



Representing Pennsylvania's new car, heavy-duty truck and powersports dealers

PAA 1-800-242-3745
Insurance 1-800-222-8712
Dealer Purchasing 1-800-692-7295

PRESIDENT/CEO

Chad Marsar, Esq.....cmarsar@paa.org.....3379

LEGISLATIVE AFFAIRS

Mark Stine, Executive VP, Legislative
& Public Affairs ....mstine@paa.org.....3362

LEGAL

Brian Murren, Esq. ....bmurren@paa.org.....3303

COMMUNICATIONS

Melanie Stine, Executive Director PAA/PPD,
Communications....mlstine@paa.org.....3327

FINANCE & HUMAN RESOURCES

Steve Smith, VP, Finance
& Human Resources...ssmith@paa.org.....3349
Michelle Gillette.....mgillette@paa.org.....3308
Nicole Gaines.....ngaines@paa.org.....3307

PAA SERVICES, INC.

Allison Mitchell, Director, Partnership Programs, Management
Education & Meetings.....amitchell@paa.org.....3361
Jessica Charles
Membership .....jcharles@paa.org.....3340

EDUCATION /TRAINING AND COMPLIANCE
MEETINGS & CONVENTIONS

Donald Busey, Executive Director PAA/PTD
.....dbusey@paa.org..... 3332
Allison Mitchell, Director, Partnership Programs, Management
Education & Meetings.....amitchell@paa.org.....3361
Dan McMillen, Director, Training & Compliance
.....dmcmillen@paa.org..... 3323
Kris Barrett.....kbarrett@paa.org.....717-712-3918
Jessica Charles...jcharles@paa.org.....3340
Becky Ross ....bross@paa.org..... 3319

INSURANCE TRUST

Ben Faesel, Director .....bfaesel@paa.org.....3341
Audrey Goodling ....agoodling@paa.org.....3344
Aimee Huenerberg...ahuenerberg@paa.org.....3314
Shantell Robertson...srobertson@paa.org.....3402
Michelle Schoppert.....mschoppert@paa.org.....3316
Patty Vaughn ....pvaughn@paa.org..... 3383

INFORMATION SYSTEMS

Jeff Dorsey, Chief Information Officer
.....jdorsey@paa.org.....3370
Lynn Briner...lbriner@paa.org.....3315
Stephen Moore.....smoore@paa.org.....3364
Cooper Vohs.....cvohs@paa.org.....3390

PAA FOUNDATION

Kelly Fromuth
Executive Director.....kfromuth@paa.org..... 3342

REGIONAL MANAGERS

Darren Miller, Senior Regional Manager.....3350
dmiller@paa.org..... Cell: 717-439-8693
Mike Belfer.....3318
mbelfer@paa.org..... Cell: 717-576-9494
Mark Johnson
mjohanson@paa.org..... Cell: 717-743-5208
Tara Shaffer.....3366
tshaffer@paa.org..... Cell: 717-648-1489

TITLE & TAG/DEALER SERVICES

Karen McMillan, Director,
Title & Tag...kcmcmillan@paa.org..... 3359
Ian Wallace.....iwallace@paa.org.....3352
Andi Alleman.....aalleman@paa.org.....3339
Michelle Alleman...malleman@paa.org.....3329
Robin Bascome...rbascome@paa.org.....3304
Tara Brady....tbrady@paa.org.....3400
Bernadette Braun....bbraun@paa.org.....3401
Denise Cisney....dcisney@paa.org.....3305
Ashley Cohen....acohen@paa.org.....3076
Lisa DiStefano....ldistefano@paa.org.....3326
Lisa Forbes.....lforbes@paa.org.....3325
Tessa Hinterliter...thinterliter@paa.org..... 3320
Jennifer Kearney...jkearney@paa.org.....3077
Kim Kemfort ....kkemfort@paa.org.....3363
Judy Kline ....jkline@paa.org.....3331
Katie Kreiser...kkreiser@paa.org.....3309
Joan Laughman ....jlaughman@paa.org.....3384
Louise Murphy ....lmurphy@paa.org.....3311
Dolores Myers ....dmyers@paa.org.....3382
Jody Myers.....jmyers@paa.org.....3330
Nixa Luna Ponce..... nluna-ponce@paa.org.....3078
Liz Read...eread@paa.org.....3312
Stephanie Sheriff.....ssherriff@paa.org.....PAGE
Cambrea Styers...cstyers@paa.org.....3313
Hailey Swiderski...hswiderski@paa.org.....3398
Michele Zehring...mzehring@paa.org.....3317

