



AAAFES RETIRED EMPLOYEES ASSOCIATION

OCTOBER 2010

NEWSLETTER

SUPPORTING THE INTERESTS OF AAFES, ITS RETIREES AND THE PEOPLE IT SERVES

For AAFES—*Times They Are A'changin'*

If you remember the Bob Dylan hit song, *Times They Are A'changin'* from the 1960s, you can relate to how fast things can change in our lives, in the nation and the world. Some of the biggest changes for AAFES have occurred since the 60's. We've all had our careers and retired. The first big change for AAFES was the move of Headquarters from New York to Dallas in the 1960s. During the last 50 years we've had 20 commanders, and now we're introducing Major General Bruce Casella, who took command in April 2010. The second event of note is a new name for AAFES, which will be replaced in signing and reference throughout the system simply by the word "Exchange". And the third change comes from AAFES human resources and it's recruiting team, which is asking you, the AAFES retiree, to refer potential college students for internships and management training programs. The stories start below. Read them and tell others, especially the college students that times are a'changin' at AAFES...sorry, make that at the Exchange!



The first Exchange commander of the 2010s is Major General Bruce Casella who becomes the 25th commander in Exchange history. General Casella succeeded Major General Keith Thurgood in April. Five months into his command, we felt it was time to introduce AREA to General Casella. In August, AREA President Chuck Poffenbarger and Information Director Larry Phillips briefed General Casella on AREA. You can read more about that meeting in Chuck's message on page 2. The commander and Chuck posed for this photograph after the meeting. Get to know more about General Casella by reading his biography on page 11. In January, look for General Casella's first column about AAFES from his perspective in the AREA Newsletter.



September 17, 2010 was another milestone date in AAFES history. That was the day AAFES officially went away and was replaced by Exchange as the identity of the organization. The logo at left was a transitional graphic used over the last few months of AAFES' existence. At right the new corporate brand image in the form of a red and blue "X" logo was unveiled at Tinker AFB, OK, setting the stage for a complete transition and worldwide rollout. The new Exchange name and logo will begin appearing on the front of our stores starting at Tinker this month, and continuing through 2011. For more on this change see page 12.



How did you get your first job at AAFES? You may have started working during high school, transitioned from the military, answered an advertisement or have been recruited as a college trainee. More than likely you heard about the Army and Air Force Exchange from a friend or family member. Now the Recruitment Team of Human Resources Directorate is inviting Exchange retirees to help "recruit" their grandchildren and college students they know to consider the Exchange as a career or an internship. The invitation comes with a "no special favors" clause, but it does open the door to an interview and a career with a stable workforce, benefits and a chance to "see the world." AAFES is seeking bright, energetic, hard-charging candidates who are looking for a career, not just their first job, with AAFES. To help, read the article on page 18.





CHUCK POFFENBARGER, PRESIDENT

AREA & Chapter Goings On

Bit O' This
Bit O' That

Welcome to the October 2010 edition of AREA's Newsletter, and the first month of Autumn

A week or so ago, on September 22 at 11:09 PM EDT - the Autumnal Equinox, the daylight hours were equal to the nighttime hours. Light and darkness were balanced. The end of summer arrived, harvesting was nearing completion, and the cooler days and longer nights and rains of autumn could be anticipated.

*"May there be peace in the North;
May there be peace in the South;
May there be peace in the West;
May there be peace in the East.
May there be peace throughout the whole world."*
- Druid Blessing

We'll be having our board meeting at the end of October to review operations and the Scholarship Program for 2011. This and the Emergency Relief programs were of considerable interest to our new commander, Maj. Gen. Bruce Casella, when Larry and I briefed him on AREA and its Chapters on Thursday, August 26th. We anticipate the basic scholarship program - 12 scholarships totaling \$40,000 - to be offered again in 2011. The distribution is 2/\$5,000 and 10/\$3000 scholarships. This year, we also awarded four additional scholarship for \$1,500 each. We have remarkable young adults in AAFES and it's certainly a pleasure for me to be able to participate in this worthwhile AREA program.

We have 11 additional members this quarter who have asked that their copy of the Newsletter sent via an e-mail attachment. Altogether, we have 115 members receiving their Newsletter in this manner. The savings to us is quite substantial as it costs \$1.42 a copy to print the Newsletter and \$0.57 to sort and mail it. For a year, that's a savings of \$915.40. Thanks to all of you who receive the Newsletter as an electronic copy. If you're thinking about it, see the back page of this Newsletter on how to sign up for this spiffy way of getting your AREA mail.

We have several special features in the Newsletter from time to time. Here's the schedule:

Commander Article: January
COO Articles: January & July
Community Recognition Program: April & October
Inside AAFES Today: April & October
Scholarship Program Results: July

Have a nice Autumn and I'll see you in January, the first month of Winter.

Chuck

YOUR AAFES BENEFITS...

Understanding the lingo of health benefits

Here is the clarification for some terms you may frequently notice when using your health benefits:

- **Calendar Year Maximum:** The maximum amount the plan will pay in benefits for each member for the year.
For example- If the plan has a \$2,000 Calendar Year Maximum; once claims are paid up to a total of \$2,000, any claims over this amount will be your responsibility to pay.
- **Copayment (copay):** A dollar amount a patient pays when services are received.
For example - When you go to the doctor you have a copay of \$20 before you see the doctor.
- **Coinsurance:** The percentage or amount the plan will pay for health care services after a deductible has been satisfied.
For example - Your Lab work cost \$100
Lab work is covered at 90% after deductible
You have already met your \$200 yearly deductible.
The health plan will pay \$90 (90% of \$100) and you will pay the remaining amount 10% or \$10.
- **Deductible:** The dollar amount you have to pay each year for covered medical services before the health plan begins paying a portion of the claims.
For example - Your Lab work cost \$200
Lab work is covered at 90% after deductible
You have not met your \$200 yearly deductible.
The health plan will pay \$0 and you will pay \$200. (After making this payment you will have met your individual yearly deductible and the health plan will begin to pay a portion of the claims.
- **Explanation of Benefits (EOB):** A statement for the member that describes how a claim was processed for benefits, including the portion that the member is responsible for paying.

You can find your EOB on the Aetna Navigator at www.aetna.com.
- **Family Deductible:** The dollar amount you have to pay each year for covered medical services when there are two or more family members on the plan before the health plan begins paying a portion of claims.
- **Lifetime Maximum:** The maximum amount the plan will pay in benefits for each member during their lifetime
- **Out-of-pocket Maximum(OOPM):** The maximum dollar amount a member will pay towards the cost of health care services either in coinsurance, and/or deductibles in a calendar year for covered services.
For example - Once the out-of-pocket maximum is met, the plan pays 100% of the allowed amount for covered services for the rest of the benefit period.

These things do not count towards OOPM:

- Copays (Doctor visits)
- Copays (Prescriptions)
- Confinement fees
- Co-insurance of 50%
- Non-covered expenses



AAFES RETIRED EMPLOYEES ASSOCIATION

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YOUR AAFES BENEFITS...

AREA Newsletter Benefits Q & A

Often when our AAFES employees enter the world of retirement, there are questions concerning their benefits and how other items may affect those benefits. Listed below are the answers to recent questions received from AAFES retirees:

Q. How will I be affected by the new Health Care Reform Legislation?

A. The passage of the health care reform laws last spring will bring about some changes to our group health plans. In many cases the impacts are still being determined as the provisions will take effect in stages throughout the next decade. Below is one of the provisions that could affect retirees in the near-term.

