive Administrative Assistant, Office of the CEO, CA.

Evelyn Stevens Nunez, Insurance Specialist 1, Palm Springs, CA.

Al Stocker, ERS Dispatch Senior Specialist, ERS Dispatch, ACMO.

Ruth Swanigan, PMG Insurance Associate, Claims, CA.

Marlana Telles, Senior Travel Advisor, Anaheim Hills, CA.

John Temperato, Claims Service Representative 4, Homeowner Teams, ACMO.

David Thorn, Claims Service Representative 3, Homeowner Teams, ACMO.

new retirees, continued

John Vidovich, Risk Management Specialist, Enterprise Risk Management, CA.

Maichau Vo, Claims Processor, MPR Claims, CA.

Jeanne Vranes, Underwriter 2, Underwriting Region 4 & 5, CA.

Christopher Wachtel, IS Dev Ops Engineer, Corporate Systems Development, TX.

Mary Weddle, Claims Unit Manager, Auto Physical Damage Claims, CA.

Deb Wiederhold, Claims Operations Group Manager, NNE Claims, ME.

Gina Witt, Claims Service Representative 3, Mobile Claims Unit, CA.

Pamela Yamane, IS Dev Ops Engineer, Insurance Systems Development, CA.

Leslie Yap, Editorial Manager, Content Development Administration, CA.

Lisa Young, Human Resources Lead Consultant, Retirement Services, CA.

Christine Young, Membership Specialist 3, Membership Control, TX.

Paul Zieke, Copy Editor, Content Development Administration, CA.

Focus on Membership

Download the Auto Club App!

Want to access your AAA Membership services quickly and on the go? There's an app for that!

Welcome to our **Auto Club App**! From ordering roadside assistance to locating the cheapest gas stations, our Auto Club Mobile App makes finding services easy.

What kind of services?

- **Digital Membership card and proof of insurance card.** The Auto Club App connects you to your digital Membership card for roadside assistance, discounts, and other services where you need to validate your membership, as well as your proof of insurance if you have insurance through us. You can also add your cards to your digital wallet for easy retrieval.
- **Request Roadside Assistance.** If you lock your keys in your car, get a flat tire, need a jumpstart, or break down, we can help, even if it's not your car.² You can also access AAA Mobile Battery Service³ and other great member perks right from the Auto Club App.
- **Keep up with your AAA account.** Get alerts for upcoming AAA Membership or insurance bills. You can also make payments in the app.



- **Access trip tools.** Find nearby AAA member discounts on purchases, dining, and more. Search for the lowest gas prices near you, as well as the nearest EV charging stations. Locate AAA branches and plan your next trip with our TripTik® Travel Planner.

Find out more!

Visit the Auto Club App site at www.AAA.com/automotive/driver-resources/auto-club-app to learn about Auto Club App functions and look up some frequently asked questions. You can also watch some short videos introducing you to the Auto Club App and how to use it.

Ready to get the Auto Club App?

Text **APP10 to 86792** and you'll receive a link to download the app.¹

Obituaries

Claudia Andrews, Senior Travel Agent, Fort Worth, TX. 15 years of service. 11/27/23.

Ron Barclay, PMG Insurance Associate, CA. 5 years of service. 1/26/24.

William "Bill" Bertrand, MSC Membership Associate, Austin/San Antonio North, TX. 19 years of service. 6/14/24.

Lula Body, Branch Specialist 2, Century City, CA. 12 years of service. 10/9/24.

Margaret Brewer, Branch Operations, Auburn, CA. 14 years of service. 8/6/24.

Kay Briski, Retail Service Specialist, Ventura, CA. 16 years of service. 7/13/24.

Henry Buchler, Supervisor, Insurance Claims, CA. 25 years of service. 9/26/24.

William "Bill" Burger, Sales Agent, Hemet, CA. 35 years of service. 5/10/24.

Virginia "Gyni" Busch, Member Specialist, Laguna Hills, CA. 42 years of service. 4/24/24.

Sandra Lee Carbo, Senior Insurance Specialist 3, Lancaster, CA. 10 years of service. 4/7/24.

