



A mail-out sorting work area in the Los Angeles Headquarters building sometime around 1938.

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**Rumble Sheet** newsletter | Published for Auto Club retirees & members of the Auto Club Alumni Association | 3rd Quarter 2023

## News

Last chance to RSVP for the October Auto Club Annual Alumni Dinner at the remodeled AO Cafe

Important dates

Welcome New Retirees

... and more!



## Casino Royale Reminder

The Auto Club Annual Alumni Dinner will be held for the first time at the remodeled AO Cafeteria in Costa Mesa, CA

### Last Call & Addendum

If you want to attend the October Alumni Dinner, act now and send in your RSVP (below).

Addendum: The **Ayers Hotel Costa Mesa** has rooms that can be reserved for retirees attending the October Alumni Dinner – but act quickly to book them. The hotel reservation cut-off date is September 23, 2023. Room rates are \$144/\$154 single/double occupancy. Book using group name **AAA Corporate Group #15135**. Book online at:

<https://costamesagroups.ayreshotels.com/?coupon=15135>

### Ayres Hotel Costa Mesa/Newport Beach

325 Bristol Street, Costa Mesa, CA 92626

714-549-0300 / 800-322-9992

### Annual Benefits Enrollment is Coming!

**Dates: October 23 – November 11, 2023.**

Look for direct communication from the Benefits department via US Mail closer to the start date.

## Auto Club Annual Alumni Dinner October 14, 2023, at the AO Cafe in Costa Mesa

Clip and mail to ACSC RETIREMENT PLANS & SERVICES, M/S A162  
3333 FAIRVIEW RD, COSTA MESA, CA 92626 / email [RetirementServices@ace.aaa.com](mailto:RetirementServices@ace.aaa.com)

**Reservations must be received by Friday, September 29, 2023.**

# rsvp

Alumnus Name \_\_\_\_\_

Guest Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

Favorite Song \_\_\_\_\_

**Meal selection:** Latin Buffet with vegetarian options.

# WELCOME New Retirees

Debra Ballard, Claims Attorney III, Claims Legal, Riverside, CA. 28 years of service.

Eric Brandt, Claims Automotive Team Manager, DAC Carson, CA. 27 years of service.

David Bronder, Claims Team Manager, ER Auto Claims, San Diego, CA. 16 years of service.

Marcia Byers, Claims Service Representative IV, Casualty Claims, Valencia, CA. 22 years of service.

Peggy Clark, Call Center Team Manager, ERS Receiving, Coppell, TX. 44 years of service.

Melody Coleman, Insurance Specialist II, Irvine, CA. 18 years of service.

Vicki Collier, Insurance Sales Agent, Santa Clarita/Valencia, CA. 10 years of service.

John Conroy, Underwriter II, Underwriting Audits, Costa Mesa, CA. 21 years of service.

Fernando Covarrubias, Underwriter III, Underwriting Regions 1, 2 & 3, Costa Mesa, CA. 32 years of service.

Sammy Dekeyan, Claims Unit Manager, Auto Claims Early Response, CA. 28 years of service.

Alan DeMendoza, Diagnostic Technician, Smog Center, Costa Mesa, CA. 22 years of service.

Mitch Dixon, Claims Service Representative III, Homeowner Claims, CA. 27 years of service.

Manny Dominguez, Supervising Attorney, Claims Legal, Riverside, CA. 28 years of service.

Bob Donnelly, Battery Service Technician, Fleet Operations, Scarborough, ME. 11 years of service.

Ladda Duran, IS Dev Ops Engineer, Corporate Systems Development, CA. 19 years of service.

David Engler, Claims Automotive Team Manager, EC/PA Claims Operations. 14 years of service.

Gemma Fata, MSC Membership Specialist, MSC Membership, Costa Mesa, CA. 35 years of service.

Ellen Fogg, Senior Travel Advisor, Auburn. 46 years of service.

Jackie Fong, Life Insurance Sales Agent, Region 3 Life Sales, CA. 22 years of service.

Debbie Forton, Program Management Analyst I, IS Member Product Management, Administrative Offices, CA. 41 years of service.

Beth Franklin, Regional Manager, Office of Branch Operations, AL. 11 years of service.

Clarence Frazier, Claims Service Representative IV, Casualty Claims, Diamond Bar, CA. 15 years of service.

John Garrett, IS Technical Associate Specialist, Data Center Services, St. Louis, MO. 23 years of service.

Suzy Gatlin, Member Service Specialist – TX/NM/MO, Amarillo, TX. 18 years of service.

Edwin Guerrero, Accounting Specialist III, Travel Accounting, Administrative Offices, CA. 14 years of service.

Sheila Hale, Travel Agency Manager, Virginia Beach, VA. 18 years of service.

Jerri Hall, Branch & Insurance Specialist, Huntsville, AL. 35 years of service.