Dependent Coverage - Age 26:

The Affordable Care Act requires plans and issuers that offer dependent coverage to make the coverage available until a child reaches the age of 26. Employees will be able to enroll these dependents this fall during a special open enrollment and coverage will be effective January 1, 2011. Your Open Enrollment packet will arrive in late October. Please read it closely. It will include details on any actions you must take during Open Enrollment to ensure coverage continues in 2011 for your eligible dependents.

Inclusion of Cost of Employer-Sponsored Health Coverage on W-2:

Section 9002 of the new law will require employers enhance their W-2 reporting by including information detailing the costs incurred for providing health care to active employees. It is our understanding that this reporting requirement does not apply to our retirees since your pension payments are not reported on W-2's.

The Benefits Branch will continue to update you on how health care reform will impact AAFES in the years to come as more details become available. You can go to <http://www.healthcare.gov> for more information on this new legislation.

Q. I'm a 67-year-old AAFES retiree with Medicare and Aetna as my supplemental health insurance. I'm planning an overseas trip next year. I understand Medicare doesn't provide for foreign medical treatment. Will Aetna pay for treatment if I become sick or have an accident during my trip? What about hospital care? If so, what's the proper way to apply for this coverage when needed?

A. If you are traveling overseas and require health care, your covered expenses can be later reimbursed by the DoD NAF Health Benefits Program. (If you are in the PPO Plan they are reimbursed at the preferred level) You will need to pay for the health care services at the time rendered. Upon your return, you will need to submit a claim form for reimbursement. The claim form can be accessed on Aetna Navigator at <http://www.aetna.com>.

If you have any questions about your DoD NAF Health Benefits Program coverage please contact Aetna at the number on your ID card: 1-800-367-6276.

Please contact Medicare for any specific questions at 1-800-MEDICARE or www.medicare.gov.

Q. I have TRICARE FOR LIFE and I kept my Aetna insurance when I retired from AAFES. Problem is that when I have claims it has to go through Medicare, then Aetna and finally to "Tricare". Many doctors will not file through three entities.

If I drop my AAFES insurance to make it a more simple process would I ever be able to reenter the AAFES Aetna program and pick up my Aetna benefits again should I decide to do so?

A. You can suspend your NAF Health Benefit Plan (HBP) coverage only to use TriCare for Life. In order to protect your eligibility to reenroll in the plan, you must provide to us a copy of your Uniformed Services Identification card and your

YOUR AAFES BENEFITS...

Medicare card showing enrollment in both Medicare Parts A and B. We will need a signed form from you stating the date that you want to suspend your NAF HBP to use TriCare for Life.

If you involuntarily lose your TriCare for Life Plan, you may reenroll in the NAF HBP effective the day after your TriCare coverage ends. Your request to reenroll must be received by HQ Benefits within 31 days after your coverage ends. Otherwise, you must wait until the next open enrollment period to reenroll.

Q. Why are AAFES retirees unable to access their AAFES retirement account information on-line and, why are AAFES retirees unable to start, change and/or update their direct deposit information on-line?

A. AAFES contracts with State Street for pension payment purposes. Providing online access to accounts that would allow for viewing and updating account information, such as direct deposit, is not a part of the service that State Street provides at this time. Retirees can contact State Street to update their account information at 1-877-247-2769.

Q. If a retiree dies, how is the remainder of his pension contribution taxed?

A. If a retiree dies with a spousal annuity arrangement, his/her spouse will begin receiving a reduced spousal pension for the rest of her life. Taxation for the employee contributions portion remains the same: exempt from Federal, State and FICA taxes.

If a retiree dies without a survivor annuity arrangement, and had not yet received benefits equaling his/her own contributions, our pension payment provider (currently State Street) would send the beneficiary the difference between his contributions and what had already been paid. After that year-end they would send the beneficiary a 1099R with that difference amount indicated as non-taxable. They would issue a 1099R to the retiree's name as was done in previous years, indicating payments made that year until date of death.

5 Ways to Reduce Your Medical Bill

In 2009, AAFES medical claims costs were over \$150 million. With medical costs rising at such an alarming rate, we consumers must find ways to keep our expenditures manageable. Here are a few ideas to help you reduce medical costs:

- 1. Save on prescription drugs by asking your doctor about generics or a suitable over the counter medication**, if available. Review all your medications with your doctor once a year. Perhaps one new drug can do the work of two or three that you currently take. Maybe your doctor can prescribe a less expensive medication. Ask your pharmacist for price comparisons. Assess which drugs are still needed and order through your health plan's mail-order program for a 90-day supply, if available.
- 2. Compare prices for medical services and diagnostic tests using your health plan's website.** Free-standing facilities often charge a lot less than hospitals.
- 3. Take advantage of free preventive services.** Most health plans provide free preventive care, such as annual mammograms, Pap tests for women in certain age groups and regular screenings for colorectal and prostate cancer.
- 4. Try small changes to your lifestyle.** Ask your doctor about non-drug ways to manage your condition to get the same results you hope to get from medication. Some people can control high cholesterol, blood pressure, sleep apnea, and pre-diabetes with diet, lowering salt intake, weight loss, and exercise.
- 5. Use health providers who are "in-network".** The cost of in-network services has been negotiated by your insurance company. When you go out of network, your out of pocket expenses could be considerably more.

Sources: National Institutes of Health; Institute for Safe Medication Practices

Together Again

Philippine Region holds reunion for the first time in 20 years

By George Bolles

After 20 plus years in retirement you begin to think that your AAFES friends have just about forgotten you. Out of the blue the phone rings and you hear a voice from the past. I had that distinct pleasure just the other day. It turned out to be an invite to a reunion from some folks I have not seen or heard from in over 40 years. The event was a reunion of some of the nicest people you would ever want to meet up with again.

Philippines Regional Exchange was the title given at the time of my assignment to our activities on and around Clark AB in the Philippine Islands. In the tradition of AAFES several other names came before and after i.e. PHAX, CENTEX, etc. At any rate this reunion consisted of around 50 people that at the time were employed as Local Nationals within the AAFES family. Several have relocated to the U.S. and in some cases were reemployed at Stateside activities. All are now enjoying their retirement.

The event was held at a private residence in the small California town of Manteca. Vida Toting was generally in charge; however, everyone contributed in one way or another. Food was the most outstanding feature, being very traditional island cuisine which brought back many wonderful memories. There were several activities throughout the day culminating in a contest to correctly identify people



Vida Toting addressing PRE retirees

from photos dating back to the 1940's. After viewing these photos it was obvious that name tags were mandatory.

The reunion was organized to ensure something was happening throughout the day from 9 a.m. to well into the evening hours. For those of you that served in the Philippines I have attached the list attendees.

Perla Puri Argao, Sonia Argao, George & Joan Bolles, Rene Briones, Tess Cabello, George & Fely Chiroi, Gil Crisologo, Eddie & Seny Dayrit, Sally Del Rosario, Dong & Elma Dizon, Loella Dizon, Rod Dizon, Mely Dones, Ludy

Toledo Fouts, Joel Garcia, Josie Hipolito, Senen Lao, Frank & Lim Senia, Myrna Magbanua Laxamana, Rose Marquez, Jake Milan, Linda Santomen Moore, Al & Lita Natac, Alice Suarez Patterson, Mila Paz, Rodney Pollard, Romy Quiwa, Pedring Quizon, Pacifico Reye, Rose Aquino Rhoades, Meda Sager, Ruth San Pedro, Honor & Joaquina Sanchez, Romy Sanchez, Edith Laxamana Schauf, Mimi Fajardo Strickland, Juanito & Marrisua Suarez, Vida A. Toting Dang Valenzuela, and several guests among the attendees.

