

THE CLUB

Club Says Goodbye to the Ticket Guy

Navin Cotton is moving on to other opportunities.

"This will be the first time I haven't been around the City since 1995, when my first job was with Rec and Parks at the Harvard Park Swimming Pool," said the Club's Ticket Guy, Navin Cotton, about his leaving his Club employment for other opportunities.

Cotton, the Club's Director of Retail Sales and Operations and the Club Store's most recognizable personality, left the Club March 12 to pursue other opportunities.

Cotton joined the Club in 1999, splitting his time in the claims department and selling tickets with the Club's famous discount and no-surcharge policy.

But soon the Club Store's growing demands pulled his attention there full-time. "Back in October 2002," he remembers, "the Club Store was processing about 10 orders a month. By May 2003, we were processing 100 orders a month. Now, as I leave, we're processing 1,000 orders a month."

"With Navin's great assistance, our Club Store has been a huge hit," said Club CEO John Hawkins. "We're grateful for his service to Club Members."

During Ticket Guy's tenure, and in concert with Club leadership, including Club CEO John Hawkins, Club Director of Operations Robert Larios, Club CFO Brian Trent and the Club



Navin Cotton.

Board, the Club Store portion of the operation has created several firsts. Among them:

- The Club Store is the first to offer online ordering for City products and offers, for City Employees;
- The Club Store was the first to offer officially licensed City apparel, with an official license from the City;
- The Club Store was the first to offer e-ticketing solutions with Club discounts to City Employees; and
- The Club Store was the first for City Employees to feature a freestanding retail location.

"The Club Store will continue to be a success, definitely," Ticket Guy said. "With the retail location and its visibility, and lots of great new merchandise and gifts, the Club Store is going to continue to thrive."

"I'm going to miss a lot of people – the Club staff, the Members, and a lot of people in the City," he said. "It's been a great experience."

For now, the Club Store is being managed by CEO John Hawkins, Director of Operations Robert Larios, and Merchandise and Club Store Assistant Manager Rachael Brecher.

Please join the Club in giving a big round of applause to Navin Cotton, and wishing him great success in his future endeavors.

REST INSURED



BY JEFF GELINEAU

Vice President of United Agencies,
The Club's Auto and Home Insurance Partner



Do You Need Gap Insurance?

The moment you drive a new car off the lot, its value plummets, sometimes as high as 30 percent! The used-car market is not what it used to be. With a few exceptions, a car that you paid \$30,000 for six months ago might easily be worth less than \$20,000. If you have a loan or a lease on your car, then you are probably "upside down" for the first few years of the term, meaning the car is not worth as much as you owe on it.

What happens if you get in an accident? The insurance company is obligated to pay you only for the "current value" of the vehicle. While that sounds reasonable, the bank still wants the full value of what is left on the loan.

A recent example in our office looked like this:

Our customer purchased a Honda Civic a little more than a year ago. As she had put "\$0 down" on the car, her loan balance remained \$16,000. The car was totaled in an accident, and the insurance company determined that it was worth only \$13,000. Our customer was "short" \$3,000 on the difference between her loan and the value of her car.

That's why you need gap insurance!

As the name implies, gap insurance covers what traditional car insurance doesn't. In other words, it closes the gap between what your auto insurance company pays if your car is stolen or totaled and what you owe the finance company. Gap coverage is a very inexpensive endorsement that can be added to most automobile policies to provide this valuable coverage.

"Even though gap insurance is important for people who buy cars, it is essential for those who lease," says Mary Butler, senior editor of cars.com. "Gap insurance basically originated with leasing."

The upside-down nature of a typical lease is even more common than a purchase situation because the lessee usually has no trade-in and usually puts little or nothing down. Similar to a purchase, if the car is a total loss, you owe the difference between what you have paid and what you owe on the balance of the lease.

That's why gap insurance is a must for many drivers. In fact, gap insurance is usually mandated by lease contracts or included within them. If a gap policy is required but not included in your contract, you should make sure you add it to your auto insurance coverage. If gap coverage is included in the car lease, check

to see how much is offered and how much you're going to be paying for it. (In some cases, lease contracts may include what is known as a gap waiver, which protects you from gap charges in the event that the leased vehicle is declared a total loss — eliminating the need for a gap policy.)

Here are a few things to keep in mind when buying gap insurance:

- Although most people purchase it when a lease is initiated, some car insurance companies will sell you a gap policy any time during the lease term.
- You must be in compliance with all terms of the lease.
- Your gap insurance policy may not be honored if you don't have collision and comprehensive insurance coverage. Further, you may not be able to get the coverage if you are financing a used vehicle.

Many policies now provide gap insurance automatically, or we can quote you with one that does.

Feel free to call our agency if you have any questions about gap Coverage, or would like an auto insurance quote. Call us if you would like to get a quote for your home or boat through us also, or would like a question answered on any type of insurance.

United Agencies is the Club's Partner in helping members with their home and auto insurance and related products. We specialize in creating personal relationships with our customers, and serving their needs in a prompt, efficient and friendly manner.

Call our office today at (888) 801-5522. United Agencies Burbank. (CA License # 0252636.)

Check out the City Employees Club page on the United Agencies Website at: www.unitedagencies.com/cityclub

This Website lists the upcoming visits we'll be making to City Department meetings where you can ask us any question in person, and get an instant quote!

Have a question? Is there something about insurance that you've always wanted to know, but were too ashamed to ask? Maybe something that you've just always been curious about? Feel free to send me an email at jgelineau@unitedagencies.com, and I will try to answer your question in one of our monthly columns.

Be safe and have fun!

Call United Agencies Burbank today at (888) 801-5522.

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