Bonds (Dealer - Full Agent - Sales - Finance - Collector -
Repossessor - Salvor Bonds)
Ian Wallace.....iwallace@paa.org.....3352
Kim Kemfort ....kkemfort@paa.org.....3363
Bonds (401(k) Pension - Bid & Performance Bonds)
Ian Wallace.....iwallace@paa.org.....3352
Bonds (Notary Public Bonds)
Becky Ross....bross@paa.org.....3319

PURCHASING & ONLINE STORE

Mark Jewett, Sales Director ....mjewett@paa.org...3360
Clark Weaver...cweaver@paa.org.....3355
Kaitlyn Young...kyoung@paa.org.....3337
Lori Witmer ....lwitmer@paa.org.....3338

CompuSpecions 1-877-859-2959

Mark Jewett, Sales Director ....mjewett@paa.org...3360
Shaun Donovan.....sdonovan@paa.org..... 3601
Dave Thomas.....dthomas@paa.org.... 717-497-4370

# WHO TO CALL

## ACCOUNTING/TAXES/EMPLOYMENT

**Billing** (education, dealer purchasing, title) - Michelle Gillette  
**Billing** (insurance) - Audrey Goodling  
**Billing** (membership) - Jessica Charles  
**Billing** (Dealer, Agent, Sales, Collector or Salvor Bonds) - Kim Kemfort  
**Billing** (401(k) Pension or Bid & Performance Bonds)- Ian Wallace  
**Billing** (Notary Bonds) - Becky Ross  
**Dept. of Revenue, Dept. of Banking Issues** - Brian Murren, Don Busey, Dan McMillen  
**Excise Tax** - Don Busey, Brian Murren, Karen McMillan  
**Taxes** - Don Busey, Brian Murren, Dan McMillen  
**Wage/Hour Issues** - Brian Murren  
**Workers'/Unemployment Comp** - Brian Murren  
**Labor Law** - Brian Murren

## COMMUNICATIONS

**Bulletins/Websites** - Melanie Stine

## DEALER LICENSING

**Bonds-**  
**- Dealer, Full Agent, Sales, Finance, Collector, Repossessor, Salvor Bonds-** Ian Wallace, Kim Kemfort  
**- 401(k) Pension - Bid & Performance Bonds** - Steve Smith  
**- Notary Public Bonds-** Becky Ross  
**Installment Sellers** -Ian Wallace, Andi Alleman  
**Occupancy Permits** - Ian Wallace, Andi Alleman  
**New Dealer Start-ups** - Ian Wallace, Andi Alleman  
**Salesperson Licensing** - Ian Wallace, Andi Alleman

## EDUCATION/TRAINING

**Educational Seminars** - Becky Ross, Jessica Charles, Allison Mitchell  
**Title Seminars** - Becky Ross, Jessica Charles, Allison Mitchell  
**Manuals** - Becky Ross, Jessica Charles, Allison Mitchell  
**Compliance Reviews** - Allison Mitchell, Don Busey, Dan McMillen, Kris Barrett  
**In-Dealership Training** -Becky Ross, Allison Mitchell, Don Busey, Dan McMillen, Kris Barrett

## FOUNDATION

**General Information/Accounts** - Kelly Fromuth

## INSURANCE

**Claims, Billing and Other Issues** - Audrey Goodling, Patty Vaughn, Aimee Huenerberg, Michelle Schoppert, Ben Faesel  
**Health Ins. Issues, Section 125** - Ben Faesel  
**COBRA** - Aimee Huenerberg  
**Proposals** - Contact Regional Managers. See list on reverse side.