During the event phone calls came in from California, Missouri, Nevada, Texas, Canada and the Philippines to wish everyone well.





Sunny California reunites Philippines region associates



CHAPTER HAPPENINGS

It's a special day in paradise for Aloha Chapter summer luncheon

Aloha Chapter—The summer luncheon of the Aloha Chapter was held on Sunday, August 15. at the beautiful and historic Wai'oli Tea Room in the lush tropical setting of Manoa Valley. The charming and elegant café, nestled amongst gorgeous overhanging monkey pod trees, is inside an old style plantation house. Founded in 1922 it was originally a school for a children's home. The building is now listed on the United States National Register of Historic Places and today the tea room sits on property owned by the Salvation Army of Hawaii. Here are a few photos from the café's website:



One of our largest summer gatherings, 41 members and guests enjoyed a luncheon buffet of mixed greens, rice, Chinese noodles in soy sauce w/mixed vegetables, lilikoi glazed chicken, roast beef, fresh fruit and dessert. After an enjoyable lunch of “talk story”, tall tales, and reminiscing about “the good ole days” spirited games of bingo were enjoyed, led by our bingo master **Lester Tokuhisa**, with all attendees vying for the “extravagant mystery prizes”. Winners were **Linda Shimizu, Janice Faust, Marlene Tokuhisa, Mitzie Inouye** and **Margaret Itai**.

The chapter's Christmas luncheon/program is already planned for Sunday, December 5 at the Pearl Country Club.

—**Bill Allgire**

Northern California Chapter—Twenty four members enjoyed comfort food in a comfortable setting at Sam's Hof Brau, site of the June luncheon. Feeling a need bring in new members, the chapter is gearing up for fall by offering a free lunch to current members who recruit new members to join the chapter. And the new recruit also gets a free meal. The September meeting was scheduled at the Fresh Choice Restaurant in Citrus Heights. The fall bake and book sale is tentatively scheduled for Saturday, Oct. 2, depending upon the availability of the sales location. The Christmas luncheon will be at the Cordova Casino Restaurant in Rancho Cordova.

One of the chapter's members was recently honored at a Sacramento landmark, Gunter's Ice Cream Parlor. The store celebrated its 70th birthday by inviting **Marjorie Schnaible** as honored guest—Marjorie happens to be the first employee of the ice cream parlor. The event was covered by local television stations and newspapers.

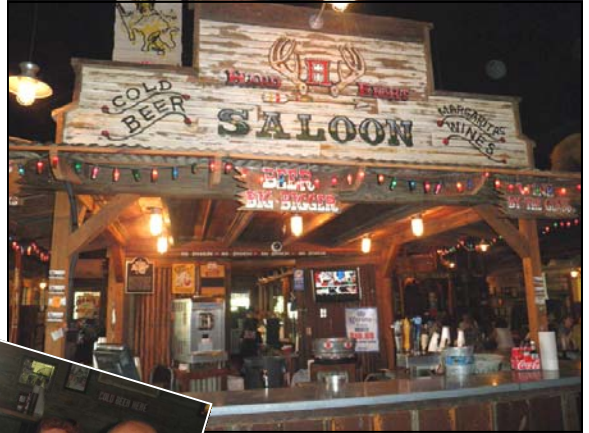
North Carolina Chapter—The September newsletter reported the chapter had “lost two very good, upstanding members of our association since our 1st meeting. This newsletter is dedicated to them, Dorothy Kitchen and Imogene McLaurin. They were both outstanding AAFES employees as well as members of our retirement association. They will be sorely missed.” Dorothy Kitchen died on July 25 at Cape Fear, and Norma McLarin died July 28, also in Cape Fear. The newsletter noted Norma had attended the chapter's last meeting and was accompanied by her grandson.

The chapter held its September meeting at Sandpiper Seafood Restaurant in Fayetteville, NC. Erika Pfauntsch, new general manager at Fort Bragg, was the scheduled speaker.

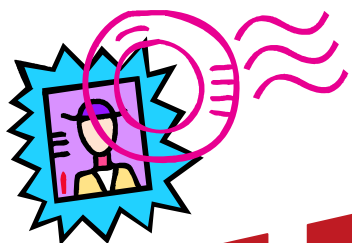
CHAPTER HAPPENINGS

North Texas Chapter treats 60 members to free barbecue

North Texas Chapter—The chapter’s summer BBQ at Hard Eight BBQ Coppel TX. Brought out 60 AAFES alumni for the membership "free" event. Great food, Great Service...Better Company! You can't enjoy the food, but you can see the photos made by Rich Sheff he posted to the chapter's Facebook page.



Barbecue, cold beverages and good friends...as they say here, "no whar, but Texas!"



DON'T FORGET TO WRITE

Taking a cue from that old line when your parents sent you to camp or away to college, now that summer has ended and more activities are starting up in your chapters, don't forget to tell others about it. You don't necessarily need a Facebook page—you already have a Newsletter page. So send us your stories and photos about the fall meetings and activities and plans for the holidays.

Fourth reunion in the desert

Japan and North Texas members spend 3 days in Las Vegas

For the fourth time, old Japan hands met in Las Vegas from May 3-5. About 23 people whose careers went back as far as 50 years to the old 8th Army Central Exchange, Far East Exchange System, the Japan-Korea Exchange System and the Japan Central Exchange (different names for essentially the same organization). This year, they were joined by 18 fellow retirees from the North Texas Chapter. Kav Kavanaugh organized the participation of the North Texas group.

We missed a few old timers for various reasons. Ken and Aiko Thompson, popular members of the group, and some others were not able to attend and were greatly missed.

The Japan group had dinner the first night at Makinos, a popular Japanese buffet and a Chinese banquet arranged by Ann Brogan the third night. The North Texas group hosted a buffet at the Paris Hotel the second night.

Every morning about 16 or 17 of the Japan group met informally in the hotel café, where we commandeered a corner of the restaurant for a 2-3 hour talkfest. Old stories were re-told, and new ones remembered. We had such a good time we are going to do it again next year.



--Tim Brogan



The old Japan Hands Gang

1—John Milostan, Tom Ige, Helen Ige

2—Tom Ige, Kav Kavanaugh, Keiko Hart, Tom Martin

3—Ann Brogan, Yoshiko Milostan, Paul Hiroshima, Chiyoko Ikemiya, Ed Ikemiya

4—Paul Hiroshima and Tim Brogan

5—Yoshiko and John Milostan, Tom Ige

6—Pat Bloom, Jim Yamamoto, Naomi See Se, Ine Ko, Jane and Roy Ota

Major General Bruce A. Casella Commanding General, Army and Air Force Exchange Service

Major General Casella assumed duties as the Commanding General and CEO of the Army and Air Force Exchange in April 2010. Prior to his current assignment MG Casella commanded the 63d Regional Support Command based in Moffett Field, California with a BASOPS mission to support 40,000+ Reserve soldiers over seven states in the Southwest from California to Arkansas, while simultaneously commanding the 63rd Regional Readiness Command in Los Alamitos with over 10,000 Reserve soldiers spread across seventeen western states. Additionally MG Casella held the position as a Senior System Engineer and part owner of Agile Communications, Incorporated, based out of Rancho Cucamonga, California.