Nancy Chandler, Branch Supervisor, La Quinta, CA. 39 years of service. 4/8/24.

William "Bill" Clifford, Business Development Manager, Houston, TX. 12 years of service. 5/6/24.

Marcia Crutsinger, Senior Insurance Representative, Tustin, CA. 19 years of service. 9/4/24.

Brenda Dacus, ERS Senior Dispatch Specialist, ERS Dispatch, Coppell, TX. 35 years

of service. 7/16/24.

Earlyne Davis, Customer Service Representative, Irving, TX. 32 years of service. 6/1/24.

Laura Devito, Operations Administrator, ERS Receiving & Dispatch Management, Burbank, CA. 34 years of service. 4/15/24.

Leslie Doll, Senior Business Analyst, Administrative Offices, Costa Mesa, CA. 32 years of Service. 9/12/24.

Le Ora Douglas, Encore Admin, Enterprise Risk Management, CA. 2/9/24.

Elizabeth Downey, Service Representative, Lancaster, CA. 20 years of service. 4/23/24.

Joyce Epstein, CA. 25 years of service. 3/23/24.

Chris Federspiel, MSC Membership Specialist, MSC Travel & Membership, ACO. 49 years of service. 2/23/24.

Robert Finley, Senior Programmer Analyst, CA. 11 years of service. 1/4/24.

Joann Franke, ERS Member Specialist, Irving, TX. 18 years of service. 7/10/24.

Frederick Freese, Life Sales Manager Trainee, CA. 19 years of service. 7/8/24.

Sally Fry, Senior Adjuster, Claims, Northridge, CA. 18 years of service. 9/10/24.

Kenneth Green, CA. 25 years of service. 5/10/24.

Deborah Guerra, General Accountant, Corporate Accounting, CA. 18 years of service. 9/27/24.

Kay Gunion, Data Entry Associate, OPR Icon Entry, CA. 18 years of service. 7/17/24.

Thomas Harrison, Retail Service Specialist, Grossmont, CA. 38 years of service. 2/8/24.

Jana Haydon, Underwriter 2, Underwriting Audits, ACO. 13 years of service. 8/10/24.

David Keller, Group Director, Marketing, ACO. 5 years of service. 2/3/24.

Margaret Kemp, Retail Service Specialist, Bishop, CA. 25 years of service. 10/7/24.

John Knipschild, Anaheim Hills, CA. 17 years of service. 2/11/24.

Patty Knudsen, South Portland, NNE. 22 years of service. 5/27/24.

Lita Lafrades, IS Dev Ops Engineer, IT/IS, Administrative Offices, Costa Mesa, CA. 26 years of service. 7/16/24.

Larry Laufman, Diagnostics Technician 4, Air Quality/Auto Safety, CA. 22 years of service. 5/28/24.

Earle Lawrence, Claims Service Representative, Perris, CA. 22 years of service. 9/7/24.

Carleen Lopez, Senior Trainer, ET&D, Coppell, TX. 21 years of service. 7/23/24.

Rosita Lugo, General Clerk, Sales, Alhambra, CA. 27 years of service. 7/8/24.

Vicky Magas, ERS Payments, Branson, ACO. 16 years of service. 3/10/24.

Mohan Manchanda, Shipping & Receiving Coordinator, Warehouse, ACO. 50 years of service. 5/1/24.

William Mannion, CA. 10 years of service. 7/26/24.

Johnny Mora, Life Agent 3, Region 3 Life Sales, CA. 10 years of service. 4/22/24.

obituaries, continued

Adeline Osborne, Insurance Claims, St. Louis, ACO. 9 years of service. 2/19/24.

Patricia Parejko, Sales Agent, Burbank, CA. 32 years of service. 5/7/24.

Linda Paul, Member Specialist, Corona/El Camino, CA. 12 years of service. 7/16/24.

Dorothy Peterson, Claims Adjuster, Lancaster, CA. 29 years of service. 9/1/24.

Larry Potter, Manager, Corporate Cashiering. 29 years of service. 2/12/24.

Priscilla Read, Travel Agent, Concord, NNE. 19 years of service. 3/7/22.

