

# WHO TO CALL AT PAA

## ACCOUNTING/TAXES/EMPLOYMENT

**Billing** (education, dealer purchasing, title) - Amy Trump  
**Billing** (insurance) - Debi Taylor  
**Billing** (membership) - Louise Shugar  
**Billing** (Dealer, Agent, Sales, Collector or Salvor Bonds) - Kim Reigle  
**Billing** (401(k) Pension or Bid & Performance Bonds)- Amy Trump  
**Billing** (Notary Bonds) - Becky Ross  
**Dept. of Revenue, Dept. of Banking Issues** - Yvonne Paturzo, Chad Marsar, Don Busey, Dan McMillen  
**Excise Tax** - Don Busey, Chad Marsar, Yvonne Paturzo, Karen McMillan  
**Taxes** - Yvonne Paturzo, Chad Marsar, Don Busey, Steve Smith, Dan McMillen  
**Wage/Hour Issues** - Chad Marsar  
**Workers'/Unemployment Compensation** - Chad Marsar, John Devlin  
**Labor Law** - Chad Marsar

## COMMUNICATIONS

**Bulletins** - Chad Marsar, Melanie Stine  
**PAA Magazine**- Melanie Stine, Mark Jewett  
**Web Sites** - Melanie Stine

## DEALER LICENSING

**Bonds-**  
**- Dealer, Full Agent, Sales, Finance, Collector, Repossessor, Salvor Bonds-** Kim Reigle, Yvonne Paturzo  
**- 401(k) Pension - Bid & Performance Bonds -** Amy Trump  
**- Notary Public Bonds-** Becky Ross  
**Installment Sellers** -Yvonne Paturzo, Kim Reigle, Karen McMillan  
**Occupancy Permits** - Yvonne Paturzo, Kim Reigle, Karen McMillan  
**New Dealer Start-ups** - Yvonne Paturzo, Kim Reigle, Karen McMillan  
**Salesperson Licensing** - Yvonne Paturzo, Tessa Hinterliter, Kim Reigle

## EDUCATION/TRAINING

**Educational Seminars** - Becky Ross, Jessica Pouchan  
**Title Seminars** - Becky Ross, Jessica Pouchan  
**Manuals** - Becky Ross, Jessica Pouchan  
**Compliance Reviews** - Allison Mitchell, Don Busey, Dan McMillen, Skip Wagner  
**In-Dealership Training** - Becky Ross, Allison Mitchell, Don Busey, Dan McMillen  
**Emissions and Safety Training** - Skip Wagner

## FOUNDATION

**General Information/Accounts** - Kelly Fromuth  
**PAA Scholarships** - Kelly Fromuth, Melanie Stine, John Devlin

## INSURANCE

**Claims, Billing and Other Issues** - Audrey Goodling, Kevin Lutz, Debi Taylor, Alana Wohlfarth, Patty Vaughn, Cherie Vogelsong  
**Health Ins. Issues – (Health Care Reform, Section 125, etc.)** - Eileen Mayfield  
**Proposals** - Contact Regional Managers. See list on reverse side.

## LEGISLATIVE/PAC

Mark Stine, John Devlin, Chad Marsar, Melanie Stine, Don Busey

## MEETINGS & CONVENTIONS

**Meetings and Conventions** - Allison Mitchell, Louise Shugar, Becky Ross

## PROGRAMS

**Group Purchasing** - Mark Jewett, Lori Witmer, Kim Kehler, Jennifer Weaver  
**Membership Changes/Updates** - Louise Shugar  
**Membership Inquiries** - Louise Shugar  
**PAA Member Programs** - Allison Mitchell, Louise Shugar

## PROGRAMS (continued)

**Regional Managers (Eastern)** - Darren Miller, Deni Cecco, Shantell Robertson, Deb Shoemaker, Tara Shaffer  
**Regional Managers (Western)** - Matt Rhodes, Shantell Robertson, Tara Shaffer  
**Suggestions (New Programs, etc.)** - Allison Mitchell, Louise Shugar,