Major General Casella was born in Vallejo, California on 1 February 1953. He is a 1975 graduate of the United States Military Academy, West Point, New York where he earned a Bachelor of Science degree in Engineering. MG Casella received a Masters in Systems Management from the University of Southern California in 1980 and a Masters of Science in Electrical Engineering from the Air Force Institute of Technology, Wright Patterson Air Force Base, Dayton, Ohio in 1983.

MG Casella attended Signal Officer Basic School, Fort Gordon, Georgia and Airborne School, Fort Benning, Georgia before reporting to the Republic of South Korea to serve as a platoon leader in Company B, 304th Signal Battalion. Upon leaving Korea, MG Casella was assigned to Fort Polk, Louisiana where he served as Commander, Company A, 5th Signal Battalion and Communications/Electronics Staff Officer for 7th Engineer Battalion.

MG Casella was then assigned to Germany where he served in the 7th Signal Brigade, Mannheim, Germany as a Tele-digital, Radio Relay and Systems Control Officer with follow-on assignment as Commander, Headquarters and Headquarters Company, 44th Signal Battalion. Upon returning from Germany, MG Casella was assigned to Fort Gordon, Georgia where he served as an instructor for the Communications-Electronics Leadership Department, Battalion Executive Officer for 4th Battalion, 2d School Support Brigade, and Battalion Executive Officer for 447th Signal Battalion, 29th Signal Brigade.

MG Casella began his Army Reserve career in September 1988 as a Military Occupational Specialty (MOS) Director and Officer Advanced Course Instructor for the 6222nd United States Army Reserve Forces School, Pasadena, California. MG Casella then assumed duties as Headquarters Commandant for the 63d Army Reserve Command, Los Alamitos, California with follow-on assignments as Battalion Executive Officer for 155th Corps Support Battalion and Commander, 155th Corps Support Battalion in El Monte, California. MG Casella followed battalion command with assignments on the 63d Regional Support Command staff in Assistant Deputy Chief of Staff for Training and Operations positions. From 1998 through 2001, MG Casella commanded the 164th Corps Support Group, Mesa, Arizona followed by duty as the Chief of Staff, 96th Regional Support Command in Salt Lake City, Utah from 2001 to 2002. In October 2002, MG Casella became the Deputy Commanding General, 311th COSCOM and Assistant Chief of Staff, G4 (Wartime), Eighth United States Army, Korea. MG Casella served as the 311th COSCOM Acting Commander in 2004 with subsequent assignment as the Commanding General, 311th COSCOM in 2005. In support of Operation Iraqi Freedom and Operation Enduring Freedom, MG Casella was deployed during 2005-2006 and served as the Commanding General for the 377th Theater Support Command (FWD), under Combined Forces Land Component Command (CFLCC), providing theater logistics support throughout the SWA area of operations.

MG Casella is a graduate of the Army Command and General Staff Officer Course and the Army War College. His awards and decorations include the Legion of Merit, Bronze Star, Meritorious Service Medal, Army Commendation Medal, Army Achievement Medal, Army Reserve Component Achievement Medal, National Defense Service Medal, Korean Defense Service Medal, Armed Forces Reserve Medal, Army Service Ribbon, Overseas Service Ribbon, and Parachutist Badge.

MG Casella currently resides in Arlington, Texas as a geographical bachelor while his wife, Cathie, and daughter, Heather, hold down the fort in Rancho Cucamonga, California.



Major General Casella

The New Exchange

One of the biggest changes in the Army and Air Force Exchange Service 115-year history is now taking place as the organization has unveiled the a new corporate brand image, including a new logo—a red-and-blue “X” and customer facing name change to the “Exchange”.

The changes took place first at Tinker AFB, OK, in September, and shortly afterwards, to be included in a worldwide roll-out.

The new Exchange name and logo will appear on all marketing, advertising and collateral business materials such as stationary, business cards, name tags, corporate presentations, tabloids, catalogs, shopping bags, Exchange publications like the *Exchange Post*, and tractor-trailer trucks, just to name a few.

The current AAFES-star/bars and BX/PX logos will be obsolete.

The Exchange went to the “Star and Bars” logo in 1988 and reimaged it again in 2006. However, it should be noted that this initiative is not only about changing the logo, this is about changing how customers and associates think about the Exchange, how we interact with our customers, and how we integrate all business and operations; from the way we merchandise our stores to the way we design them.

“This is about creating a new paradigm and a consistent corporate message across the organization,” Mat Dromey said. “The changes will affect Shoppettes (soon to be Express), Military Clothing and other retail stores, branded food activities as well as malls and food courts, so this is a much deeper, more robust initiative than we have



ever embarked on at the Exchange. It’s not just the logo—it’s about the entire enterprise and how we will perform differently.

“However, despite the new big red-and-blue X and the name ‘Exchange’, we will always be the Army & Air Force Exchange Service, but calling ourselves the ‘Exchange’ will be much easier to say and be recognized by our customers,” he said.

“The logo’s new tag line, ‘You save, we give back,’ emphasizes our competitive prices and supports our mission to provide annual dividends to the Army’s Morale, Welfare and Recreation and Air Force Services programs,” Dromey said. “The name ‘Exchange’ embraces the idea that the Exchange gives back to the community with every transaction, and this ‘coming together’ connotes a gathering place for the military community and their families.”

The MK Branding team, along with leading industry consultants, has worked for

more than a year re branding the organization.

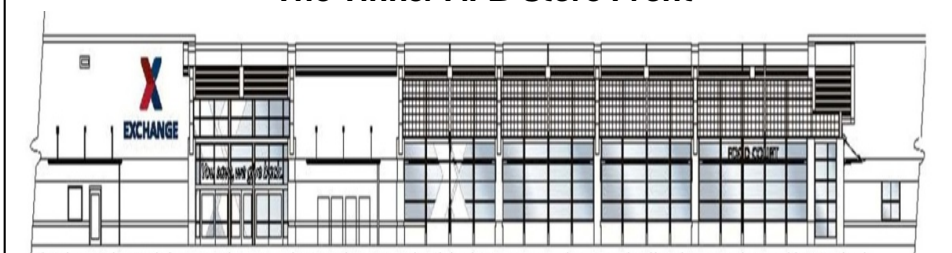
While the changes are long overdue, this corporate brand re imaging will allow associates and customers to:

- immediately think “the Exchange”, instead of AAFES, “AAFEEEEES,” the BX or PX;
- connect emotionally to the brand through positive experiences and associations;
- share in an improved value proposition and
- make the Exchange their first shopping choice.

The Branding and Image Program is intended to consistently articulate and integrate the Exchange Mission and Vision to internal and external audiences.

“The ultimate goal in redefining the Exchange brand is to create a tangible, timeless and emotional connection with our customers in order to strengthen shopping loyalty across the organization,” Dromey said. “The brand will deliver the Exchange story, express our corporate personality, convey our uniqueness in the industry, promote a distinctive feel for our products and services and ultimately ap-

The Tinker AFB Store Front



peal to the multiple senses of our varied customers. The Brand will also build on our strengths and be aligned with our corporate strategy.”

This branding solution will not only impact the brick-and-mortar retail, food, services businesses, and internet storefronts, but will also sustain a holistic corporate brand image which extends over all organizational structures.