Danielle Roberts, Approved Accommodations Representative, Approved Accommodations, CA. 34 years of service. 10/27/23.

Linda Romer, MSC Senior Membership Associate, Houston Copperfield, TX. 28 years of service. 5/1/24.

Hilda Root, Claims Secretary 2, West Valley, CA. 10 years of service. 6/16/24.

Robert Ruelle, Claims Representative 3, Burbank, CA. 29 years of service. 10/22/24.

Edward Sanchez, Insurance Sales Agent, Anaheim Hills, CA. 14 years of service. 8/19/24.

JoAnn Shaffer, Sales Agent, Blue Springs, ACO. 18 years of service. 10/6/24.

Lorraine Tivin, Administrative Assistant 2, Casualty Claims, Los Angeles, CA. 19 years of service. 9/2/24.

Peggy Warwick, District Office Representative, Administrative Offices, Costa Mesa, CA. 20 years of service. 5/13/24.

Cheryl Watkins, Encore & Branch Supervisor, Bakersfield, CA. 38 years of service. 7/3/24.

Robert Wigginton, Sales Representative, Chino, CA. 36 years of service. 9/17/24.

Lilly Woodward, Retail Service Specialist, Clairemont, CA. 30 years of service. 7/11/24.

Judith Young, Senior Service Representative, Anaheim, CA. 27 years of service. 5/10/24.

John Zaitz, Branch Supervisor, Murietta, CA. 45 years of service. 5/20/24.

2025 Retiree Events

- January 23 – Knott's Berry Farm Hotel Luncheon, Buena Park, CA
- April 24 – Los Coyotes Country Club Luncheon, Buena Park, CA
- July Event – TBA
- October Event – TBA

Visit the Auto Club Alumni website at www.acalumni.net for upcoming events, and RSVP links.

auto club app, cont. from page 5

¹Available for iPhone® and Android™ smartphones. Message, data and roaming rates may apply. Mobile text messages are intended for subscribers over the age of 18 and are delivered via USA short code 86792. For help email support@aaa-calif.com, or call 1-800-222-8794. See [terms and conditions](#), and our [privacy notice](#). The number of messages received will depend on the frequency of your use of the Auto Club App Program. You may stop mobile subscriptions at any time by messaging STOP to short code 86792. If you text STOP we will send a single confirmation text. Must be a current member of AAA to use certain features.

²Each member is allowed up to 4 Roadside Assistance calls per membership year at no extra charge, subject to mileage limits. After that, a service charge applies. Service is generally provided by independent service providers and is limited to the U.S. and Canada. Certain conditions and limitations apply.

See the [member guide](#) for more information.

³AAA Mobile Battery Service is part of Roadside Assistance for AAA members, generally provided by independent service providers, and is only available in select areas during select hours. Batteries and battery warranties are provided by independent suppliers. Batteries are available for most makes and models. Battery prices vary depending on vehicle make and model. Warranty valid in the United States and Canada. Copies of the warranties are available for inspection from the technician at any time upon request. Membership Roadside Assistance terms and conditions apply to mobile AAA Battery Service. See the [member guide](#) for details. The battery test and replacement service count as 1 of the member's 4 allowable service calls per membership year.

⁴Electronic proof of insurance may not be valid as proof in all states. Please keep your hard copy version on hand. Must be a current AAA member and insured through AAA to use this feature.

⁵Although AAA strives to obtain as many station prices as possible, it does not guarantee that it will receive a price for every station every day. AAA does not guarantee the accuracy of these prices as they can change at a moment's notice. Therefore, there may be a station which is not reported, but does have a lower price.

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

2024 Auto Club Alumni Contacts

COMMITTEE VOLUNTEER OFFICERS

Ree Johnson, President
Andrew Atherton, 1st Vice President
Starlet Blanchette, 2nd Vice President
Cerline Smith, Secretary
Rod Chew, Treasurer

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Laurie Breaul	Lori Strutman
Ladda Duran	Vickie Sudberry
Mike Powell	Kim Wagner

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Kathy Klute-Nelson

ACAA WEBSITE WEBMASTER

Kevin Weir

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RetirementServices@ace.aaa.com

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ACAlumni@yahoo.com
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