Monica Jacob, Vehicle Registration Specialist II, DMV Control Cashier, Los Angeles Headquarters, CA. 39 years of service.

Michael Johnson, Senior Vice President, Member Services, Administrative Offices, CA. 22 years of service.

Bill Kientzy, IS Technical Associate Specialist, Data Service Center, St. Louis, MO. 19 years of service.

Robert Laird, Life Insurance Sales Agent, Region 5 Life Sales, CA. 15 years of service.

Jonlyn Langford, Insurance Specialist III, Los Cerritos, CA. 27 years of service.

Jim Lau, Automotive Services Specialist, Car Buying & Pricing, CA. 13 years of service.

Ed Lum, IS Dev Ops Engineer, Provisioning Services, Administrative Offices, CA. 13 years of service.

Yolanda Lytle-Sampson, Branch Member Specialist, Inglewood, CA. 27 years of service.

Carol Martin, Claims Service Representative II, ER Claims, Costa Mesa, CA. 12 years of service.

Becky Martinez, Supervisor, Procurement, Administrative Offices, CA. 36 years of service.

Ruth Myers, ERS Member Specialist, ERS Receiving, Long Beach, CA. 27 years of service.

Wally Ogunnupe, Insurance Specialist II, Shreveport, LA. 10 years of service.

Debbie Polsinelli, IS Dev Ops Associate Engineer, Club Systems Development, Administrative Offices, CA. 38 years of service.

Belinda Ramirez, Executive Administrative Assistant, Office of the CEO, Administrative Offices, CA. 54 years of service.

Diane Ribustello, Claims Processor, Casualty Claims, Administrative Offices, CA. 18 years of service.

Lynn Richardson, Call Center Employee Support Supervisor, ERS R&D Management, St. Louis, MO. 20 years of service.

Claudia Rodriguez, Vice President, Insurance Claims Operations, Administrative Offices, CA. 37 years of service.

Rosalba Rodriguez, Financial Analyst IV, ERS Administration, Administrative Offices, CA. 26 years of service.

Joyce Rowe, ERS Member Specialist, ERS Receiving, Portland, ME. 15 years of service.

Linda Ruiz, Travel Product Specialist, Travel Product Development, Administrative Offices, CA. 37 years of service.

Celeste Salcedo, Claims Service Representative III, Mobile Claims Unit, CA. 45 years of service.

Arnold Sampang, IS Dev Ops Senior Engineer, Club Systems Development, Administrative Offices, CA. 23 years of service.

Wayne Schoonmaker, Operations Analyst, ERS Work Force Management, CA. 20 years of service.

Marianna Shaverdian, Life Insurance Sales Agent, Region 2 Life Sales, CA. 17 years of service.

Earlean Smith, Operations Analyst, IT Finance & Management, Administrative Offices, CA. 44 years of service.

Eric Streton, Claims Automotive Team Manager, Claims – MPR, Administrative Offices, CA. 41 years of service.

Craig Sugawara, Claims Unit Manager, Claims – TX Administration, Coppell, TX. 43 years of service.

Alvin Sum, IS Dev Ops Engineer, Club Systems Development, Administrative Offices, CA. 47 years of service.

Bill Sutherland, Automotive Technician A, Car Care Center, Williamsburg, VA. 17 years of service.

David Tatum, IS Dev Ops Engineer, Database Services, Administrative Offices, CA. 26 years of service.

Sheryl Trench, Call Center Employee Support Supervisor, ERS R & D Management, Long Beach, CA. 34 years of service.

Kris Turner, Insurance Sales Agent, Independence, MO. 14 years of service.

Sue Turner, ERS Dispatch Senior Specialist, ERS Dispatch, Coppell, TX. 20 years of service.

Lance Weaver, Enterprise Application Group Manager, IS Services & Delivery Management, Administrative Offices, CA. 18 years of service.

Cheryl Zapata, Communications Specialist, Insurance Communications – CA, Administrative Offices, CA. 29 years of service.

Zeke Zekiel, MSC Membership Associate, MSC Tidewater, Virginia Beach, VA. 28 years of service.

Pam Zurweller, Member Specialist II, Ballwin, MO. 20 years of service.

# Obituaries

Lawrence "Larry" Bliley, Branch Office Supervisor, Torrance, CA. Retired January 1, 2007, with 35 years of service. July 19, 2023.

Michael Bortnowsky, Supervisor, Computer Systems – IS Data Processing, Los Angeles, CA. Retired December 1, 1990, with 28 years of service. August 25, 2023.

Patricia "Patty" Cano, Processing Specialist II, Return Mail Processing, TX. Retired February 1, 2018, with 20 years of service. June 15, 2023.

Mercy Cinco, Senior Processing Specialist, Document Verification, Administrative Offices, CA. Retired January 1, 2012, with 18 years of service. July 2, 2023.