To this end the Exchange will be repositioned from a group of separate entities into a single-focused brand image that is communicated through all organizational channels and structures.

All Exchange Directorates will then be aligned under a strategic brand culture focused on implementing the brand consistently across every business entity and partnership.

“Once implemented and executed properly, the impact to the organization will be experienced with more frequent, repeat customer traffic,” Dromey said. “This in turn will build on a stronger sense of pride and connection to the Exchange from both customers and associates. The enhanced emotional connection to the Exchange will ultimately lead to increased sales and earnings, and generate greater dividends for our shareholders, making the Exchange

our customer’s first choice in all their buying decisions.”

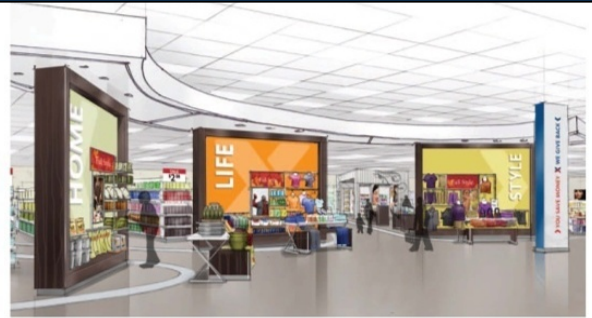
Tinker AFB was chosen because the module shape of the store configuration was conducive to the overall brand plan, its proximity to corporate headquarters reduced travel time and expense for real estate, sales, and marketing personnel and the store was due for an image upgrade.

The \$5.8M Tinker AFB 24/7 renovation-project took 116 days to complete utilizing 75-100 workers along with sales associates to meet the Brand Opening date of September 17, 2010. The shopping center was 41,864 SF in 1995 and was expanded in 2002 to its current size of 174,015 SF.

Tinker Exchange - A New Shopping Experience



Customers are greeted up front with the customer service counter.



The store has 3 zones—home, life and style.



The Home Zone offers everything for home and office in one place.



In the Life Zone, entertainment and wellness takes center stage in an exciting environment.



Information Technology:

Preparing for the Future

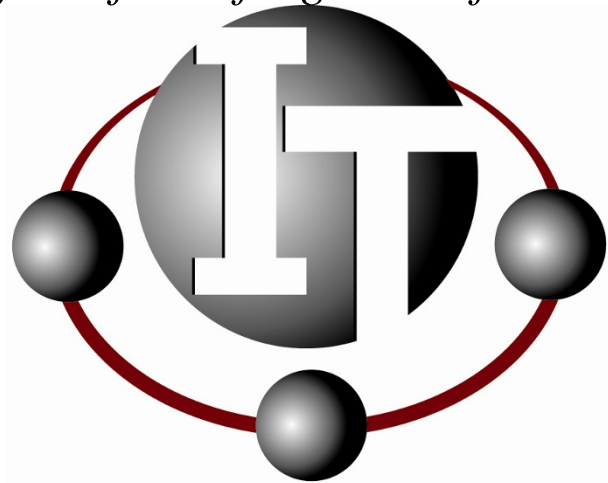
Senior Vice President Gary Burton celebrated one year in position as Chief Operating Officer in September 2010. Gary and his team of over 550 IT professionals oversee information technology operations for AAFES worldwide.

With his 30-year AAFES anniversary coming up in January 2011, how has Gary's previous positions prepared him for the job of Chief Information Officer? "I've been lucky to have such a varied background of AAFES work experiences, starting as a cashier-checker back in high school at Sheppard AFB, Texas and progressing through just about every position in the main store up through becoming an Area Manager." Gary stated. "I've had the privilege of working at exchanges all over the world – Mather AFB, California; Upper Heyford, England; Fort Sill, Oklahoma; Fort Sam Houston, Texas; Incirlik, Turkey, Zaragoza and Torrejon, Spain; Stuttgart, Wuerzburg and Ramstein, Germany and the North Central Area states I covered as AM while based out of Scott AFB, Illinois."

Gary opened the PX in Uzbekistan and Bagram, Afghanistan, serving as their first General Manager in 2001-2002. His first headquarters assignment was in 2006 as the Vice President of Corporate University and later was assigned as the VP of Human Resources until his promotion to senior rate in 2009.

Along with the creation of a new logo for IT Directorate, Gary brought four themes (his four "F's"), to focus and communicate IT's direction in the new decade, **fun... fast...frugal and forever**. "**Fun IT** is all about creating a friendly place to work that will generate outstanding customer service. Friendly associates give better customer service, so we must further leverage the talent and diversity of our IT workforce to ensure we fulfill our responsibility to our customers", Gary replied. "**Forever IT** is our 'green' effort, as we strive to be vigilant with resources to conserve the environment and optimize our opportunities to improve sustainability. **Fast IT** is all about providing technology services and processes securely, quickly and always with a sense of urgency. **Frugal IT** is our commitment to leverage cost-saving opportunities within the IT Directorate, always cognizant that we can contribute significantly to the

*Gary Burton's 4 F's
for Fun IT :
"fun...fast...frugal and forever"*



**INFORMATION
TECHNOLOGY**

AAFES bottom line through closely monitoring costs. "

"Preparing for the future is one of the most exciting challenges of the IT Directorate." Gary said. "Of course the day-to-day operations of keeping the data communications infrastructure up and running presents its own unique challenges – everything from payroll processing, keeping the credit lines up worldwide, manning our information technology help desk 24/7, and printing Military Star Card statements, there is a never ending list of responsibilities that belong to IT. I would say that is the one of the biggest things I learned coming from outside of the IT world...just how many parts of the business that IT touches really amazed me!"

To prepare AAFES IT professionals for future growth, the AAFES Institute of Technology (AIT) was created to provide a structured program of learning within the directorate. "Many of the IT professionals tend to stay in one IT division throughout

Inside AAFES Today

**A continuing series on
AAFES directorates and regions**

their careers. AIT provides the opportunity for them to learn about all the areas within IT, how the IT divisions interact and how IT interfaces with the other directorates,” Gary said. The first group of twelve, diverse, IT professionals enrolled in AIT are expected to graduate in October with a new class beginning November 2010.

The ever-changing world of Retail, requires an agile IT Directorate to ensure AAFES is ready to deploy technologies needed to keep in-step with competitors. IT has a newly created Research and Development branch that continually surveys the marketplace for the latest and greatest in retail technologies. Advances in use of mobile smart phones for retail, applications for mobile phones and 2d barcodes are just a few of the new technologies that are being reviewed.

A recent restructure of the director-

“The IT Directorate is poised to help AAFES lead the way into a successful future.”

—Gary Burton



ate has created a new division for IT. IT Operations (IT-O) pulls all the customer facing components within IT to provide a consolidated communications point for IT customers. Vice President Regan Cook, formerly from IT Governance, now leads the Operations team covering all help desk functions and worldwide End User Computer Technician support. BC Coleman was recently promoted to Vice President, replacing Regan in IT Governance. Mickey Bradford and Starr Comstock remain in their roles as Vice Presidents of IT Infrastructure and IT Development, and Tony Levister continues as IT’s Chief Technology Officer and VP of IT.

“With our restructured directorate, refocus on customer service and revitalized look at the future of retailing,” Gary continued, “the IT Directorate is poised to help AAFES lead the way into a successful future.”

Meet Gary Burton...

Gary Burton is the Senior Vice President/Chief Information Officer for the Army and Air Force Exchange Service (AAFES).