## LEGISLATIVE/PAC

Mark Stine, Chad Marsar, Melanie Stine, Don Busey

## MEETINGS & CONVENTIONS

**Meetings/Conventions** - Allison Mitchell, Becky Ross, Jessica Charles

## PROGRAMS

**Group Purchasing** - Mark Jewett, Lori Witmer, Kaitlyn Young, Clark Weaver  
**Membership Changes/Updates** - Jessica Charles, Allison Mitchell  
**Membership Inquiries** - Jessica Charles, Allison Mitchell  
**PAA Member Programs** - Allison Mitchell, Jessica Charles  
**CompuSpecctions** - Mark Jewett, Shaun Donovan, Dave Thomas  
**PAA Tool Grants** - Kelly Fromuth, Nicole Gaines

## PROGRAMS (continued)

**Regional Managers (Eastern)** - Darren Miller, Mike Belfer, Tara Shaffer  
**Regional Managers (Western)** - Tara Shaffer, Mark Johnson  
**Suggestions (New Programs, etc.)** - Allison Mitchell, Chad Marsar

## SALES/SERVICE/BODY SHOP

**Attorney General/Consumer Protection** - Brian Murren, Don Busey, Dan McMillen, Melanie Stine  
**Dealership Forms** - Karen McMillan, Ian Wallace, Dan McMillen, Brian Murren, Don Busey, Andi Alleman  
**Environmental & OSHA** - Mark Jewett, Chad Marsar, Brian Murren, Don Busey, Dan McMillen, Melanie Stine  
**Franchise Law** - Chad Marsar, Brian Murren, Melanie Stine, Don Busey  
**Safety Inspection/Emissions Testing** - Don Busey, Melanie Stine, Dan McMillen; Brian Murren  
**Service/Body Shop Issues** - Mark Jewett, Don Busey, Melanie Stine, Dan McMillen, Brian Murren

## TITLING/PENNDOT/DCNR

**Dealer Titles** - Judy Kline, Michele Alleman, Robin Bascome, Lisa DiStefano  
**Philadelphia Dealer Titles** - Jennifer Kearney, Ashley Cohen, Nixa Luna Ponce  
**Mitigating Division** - Louise Murphy, Lisa Forbes  
**Lien Verification** - Denise Cisney, Katie Kreiser  
**Priority Service** - Dolores Myers, Tara Brady  
**Title Questions/Vitu Questions** -Karen McMillan, Robin Bascome, Kim Kemfort, Jody Myers, Dolores Myers, Joan Laughman, Andi Alleman, Louise Murphy, Tara Brady, Liz Read, Denise Cisney, Cambrea Styers, Michelle Zehring, Don Busey, Dan McMillen, Bernadette Braun, Lisa Forbes, Kris Barrett, Ian Wallace  
**Searches** - Kim Kemfort, Denise Cisney  
**Temporary Tags, Inspection Stickers-** Andi Alleman, Jody Myers, Michelle Zerhing  
**Vehicle Commercial Trucks/Appportioned** - Karen McMillan, Don Busey, Katie Krieser, Dolores Myers  
**ELT** - Liz Read, Allison Mitchell  
**DCNR** - Denise Cisney, Katie Kreiser, Melanie Stine

### 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

### Websites

Main Site: [www.paa.org](http://www.paa.org)  
Online Store: [www.paadps.com](http://www.paadps.com)  
Foundation: [www.paa-foundation.org](http://www.paa-foundation.org)  
CompuSpecctions: [www.compuSpecctions.com](http://www.compuSpecctions.com)