## SALES/SERVICE/BODY SHOP

**Attorney General/Consumer Protection** - Chad Marsar, Don Busey, Yvonne Paturzo, Dan McMillen,  
**Dealership Forms** - Yvonne Paturzo, Karen McMillan, Kim Reigle, Dan McMillen, Chad Marsar, Don Busey  
**Environmental & OSHA** - Mark Jewett, Chad Marsar, Don Busey, Dan McMillen, Skip Wagner  
**Franchise Law** - Chad Marsar, Don Busey, John Devlin  
**Safety Inspection/Emissions Testing** - Skip Wagner, Chad Marsar, Don Busey, Yvonne Paturzo, Dan McMillen  
**Service/Body Shop Issues** - Chad Marsar, Mark Jewett, Don Busey, Yvonne Paturzo, John Devlin, Dan McMillen, Skip Wagner

## TITLING/PENNDOT

**Dealer Titles** - Judy Kline, Nicole Shaffer, Andi Alleman  
**Philadelphia Dealer Titles** - Jennifer Kearney, Jackie Eleftherion, Susan Lerner  
**Mitigating Division** - Louise Murphy, Christine Smeltz  
**Lien Verification** - Judy Kline, Denise Cisney, Karen McMillan  
**Priority Service** - Karen McMillan, Dolores Myers, Tara Brady  
**Trivin Questions** - Denise LeGay, Anne Marie Snyder, Jeanie Hower, Jody Haag, Don Busey  
**Title Questions** -Karen McMillan, Ruth Griffie, Jeanie Hower, Christine Smeltz, Robin Bascome, Kim Reigle, Jody Haag, Dolores Myers, Joan Laughman, Andi Alleman, Louise Murphy, Tara Brady, Liz Read, Denise Cisney, Amanda Finsterbush, Michelle Zehring, Don Busey, Dan McMillen, Bernadette Braun, Lisa Forbes  
**Searches, Inspection Stickers, Temporary Tags-** Andi Alleman, Michelle Zehring, Kim Reigle  
**Titling, Operator Licenses, Operator Records, Vehicle Commercial Trucks** - Karen McMillan, Dolores Myers, Don Busey,  
**Apportioned Regs-Trucks** - Karen McMillan, Don Busey, Dolores Myers  
**ELT** - Liz Read, Jan Sworen, Allison Mitchell

### Mailing Address

1925 North Front Street  
P.O. Box 2955  
Harrisburg, PA 17105-2955

### Phone/Fax Numbers

<b>Accounting</b>	1-800-242-3745/Fax# 1-717-255-8340
<b>Dealer Purchasing Service</b>	1-800-692-7295/Fax# 1-717-255-8320
<b>Education/Legal/Meetings</b>	1-800-242-3745/Fax# 1-717-213-0102
<b>Insurance</b>	1-800-222-8712/Fax# 1-717-255-8343
<b>Member Services</b>	1-800-242-3745/Fax# 1-717-213-0102
<b>Title</b>	1-800-242-3745/Fax# 1-717-255-8356

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Please do not hesitate to contact me, if your questions remain unresolved. I would be glad to discuss them with you directly at any time.

-John Devlin, President/CEO



**PAA 1-800-242-3745**

**Insurance 1-800-222-8712**

**Dealer Purchasing 1-800-692-7295**

**PRESIDENT/CEO**

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**LEGISLATIVE AFFAIRS**

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**PAA SERVICES, INC.**

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Louise Shugar, Director,  
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**EDUCATION /TRAINING AND COMPLIANCE  
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**PAA FOUNDATION**

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**REGIONAL MANAGERS**

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**TITLE & TAG/DEALER SERVICES**

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Bonds (Dealer - Full Agent - Sales - Finance - Collector -  
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Kim Reigle ....kreigle@paa.org.....3363  
Bonds (401(k) Pension - Bid & Performance Bonds)  
Amy Trump ....atrup@paa.org.....3307  
Bonds (Notary Public Bonds)  
Becky Ross....bross@paa.org.....3319

**PURCHASING & ONLINE STORE**

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