Gary was born into an Air Force family in South Ruislip, England. He graduated from high school in Burkburnett, Texas. Gary earned a Masters of Business Administration (MBA) from Bellevue University, Nebraska and a Bachelors Degree in Management/Data Processing from the University of Maryland. He holds two professional certifications in Human Resources; Senior Professional in Human Resources (SPHR) and Global Professional in Human Resources (GPHR). In 2008, Gary completed a Graduate Certificate in Executive and Professional Coaching from the University of Texas, Dallas.

Previous Assignments:

- 1979-85 Various positions from Cashier-Checker to Computer Operator
- 1985-85 Retail Manager (Management Development Trainee), AAFES-Europe
- 1985-86 Retail Manager (Branch Exchange), Zaragoza Exchange
- 1986-87 Operations Manager, Torrejon Area Exchange
- 1987-89 Sales & Merchandise Manager, Adana Exchange
- 1989-90 Sales & Merchandise Manager, Upper Heyford Exchange
- 1990-92 Retail Manager (Branch Store), Stuttgart Exchange
- 1992-95 Retail Manager (Main Store), Stuttgart Exchange
- 1995-98 Store Manager (Main Store), Ft. Sill Exchange
- 1998-00 Chief, Center for Retail Studies, Corporate University, Ft. Sam Houston
- 2000-02 General Manager, Turkey/Bagram/Uzbekistan Exchange
- 2002-03 General Manager, Wuerzburg Exchange
- 2003-05 General Manager, Ramstein/Kaiserslautern Exchange
- 2005-06 Area Manager, North Central Area, Central Region
- 2006-08 Vice President, Learning, Human Resources Directorate
- 2008-09 Vice President, Human Resources Directorate

During his career with AAFES, Gary has been recognized with the Extraordinary Achievement Award and eight Superior Accomplishment Awards.



AREA Community Service Awards – Fall, 2010

AREA recognizes retirees and AAFES Associates who volunteer their time and devote other resources, such as personal knowledge and expertise, to help improve the economic, civic and social health of the communities where they live and work. The Community Service Review Committee, Richard Fregoe, Chairman, and members Chuck Poffenbarger, Jerry Cloud and Don Streeter reviewed the nominations and, along with the entire AREA membership, are pleased to recognize AREA retirees and AAFES Associates for their commitment to their communities' well-being.

WSU WATT/SPOHN UNIVERSAL All recipients were provided with an AREA Certificate of Appreciation, and a gift from Watt Spohn Universal, a leading, worldwide Exchange Broker headquartered in Dallas, Texas. WSU specializes in representing brand name manufacturers in the Power Zone, Automotive, Hardware, Housewares, Sporting Goods, and Consumables categories. They have a long history of supporting AREA through their active involvement in the DFW and HRALA Chapters. We wish to thank Watt/Spohn Universal for their sponsorship of these AREA retirees and AAFES Associates, and invite you to visit them at www.wattspohn.com or check out Watt/ Spohn Universal on Facebook.

AAFES RETIREES — COMMUNITY AWARD RECIPIENTS, OCTOBER 2010

Tito Villanueva, Retiree, Tacoma, Washington: Tito has worked with the Tacoma Police Department as an unpaid desk volunteer since 2006. He has since provided more than 700 hours of valuable service to the public who, on a weekly basis, visits the Department's Northend Substation for information and to report crimes. His cheerful and helpful personality is deeply appreciated and reflects well on each and every member of the Police Department.

Tony Scanapico, Retiree, Round Top, Texas: Tony became a Certified Texas Master Gardener in 1994 and transferred to the nearby Brazos County Master Gardener program in Round Top. (Brazos County is the Bryan/College Station area.) In 2008 he was named Master Gardener of the Year for Brazos County for his work in planning and co-coordinating the organization's Continuing Education Program. He is currently setting up the 2011 Continuing Ed Program.

**He's a Fellows Garden Volunteer at The International Festival-Institute at Round Top, known as Festival Hill. The Fellows level program recognizes volunteers who devote more than 100 hours a year to Festival Hill activities. Tony normally helps in the gardens several hundred hours each year and volunteers for over two weeks straight in each March in support of Festival Hill's Herbal Forum. As part of the Forum he co-hosts the Plant Sale, an excellent fund raising activity.

**Tony has chaired the Round Top based Herb Society of America (HSA) Pioneer Unit (chapter) activities. He's still a member of the local Board occupying various positions. As a member of HSA, Tony was elected to and served on The Society's National Board of Directors as the South Central District Membership Delegate. He has also served on national committees. He recently received a Certificate of Appreciation for his work in The Society. That award was presented at HSA's Education Conference in Boston.

**Tony has been active on the University of Texas at Austin Center for American History, Winedale Advisory Council. At the recommendation of the Center's Director, he was appointed to the Council by the President of UT about 10 years ago. Tony was asked to serve two terms as Chair of that body. His placement on the Council came about because of Tony's interests in history and gardening and his work on the UT historical gardening program, Oktober Gartenfest. (The Winedale Historical Center was originated by the Ima Hogg Foundation. It is located near Round Top.)

**Additionally, about six years ago, at the recommendation of the UT Shakespeare Department Director, the Dean of the College of Liberal Arts appointed Tony to UT's Shakespeare at Winedale Advisory Committee. As a very active member of that committee Tony has been in charge of each year's annual Gala set up, also a very successful fund raiser.

AAFES ASSOCIATES — COMMUNITY AWARD RECIPIENTS, OCTOBER 2010

Deo Nabar, AAFES Associate, HQ, AAFES: Deo is engaged with community, professional groups and AAFES in the best interest of economic development. Here are some examples:

- AAFES Asian Pacific Exchange (Diversity Resource Group) Worldwide Program Manager.
- Worldwide Oracle Retail User Group – Director-at-Large
- Carrollton/Farmers Branch Independent School District (ISD) Board of Directors (Strategic Planning & Development)

Jorge A. Calandria, AAFES Associate, Hq, AAFES: Jorge is an Assistant Scout Master with Troop 445 in Arlington, Texas. Troop 445 is sponsored by St. Barnabas United Methodist Church in Arlington. Jorge has actively been with the Boy Scout program for 7 years. Jorge works with the Boy Scouts in our community ranging from Tigers through Webe-los as an Assistant Scout Master and is currently working with Boy Scouts ages 11-18.

He has assisted more than 8 Boy Scouts in becoming Eagle Scouts. Jorge has led the Boy Scouts in accomplishing community projects such as building projects at our community parks, churches and schools.

The Arlington scouting program has also assisted Mission Arlington with donations as well as community projects to help the homeless and other persons in need. This has been a great opportunity to assist our youth with an outdoors adventure to learn about nature, the environment and the happenings in our community.

Lois Garza, AAFES Associate, Lackland AFB, Texas: Lois is being recognized for these community projects:

- Thanksgiving Dinner served at Henry B. Gonzales Convention Center to feed the needy.
- January Cowboy Breakfast. All proceeds go to randomly picked schools each year.
- February Stock Show and Rodeo at the Rib Corral. Proceeds are given to High School seniors for college.
- April Susan B. Komen Breast Walk for breast cancer research.
- N.I.O.S.A (Night in Old San Antonio) Proceeds from the annual four-day Fiesta in San Antonio are provided for the beautification of San Antonio.

