

Tell us what you think! talkback@cityemployeesclub.com

Letters to the Editor

LETTER OF THE MONTH

Meanwhile, There's Fun on The Club's Facebook Page



Here's an exchange recently posted on the Club's Facebook page. (You haven't "Liked" us yet? Feel free!)

I love it! Being a Club Member, I'll never ever again pay those outrageous high prices for movie and theme park tickets! It's the best club I've been in, and I'm a huge fan!

The staff, they are the nicest bunch of gals – it's always service with a genuine smile!

– **Monica Gabaldon,**
Club Member

Thanks, Monica! We hate to see you pay full price! At the Club, we are always in search of new ways to help our Members save more money so they can spend more time with their families and friends!

To which Monica replied:

OMG, wow! The Club really takes it that extra mile, don't they? They answer your messages! I love these guys. Oh, and gals!

Here's to Arlene and Great Club Service

Hi Arlene, thanks so much for all your help. I really do appreciate you and the effort you put into meeting the needs of the Club Members. The Club is like Chick-fil-A ... you actually care about your staff and your customers. That is a unique ability in business, and not enough businesses have that business model. It is refreshing in times like these to know that there are still some who have held to old-fashioned values in business practices and haven't become a slave to profits and their own bottom line.

You guys have built a great organization with few hands but big hearts. I appreciate you. All of you.

– **Tonja Bellard-Evans,**
Personnel

Arlene Herrero, the Club's Director of New Product Development, had helped longtime Club Member Tonja with a purchase she had made through the Club. Nice going, Arlene, and you're welcome, Tonja!

Club's Claims Service Is There When You Need It

The Club's claims service was warm, comforting and timely. I received several cards and expressions of sympathy, which greatly comforted me. Also I received the proceeds of my husband's insurance right when I needed it most, without the unnecessary delay. Thank you.

The book that you sent [*The Fall of Freddie the Leaf*] touched my heart deeply. It portrayed life and our passing on as a natural event of nature, and life goes on even when we are gone from this earth.

– **Corazon Del Prado Fabella,**
Club Member

The Club's claims service was excellent. My claim was handled in a very short period of time. Your customer service was excellent. Thank you.

– **Dorothy Walton,**
Club Member

Corrections

• In the August edition on page 10 (in a story about the LAPD Celebrity Golf Tournament), a photo had an incomplete caption. We've now identified the third person. Here's the photo and the updated caption:

• Also, in our July edition on page 11, in a story about the retirement of Paul Blount, Public Works, we mentioned that his brother, Marty, is older. Marty is younger. We regret the error.



From left: Pete Demetrio, KNX announcer; Chief Michael Moore; and Officer Don Keith, Retired.



By Robert Larios,
Club VP of Operations

Robert's Question of the Month



Fellow Club members answer the Question of the Month

What was your favorite class in school?

| | |
|--|---|
|  <p>"Math!" Keisha Tyler, General Services, 13 years of City service</p> |  <p>"E=MC²... my subject was physics!" George Hoang, Public Works/ Engineering, 9 years of City service</p> |
|  <p>"English, without question!" LaVern Cheatham, General Services, 18 years of City service</p> |  <p>"History." Melvina Adlersberg, DWP, 1 month of City service</p> |
|  <p>"The Bunsen burner was my favorite in the lab... so chemistry was it for me!" Jimmy Tse, ITA, 17 years of City service</p> |  <p>"Math! Math! Math!" Jesus Serrano, Transportation, 23 years of City service</p> |
|  <p>"Math." Kathy Marshall, Public Works/ Street Services, 15 years of City service</p> |  <p>"Science!" Demetria Willis, Personnel, 5 years of City service</p> |
|  <p>"Learning about history was awesome!" Edward Yu, Transportation, 22 years of City service</p> |  <p>"I was the best at multiplication, so it was math!" Lucille Redmond, General Services, 10 years of Club service</p> |

This month at the Club Store • 120 West 2nd Street • Los Angeles, CA 90012

Get a **FREE** Quote on Auto and Homeowners Insurance

Contact Your
United Agencies Reps
(888) 801-5522

Now on Thursdays! The United Agencies reps are appearing at the Club Store every other Thursday:

Sept. 4
8:30 a.m. – 4 p.m.
Patty Pulido

Sept. 18
8:30 a.m. – 4 p.m.
Rosa Calderon

Sept. 25
8:30 a.m. – 4 p.m.
Patty Pulido

Note: The Club will be closed Monday, Sept. 1, for Labor Day.



Patty Pulido
Personal Insurance Agent



Rosa Calderon
Personal Insurance Agent



Xavier Rodriguez
Personal Insurance Agent