Bobbie Cleveland, Executive Secretary, Office of Insurance Claims Vice President, Administrative Offices, CA. Retired January 1, 2011, with 46 years of service. August 14, 2023.

Vincent Corso, Production Manager, Westways Magazine, Member Publications, Administrative Offices, CA. Retired January 1, 1996, with 14 years of service. August 26, 2023.

Stanley "Stan" Davis, Retail Service Specialist, Anaheim, CA. Retired January 1, 2005, with 38 years of service. May 5, 2023.

David Dempsey, Claims Service Representative, Special Investigations Unit, Administrative Offices, CA. Retired March 1, 2012, with 11 years of service. July 27, 2023.

Audrey Donnell, Claims Member Specialist, Long Beach, CA. Retired July 1, 1999, with 32 years of service. May 5, 2023.

Eugene Elliott, Insurance Senior Specialist, Policy Management Group, Administrative Offices, CA. Retired May 1, 2006, with 17 years of service. August 10, 2023.

Adriane Falconer, Retail Service Specialist, Thousand Oaks, CA. Retired May 1, 2006, with 32 years of service. May 20, 2023.

Joyce Ann Fisher, Senior Customer Service Processing Specialist, Administrative Offices, CA. Retired January 1, 2006, with 37 years of service. April 30, 2023.

Linda Foust, Retail Service Specialist, Visalia, CA. Retired January 1, 2006, with 35 years of service. June 3, 2023.

Jesus "Chuy" Gonzalez, Senior Operations Analyst, Data Center Operations, Administrative Offices, CA. Retired August 1, 1995, with 36 years of service. May 31, 2023.

Joan Groff, MSC Service Specialist, Insurance Services, Administrative Offices, CA. Retired March 1, 1997, with 14 years of service. May 15, 2023.

Douglas "Doug" Grube, Life Sales Agent III, Murrieta, CA. Retired February 20, 2020, with 13 years of service. June 1, 2023.

Glenna Hart, Senior Processing Clerk, Corporate Cashiering & Payment Control, Administrative Offices, CA. Retired January 1, 1998, with 16 years of service. April 21, 2023.

Anne Hawkins, Field Claims Secretary, Insurance Claims, CA. Retired August 1, 1994, with 20 years of service. August 6, 2023.

Charles Herd, Claims Service Representative, Auto Physical Damage, CA. Retired April 30, 2014, with 38 years of service. August 16, 2023.

Warren Javier, Senior Dispatch Specialist, ERS Burbank, CA. Retired June 22, 2018, with 37 years of service. May 8, 2023.

Ralph Lee, Encore Professional – ERS Systems & Communications, CA. Retired July 1, 2011, with 10 years of service. June 23, 2023.

Doris McArthur, Branch Operations Service Specialist, Arcadia, CA. Retired March 1, 2010, with 32 years of service. July 2, 2023.

Harold C. Mills, Treasurer, Office of Finance, Automobile Club of Southern California. Retired October 1, 1996, with 11 years of service. July 22, 2023.

Stephanie Morningstar, Branch Member Specialist, San Marcos, CA. Retired August 16, 2023, with 19 years of service. August 16, 2023.

Spencer Rice, Claims Representative II, Long Beach, CA. Retired July 1, 2004, with 35 years of service. August 15, 2023.

Sandra Smith, Dispatching Operator & Customer Service Representative, Burbank Receiving & Dispatch, CA. Retired November 1, 2023, with 11 years of service. April 25, 2023.

Viola Towle, Insurance Services Specialist, Policy Management Center Communications, CA. Retired July 1, 1988, with 32 years of service. July 27, 2023.

Victor Turville, Branch Supervisor, West Los Angeles, CA. Retired February 1, 1995, with 23 years of service. June 24, 2023.

Deborah Wilson, Insurance Specialist II, Glendora, CA. Retired May 16, 2013, with 18 years of service. June 25, 2023.

## Harold C. Mills

Harold "Hal" Mills, who passed on July 22, 2023, served as Treasurer for the Automobile Club of Southern California. He was elected to the office in October 1986, where he served until his retirement in October 1996.

Prior to joining the Auto Club, Hal was a vice president at the Irvine Company, and before that, a corporate controller at GSC/Six Flags Corporation. He was a Certified Public Accountant (CPA) whose background included 13 years with Price Waterhouse, a public accounting firm now known as Pricewaterhouse Coopers (PwC).

Hal wrote the following for *Clubways* employee newsletter in 1996: "It's just been a great 10 years overall. The Auto Club has been the best employer I've had in 27 years as an executive. I am proud of my contributions to the improved financial management of the organization. Many thanks to all on my staff who have helped me achieve this goal!" One of those staff members was John Boyle, ACE's current President & CEO.



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 **People Service Center**  
**866-842-4222**

### If you:

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

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

### If you:

- Are age 65 and over or  
Medicare-eligible

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

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