Pam Thompson, AAFES Associate, HQ, AAFES: Pam is being recognized for her tireless efforts in serving our Military Service members. Not only does Ms. Thompson eagerly support our troops on a daily basis as the jewelry buyer for the Exchange Online Store, she also provides on-going service by attending week-end deployment events at the DFW airport.

Pam rarely misses an opportunity to attend these events, lending a helping hand where needed to ensure the events are a complete success for our troops.

She's one of the very first to extend her sincere appreciation to our military members for their service and to offer words of encouragement, hugs, smiles and follow-up care packages. And she's remembered! Service members often contact "The AAFES Lady" to assist them with their special jewelry purchases. Pam has received countless letters of appreciation along with pictures of the "perfect" engagement or wedding!

AREA ...JUST FOR YOU

HELP WANTED

To fill positions in AAFES Trainee & Internship Programs

Did you know that AAFES has many different management training programs? In fact they currently have 9 different management training programs. Everything from Retail, Logistics, IT and Audit to HR, Buying, Marketing, Financial and Restaurant management trainee programs. They are aggressively hiring and training these associates for the future.

While in these programs, the trainees will learn critical skills that will enable them to work in the exciting and fast-paced environment of the retail industry. They also learn about the corporate and exchange organizational structures while learning how to become an effective and productive member of the management team.

AAFES also has a high energy internship program, both at the Corporate HQ in Dallas and also in the field at select exchanges. The College Internship Program is a formal program which enables college students to obtain work experience that best matches their academic major while fulfilling the AAFES mission.

It is a paid internship program that's designed to develop a pool of qualified applicants for possible management positions and at the same time it's intended as a learning experience for students. Programs are based upon semesters (Spring, Summer and Fall) and eligible students



must be attending college/university as a junior, senior and graduate students in good standing.

As an AAFES retiree, what can you do? In a recent industry study, referrals accounted for 26.7% of all candidates who came to work for an organization. Therefore, associates who have worked for AAFES represent a huge opportunity for possible high quality candidates. If you know of someone who would be an asset to AAFES and would be a good fit for one of the trainee, internship positions or other position's, please let them know about AAFES and its great career opportunities.

AAFES is looking for bright, energetic, hard-charging candidates who are looking for a career with AAFES. All interested candidates must apply through the www.aafes.com web site. Tell them this is what they need to do:

- Click on (AAFES Careers)
- Select the interested position
- Apply to the job
- Complete profile
- Attach your resume

AAFES only keeps positions on their web site for a short period of time. Therefore, we suggest you check their web site frequently for opportunities and interested positions.



HELP
CREATE
A BRIGHT
FUTURE.



Hire
an
Intern
Today.

Interns...

- know practical application of the latest technological programs.
- are a seamless transition into full-time associates who are immediately productive.
- are a pool of candidates with AAFES work experience and relationships with management/customers.
- enhance recruitment and retention outcomes.
- are part of the future of AAFES.



If you have any questions, Chris Haefner, HR Career Management Branch Chief, OD & Recruiting, and his team of recruiters are always willing to answer any questions about these programs. You can reach Chris directly at 214-312-3842 or haefner@aafes.com or you can reach his team at 800-572-1558.



College recruitment is only one way that students can learn about a career in AAFES. Now AAFES is asking retirees to step forward and recommend their career place to the next generation of managers. So help someone you know be in the next group getting an installation tour (above) as part of their training or internship.

SCHOLARSHIP DONATIONS

| SCHOLARSHIP DONATIONS | | |
|------------------------------|------------------------------|-----------|
| DONORS | IN MEMORY OF | |
| John Pasquotto | T. J. (Jim) Rourke | \$100.00 |
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| Karen J. Forsyth | General Donation | \$1000.00 |
| Oley Ciaran | General Donation | \$9.99 |
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Note: * denotes non-AAFES retiree
 **denotes Non member of AREA

IN REMEMBRANCE

Theresa M. Caisse, 80, died March 27 in Chester, Va. The former Fort Lee operations assistant retired in 1991.

Edward T. Chagoy, 58, died June 17 in Eules, Texas. The former HQ AAFES office assistant retired in 2009.

Vincent D. Curry, 67, died June 20 in Cannon Beach, Ore. The former HQ AAFES associate retired in 1993.

Henry J. Fournier, 80, died April 25 in Arlington, Texas. The former HQ AAFES food branch chief retired in 1987.

Freddie A. Gaddie, 84, died March 13 in Valley Station, KY. The former AAFES warehouse worker leader retired in 1981.

Donald F. Godfrey, 87, died June 5 in Rome, Ga. The former Golden Gate Exchange Region buyer retired in 1987.

Lucy Grogan, 96, died June 17 in Castro Valley, Calif. The former Golden Gate Exchange Region associate retired in 1968.

Russell L. Hargis, 79, died Feb. 6 in Elizabethtown, Ky. The former Fort Knox warehouse worker foreman retired in 1989.

Charles E. Keitel, 85, died May 19 in Alpharetta, Ga. The former AAFES associate retired in 1974.

Dorothy F. Kitchen, 84, died July 22 in Eastover, N.C. The Fort Bragg food activity manager retired in 1979.

Jerry S. Kushi, 83, died Oct. 21, 2009, in South San Francisco, Calif. The former Oakland DC warehouse facilities manager retired in 1990.

Joanne E. Louis, 65, died April 9 in Pearl City, Hawaii. The former Hawaii Area senior field accountant retired in 1993.

Jo Lunsford, 82, died March 30 in Bend, Ore. The former HQ AAFES executive retired in 1984.

Richard T. O'Meara, 67, died March 17 in Tampa, Fla. The former AAFES general manager retired in 1993.

Thomas J. Rourke, 89, died May 25 in DeSoto, Texas. The former HQ AAFES associate retired in 1974.

E.F. Whittenburg, 87, died March 22 in Tyler, Texas. The former Fort Knox associate retired in 1973.

Jennie Irene Rembold died September 16 in Little Elm, Texas. She is survived by her husband, Aubrey, and daughters and grandchildren, Lorraine, Kim, Cathy, Trey, Ian, Brannoc and Tori.

Knox, Claude, 81, died in Vancouver, Washington, on August 3. Claude started his career with AAFES as a gas station attendant at Fairchild AFB. He switched to food service, which became his life's passion. He served in Vietnam, Korea, Okinawa and other overseas areas, along with Colorado, Alaska, California and Washington. In retirement he kept busy by selling at local flea markets and would routinely employ his grandchildren to run his shop with him. His wife, Blanche, died in May 2009. He is survived by 2 sisters, 7 children, 22 grandchildren, 18 great-grandchildren and 5 great-great-grandchildren.

Norval Whisler, 83, died August 10 in San Antonio. Norval retired in the 1980's as AREA Service Operations Chief, South Texas Area after a career of 22 years with AAFES. He is survived by Donna, his wife of 62 1/2 years, four daughters, Mary Hatch, Kathy Schneider, Dorothy Whisler and Karen Thompson, one sister, Dorothy Penn, six grandchildren and seven great-grandchildren.

Robert Gold, 89, died on August 13. He was the Chief, Policy & Programs Branch, Engineering Division, HQ, AAFES. He is survived by his wife, Elinor. A charter member of AREA, he served as Information Director from 1976-1990, editing the AREA Newsletter for those 14 years.

