

# the news is out there

## Northern California Region

Darryl Cook joined VALIC recently as a retirement planning specialist in the education and healthcare sectors. Darryl came to VALIC from the healthcare equipment sales industry. Eva McLane joined VALIC as assistant to Sacramento district manager Richard Maxey and North State district manager Mark Malouf. Eva previously worked for Shriner's Hospital.

Jonathan Froude joined VALIC in January 1999 as a retirement planning specialist and is concentrating in the K-12 market and deferred compensation. Before joining VALIC, Jonathan serviced long-term care plans to senior citizens in northern California. Tom Drake became a VALIC retirement planning specialist after spending many years as a registered nurse. Tom is currently studying for his Certified Financial Planner designation. Julie Malone came to VALIC in December 1998 as a retirement planning specialist. She has been in the retirement planning business since 1988. Julie has another claim for 15 minutes of fame: She and her family were on the TV game show "Family Feud" in 1984. And the survey says welcome aboard, VALIC newcomers!

## Georgia Region

Janie Langford is the scheduling supervisor for the Georgia Region and has been employed by AGRS since August of 1996. She got her NASD Series 26 license on Jan. 22; Series 63 on Feb. 8, and her state Life and Variable Annuity licenses exams just recently! Janie says she's not planning to become a rep, but simply wants to bring more value to her role in the company.

Kudos to Janie Langford for getting her NASD Series 6, 26, and 63 licenses recently. They also go to Molly Mahone, who passed her Series 6 and 63 incenses. Sandra Bryant got her LOMA certification in Associate Customer Service and Donna Crisci received her LOMA certification in Principles of Marketing.

We wish continued success to AGRS/VALIC veteran Kay Holland, in her new position as a VALIC rep in the Georgia region. Kay previously served as Marketing Administration Manager in the Southern region.

## Virginia Region

Our new region is growing rapidly with Michael Perry as regional manager and Jamie Many as

Marketing Administration Manager. The region's receptionist is Nancy Beach, and Mike's administrative assistant is Kathleen Guzman.

## Oregon/Alaska Region

On Jan. 1, the Alaska/Oregon region's Customer Service unit was consolidated into the Houston-based national Customer Care Center. Former Customer Service employees were transferred to new jobs in the region.

Su Cook is now Marketing Administrative Manager, and is joined by Renata Bunawan, Marketing analyst coordinator; Mitchell Underwood, Sales Support technician; Dottie McNellis, administrative specialist; Bobbi Reiling, administrative specialist; and, Linda Mills, receptionist. The office also welcomes new hires Becca Krumenacker, administrative assistant to regional manager Jay Jorgensen and Karin Carambot, sales support technician.

The office has been remodeled, new phone equipment installed and new numbers for all.

## Carolina Region

These Carolina Regional employees get a big High Five for their valuable efforts, leading to promotions: Dorothy Thorpe, administrative assistant; Frances Robertson, receptionist/office assistant; Mandy Yelton, administrative assistant; Julia Ward, Sales Support technician; Valerie Mulcare, Sales Support technician; Linda Savage, senior administration specialist and Katherine Rodgers, administration specialist.

## Alabama Region

Alabama Sales Support technician, Barbara Mosley, was recently inducted into the Phi Theta Kappa national honor society. She is attending Jefferson State Community College and expects to transfer to the University of Alabama at Birmingham to pursue a business administration degree.

Alabama regional manager, Jim Griffin, is recovering nicely from recent surgery and back in the office, much to the delight of his regional staff.

## Philadelphia Region

VALIC rep Kevin Rhodes earned his Certified Financial Planner designation. Way to go Kevin.

## Performance Culture Workshops

Just what is the "performance culture" we've been hearing about? Fortunately, you won't have too wait long for the answer. Human Resources is gearing up for a series of workshops especially to provide first-hand input about this topic to all employees, company-wide.

These sessions, beginning around the end of June, will focus on how our corporate core values apply to American General's daily work. The workshops will give employees an opportunity to identify and discuss behaviors associated with the values, and participate in related exercises. The workshop goals are to foster a sense of community, individual contribution, and common purpose as the company grows and prospers.

### What else is available in the Home Office to keep you learning and growing?

Course Name	Dates
Supervisors' Lunch (Employee Recognition)	June 9
Delegating for Results	July 6
Presentations and Proposals	July 28
Structured Writing Program	Aug. 5, 12 and 19
Adapting to Change	Aug. 24 and 26
Violence in the Workplace	Aug. 31

The following two programs can also be scheduled:

**Enjoying Your Job** – A 45-60 minute session on how to create a positive experience at work (see related story on page XX).

**Team Building** – Delivered in two sessions of 2-1/2 hours each, this course helps teams understand and accept one another, and work together for the common good.

For more information on courses or to schedule a session for your group, contact Lois Bush at extension 5432 or by Lotus Notes.

## All systems Go!

### Contingency plans for year 2000 readiness

Are we ready? Yes we are. You may be getting inquiries from clients, or you may have your own questions about how AGRS is handling its Y2K readiness. The Year 2000 Project Office on the 14th floor of Woodson Tower has been at work to ensure we will be ready for more than two years.

To prepare our computer systems for the next millennium, a Year 2000 Project Office was established in each American General business division and coordinated as a company-wide initiative. The project includes systems inventory, testing, assessment, and reprogramming or replacing of all systems. Mission critical systems have been in the final testing phase since the end of 1998. Evaluations continue throughout 1999 for non-critical systems, along with the analysis of third-party relationships. We expect a smooth, trouble-free transition into the next millennium.

Y2K questions from clients, or any outside source, should be forwarded to Bill Judice, Year 2000 Project Office, at extension 2384, L14-00. If you want an update regarding our Y2K readiness, log into American General's Web site at ([www.agc.com](http://www.agc.com)), click on "Inside AGC" and check out Y2K information. The Year 2000 statement from our most recent filing of Form 10-K with the Securities and Exchange Commission (SEC) is also available on the Web site.