



INTER OFFICE MEMO

TO: ALL EMPLOYEES

DATE 3/30/84

FROM: W. E. Flaherty

AT:

SUBJECT: MANAGEMENT ANNOUNCEMENT

As previously announced, in order to address ASPC priority projects for 1984, Joe Grantham has accepted the position to direct the Major Corporate Project of Private Business Systems within the Information Systems and Facilities Services Division reporting directly to Bud Bolin.

Superior customer service is one of the highest corporate objectives, and in order to continue the good progress we have made in this area, we are pleased to announce that Ted Hedrick has been appointed to the position of Vice President, Customer Relations. Under the leadership of Joe Grantham, Ted has been instrumental in the numerous improvements experienced in the Private Business area. Ted will report directly to George A. Brown, Senior Vice President, Private Business Operations.

Ted joined the Plan as a Job Analyst in the Compensation Department in 1973. Since March, 1974, he has held various management positions within the Claims and Customer Relations Divisions, and most recently held the position of Director of Customer Service.

Before moving to Florida, Ted earned his BBA degree in Personnel Management at St. Mary's University in San Antonio, Texas.

Please join me in congratulating and extending your support to Ted as he assumes his new responsibilities and reporting relationships.

-- W. E. Flaherty

WEF:hgk