

AAA News & Safety

AAA Selects Oklahoma City for Major Customer Contact Center

Oklahoma City, Okla., May 16 – AAA Member Services Company today announced plans to build a 198,000 square-foot customer contact center in north Oklahoma City. The facility is expected to employ more than 1,200 people, who will service AAA members in a multi-state region.

"This site selection is not only good news for Oklahoma City," said Neal Krueger, President and CEO of AAA Oklahoma, "it's good news for the members of participating AAA clubs who stand to benefit from Oklahoma's motivated work force, friendly business environment and low cost of operation."

The center will be built by Koll Development Company of Dallas, Tex., a leading commercial real estate firm. Construction will begin next month with completion slated for late 2009.

"A lease contract has been signed with Koll Development Company so they can purchase land in the Quail Springs Office Park, north of the Kilpatrick Turnpike," said Krueger. "The new building will be a four-story energy-efficient structure, consistent with the latest green standards and practices." Oklahoma City contact center employees will provide membership, travel, insurance and emergency road services to AAA members in many states, including northern California, Nevada, Utah, Arizona, South Dakota, Oklahoma and possibly others.

"We want to especially thank the city of Oklahoma City and the state of Oklahoma for their assistance in landing this important facility," said Krueger. "Cities in many states competed aggressively for the site. To have won is further evidence of the ongoing success story that is Oklahoma City."

AAA Oklahoma is a not-for-profit, fully tax-paying membership organization, providing a wide array of automotive, travel, insurance and financial services to its 326,000 members statewide.

AAA Member Services Company represents several AAA clubs throughout the West and Midwest in exploring innovative ways to better and more efficiently serve AAA members.

Since 1902, AAA has been a leader and advocate for the safety and security of its members, now 51 million strong nationwide, and the traveling public. AAA Oklahoma can be visited on the Internet at www.AAA.com.