Email Address Changes

| |
|--|
| STEMPLE, AUBREY H ahstemple@aol.com |
| TOYAMA, JAMES H jtoyama@ktb.biglobe.ne.jp |
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| MICHAELIS, DONALD A dondelnorte@sbcglobal.net |
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New AREA Members

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 231 BANKS RD
 STOCKBRIDGE GA 30281-4330 Ph: 214-312-4840

BOVA, MICHAEL (ROCHELLE)
 243 WATER OAKS CT
 HAMPTON GA 30228-2760 Ph: 770-210-5330

DIX, GERALDINE
 2837 CARNABY LN
 FLOWER MOUND TX 75028-1512 Ph: 972-724-2194

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 XENIA OH 45385-4904 Ph:

FRENCH, ELDON L
 3816 PRICE CIRCLE
 HUNTSVILLE AL 35805-4404 Ph:

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 1302 TOWNLEY PL
 MARIETTA GA 30066-4062 Ph: 770-971-9307

LORD, LOUIS T (MARY JANE)
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 SANTA MARIA CA 93455-4121 Ph: 805-354-0101

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ROSTAD, RANDY (EVELYN)
 326 S. HOUSTON SCHOOL RD
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SMITH, PAULET M (GEORGE E)
 3822 ROSA L. PARKS AVE
 MONTGOMERY AL 36105-2402 Ph: 334-281-9397

A(Address) T (Telephone) Z (Zip Code) M (Marital Status)

BIRMINGHAM, VIRGINIA A
 3010 BROOK MILL DR APT 206
 RALEIGH NC 27612-5570 Ph: A

BRERETON, MARTHA (WILLIAM)
 1331 BOWMAN RD
 MILFORD DE 19963-5529 Ph: 302-422-5715 T

CARBONARO, JUANITA D (STEPHEN)
 9145 ARANT RD
 KLAMATH FALLS OR 97603-9405 Ph: 707-864-0196 A

COOPER, BERTHA A
 161 CORNELL DR
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PASQUOTTO, JOHN (MARIKO)
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PLANJE, ROBERT H (INGRID)
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 PEARCY AR 71964-9724 Ph: 501-767-0503 T

PUAHALA, IRIS (KAIPO)
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 DAVENPORT FL 33897-8303 Ph: 863-424-2893 T

REYNOLDS, ROLAND L
 745 CENTAURI DR
 GRAND JUNCTION CO 81506-1805 Ph: 970-256-9962 T

RYAN, ARTHUR D (MARGARET)
 322 PINE ST
 WEST YARMOUTH MA 02673-4776 Ph: 239-540-3898 A

AREA SCHOLARSHIP FUND DONATION FORM

To: AREA
P.O. Box 380614
Duncanville, TX 75138-

From:

Telephone

This donation is (check one box below) *IF YOU HAVE MORE THAN ONE PERSON TO LIST, USE COMMENTS SECTION BELOW

- | | |
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| <input type="checkbox"/> *In Honor of | (Name)* |
| <input type="checkbox"/> *In Memory Of | (Name)* |
| <input type="checkbox"/> An Annual Pledge | |
| <input type="checkbox"/> Other | |

Send Card to:

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| NAME | |
| ADDRESS | |
| ADDRESS | |
| CITY, STATE, ZIP CODE | |
| TELEPHONE | |

Amount of donation (check enclosed)

\$

I wish to pledge \$_____ each year to the AREA Scholarship Fund. My donation for the current year is enclosed.

Your donation will be acknowledged to both the donor and to the recipient or the survivor. All donations are income tax deductible.

DONOR NAME (Printed)

SIGNATURE

COMMENTS:

*
 In memory of: _____
 In memory of: _____
 In memory of: _____
 In memory of: _____

*
 In honor of: _____
 In honor of: _____
 In honor of: _____
 In honor of: _____



MEMBERSHIP UPDATE FORM

Type of Change (Check All Boxes Below That Apply)

| | | |
|----------------------------------|---|--------------------------------|
| Address <input type="checkbox"/> | Telephone <input type="checkbox"/> | FAX <input type="checkbox"/> |
| E-mail <input type="checkbox"/> | Marital Status <input type="checkbox"/> | Other <input type="checkbox"/> |

Enter New Address in "Current Address" block BELOW and List Other Changes Here--

| | | |
|----------------|-------------|--------|
| (Printed Name) | (Signature) | (Date) |
|----------------|-------------|--------|

Check here if you would like to be put on the mailing list for future membership directories, which are published in even-numbered years and provide you a listing of names and addresses of AREA members.

| | |
|--|-------------------------|
| TO: AREA (ATTN: Membership Director) P.O. Box 380614 Duncanville, TX 75138-0614 | CURRENT ADDRESS: |
|--|-------------------------|

USEFUL TELEPHONE NUMBERS

The following telephone numbers are provided as a convenience to members wishing to contact certain HQ AAFES offices and the AAFES Federal Credit Union.

HQ SWITCHBOARD
(214) 312-2011

FOR RETIREMENT and GROUP INSURANCE BENEFITS:
 HQ. AAFES BENEFIT BRANCH REPRESENTATIVES (800) 519-3381

GENERAL COUNSEL:
 COLONEL ERIC E. WEISS, USAF (214) 312-3126

EXCHANGE POST:
 BARBARA KIRSCH (214) 312 3831

SALES TABLOIDS:
 LEAH MILLER (800) 733-5142

ID CARD, PRIVILEGES
 HR-L/H Servicing Personnel Office (214) 312-3330
 ID Cards issued Monday, Wednesday, Thursday and Friday from 7:30-10 a.m.

DOD VEHICLE STICKERS:
 DOD stickers are issued in AD from 7:30-11 a.m. on Monday, Wednesday, Thursday and Friday.

AAFES FEDERAL CREDIT UNION: TOLL FREE SERVICE
 NORTH AMERICA (800) 452-7333
 UNITED KINGDOM 0800-89-7490
 GERMANY 0130-81-1187

FOR OTHERS NOT LISTED:
 PAT WEAVER (972) 780-9810

For other information, check out the AAFES Web site at: <http://www.aafes.com> and the AREA web site <http://www.aafes.com/area>



AAAFES RETIRED EMPLOYEES ASSOCIATION
P.O. Box 380614
DUNCANVILLE, TX 75138-0614

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DUES ALERT!

Please check the expiration date above. If the date is September 2010 (or earlier) please send your \$15 dues PAYABLE to AREA to continue membership.

AAAFES RETIRED EMPLOYEES ASSOCIATION
 SUPPORTING THE INTERESTS OF AAAFES, ITS RETIREES AND THE PEOPLE IT SERVES

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supporting the interests of AAAFES, its retirees and the people it serves

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AAAFES activates Emergency Relief Fund for flood victim

As a result of flooding caused by 10 inches of rain from Tropical Storm Hermine in North Texas, AAAFES has activated the Emergency Relief Fund. Your voluntary tax-free contributions will assist an associate whose condo was flooded to a height of 3 feet in the September storm that damaged many homes in her area of Arlington, Texas. Everything on the bottom floor of her condo is unsalvageable. You may help by sending your check made out to the "ERF- Arlington Fund" to:

Emergency Relief Fund - Arlington
P. O Box 380614
Duncanville, TX 75138-0614

Help Us Save Money!

Get the Newsletter online rather than through the mail. We'll send the newsletter in Adobe Acrobat (.pdf) format in color, and you can transfer/save the file as you desire. *Send an e-mail to me at cpoffen@yahoo.com and state that you would like to get the Newsletter online and I'll do the rest.* Chuck