

Members Speak Out

■ **The Club's Claims department draws praise from members who have Club insurance. You should consider the Club's plans for your insurance needs, too.**

"The service is excellent. Everyone is very friendly and your service is prompt and efficient. Thank you for all your help."
— **Nancy W. Wang**

"The service is exceptional ... I'm impressed. Cecelia Camacho understood the sorrow I was going through and still kept issues at hand in perspective. She is very professional and is an asset to your company."
— **Gwendolyn McGee-Beale**

"I evaluate your service as excellent. I really wish that everyone's service was as well-run as yours. Thank you. You didn't hassle me, and you work quickly. I am an older woman who does not always have transportation and you helped me during a difficult time."
— **Jovita Perez**

"Your service was very good and efficient; you are reliable and courteous. You responded right away when I called. I got a result after I submitted the necessary documents in a very short time. Thank you."
— **Lourdes C. Ancheta**

"Your service is excellent. You have kind and courteous representatives; they explained what and why and then make suggestions."
— **Maria V. Roganvilla-Sayoto**

"Service was great and considerate. You were thorough in explaining to us all we had to do. You were considerate and extended the hand of sympathy and understanding to my sister and me."
— **Bravura L. McGee**

"The people were very prompt. They answered any question at a very trying time. Things were done for me without my even knowing that they needed to be done. I had no idea who held what policies but you took care of everything. Thank you."
— **Sandra Manhart**

"After my husband's passing it has been difficult, but your services were very timely, professional and complete. The LACEA representatives were very knowledgeable and kind. Thank you! I believe I received such service because of the upfront commitment to adequate training and reinforcement of positive behavior."
— **Virtie V. Whitson**



"The Club service is excellent. All the representatives from the Club that I spoke to, including Ms. Camacho, were all very professional, courteous and sympathetic to my loss, of which I really appreciated. Also my claim was paid promptly."
— **Adeline Grant**

"Good service! Good service, because the service was there when I needed it. Your service took care of my daughter in a very professional manner, beside the money, which does not solve the problem of bringing my daughter back. I am grateful for everything you did to help me and my family. Thank you very much Mrs. Camacho, you will always be in my heart for your help!!"
— **Derral T. Franklin**

WRITE TO US TODAY!


Send your letters by email to talkback@cityemployeesclub.com or conventionally:

**The Club, World Trade Center,
350 S. Figueroa St., Suite 700,
Los Angeles, CA 90071**

Top Three Reasons

We are **Your Downtown Dentist...**



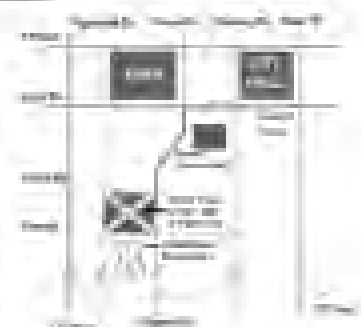
1. We are Your Preferred DELTA Provider
2. Convenient location at the World Trade Center
2 Minutes from City Hall - Take Dash A directly to WTC
3. Great benefits for  Members
25% savings on
Cosmetic, Braces, Implants, BriteSmile Teeth Whitening

(213) 488-0174
8am-4pm M-Th. 8am-12:00 Fri, Sat. by appt.

Dr. James C. Feng is a UCLA Graduate. He offers Music Headphones, Nitrous Oxide and Sedation to ensure your comfort.

- General Dentistry
- Fillings, Crowns and Bridges
- Root Canal Therapy
- Dentures, Dental Implants
- Teeth Cleaning covered 100%
- Sedation Dentistry for Phobias

World Trade Center,
Los Angeles
350 S. Figueroa St.
Suite 551
(additional parking)



*The quality of care we provide predates us from occupying the 19th location of your dental benefits check. 25% saving on Implants, Braces, Whitening do apply to all City Employees Club Members.