

January 2020

INSIDE THE ISSUE

Message from the President



Thank you for being part of another great year. We've received lots of feedback through the year and I love hearing the stories of how our team has helped you with challenges big or small. If you have any comments to share we've added a Rate and Review link to our website or you can always reach out to me directly at rekberg@pheinsurance.com. Thanks for sharing.

We will be welcoming several new babies into the PHE family over the next year. Keep an eye out for some cute new faces in the newsletter coming soon.

There will be changes in how we deliver service to you. Throughout the year we will be working to reduce the amount of paper we send out. Much of the correspondence we now mail out will transition to email delivery. We're not going paperless so if you prefer the hard copies just let us know and we'll be happy to accommodate.

For commercial accounts, if you had to fill out paper renewal apps, those will now go digital. You will be able to provide your renewal info, sign and return your app right from your desktop, tablet or phone. No more printing and scanning required.

Thank you for your continued support. We're looking ahead to a very exciting 2020!

Sincerely,
Reid Ekberg
President

Reid with daughter Cora



Message from the President
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Local Events

January 1

Polar Bear Plunge

Point Defiance Marina

11:30am - 3pm

\$5 per person - register at event
Kick-off the new year with a cool tradition—a refreshing plunge into invigorating Puget Sound! Rain or shine - get your splash on!
www.metroparkstacoma.org

January 6 and 13

Little Sprouts - Rocking Out

Tacoma Nature Center

1919 S Tyler St, Tacoma

9:45am

Metro Parks Tacoma is partnering with Tahoma Audubon for an hour of fun with your littlest ones! This program features story-time, sensory-based activities, songs and outside time, all focused on the natural world. Doors open at 9:30 for independent discovery. Pre-registration required. Adult must stay with child.
www.metroparkstacoma.org

January 18-19

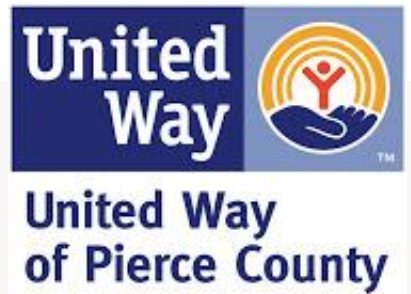
Pacific NW Reptile & Exotic Animal Show

Pavillion @ WA State Fairgrounds

The largest reptile and exotic animal show in the Pacific NW. Hundreds of vendors with reptiles, amphibians, and other unique exotics, as well as all the equipment required for their care. In addition there are interactive educational exhibits.
www.pacnwrs.com

www.pacnwrs.com

NON-PROFIT OF THE QUARTER



Pilkey-Hopping & Ekberg's Non-Profit of the Quarter: United Way of Pierce County

Pilkey-Hopping & Ekberg is pleased to support United Way of Pierce County, the Non-Profit of the Quarter. For every referral we receive this quarter, we'll donate \$5 to this organization.

Give a Lyft! Ride United is here...

Transportation is a big barrier for those living below the poverty line - especially when it comes to finding a ride to critical appointments. That's why United Way of PC is thrilled to announce the launch of Ride United, a transportation access initiative with Lyft that help individuals in need overcome transportation barriers.

Through the partnership with Lyft, South Sound 2-1-1 provides free rides to eligible clients specifically in need of transportation for employment, health and access to public benefits. Because this a new pilot program, the coverage area is limited to select Tacoma zip codes but it's already making a big difference! Over the past year, United Way has seen great success and benefit in partnering with Lyft through Ride United. Across the nation, 211's are able to provide transportation when there were no other options for people.

"My car broke down and the earliest I could take it in to get fixed was the weekend. I still needed to get to work and didn't have enough time to take the bus and be to my shift on time. I was stressed out. I called 211 and they stayed on the phone while they dispatched my ride to make sure I received the text message confirming my driver's information. They also scheduled me a ride home and confirmed I received that information as well. I didn't have to miss work and that was all I cared about."

For more information, please visit their website www.uwpc.org



Rate and Review Us!

Thank you to all who have taken the time to complete our customer surveys. It really helps us to know how we are doing. We have a Rate and Review system on our website, www.pheinsurance.com. You can leave your comments there or please feel free to email us at insurance@pheinsurance.com any time with any concerns you have or if you just want to give kudos to one of us.

On behalf of our team, we sincerely thank you for your business and look forward to your feedback.

"...Pam is so knowledgeable and personally supportive! We really appreciated her covering for us and providing all the documents we needed to sign up before the deadlines..."
S and K, Gig Harbor

"I really like this Insurance Company! I especially like to talk with Jamie! She always gets back to me in a timely manner. Has all the answers to my questions. Jamie is very professional. You are lucky to have her on your Team! Thanks Jamie ☺"
Appreciative Customer, Federal Way

CUSTOMER FEEDBACK



Thank you for your donations!



Calvin, Debbie, John, Dayle, AnnMarie, Pam and Reid

Operation Blessing was a huge success in our area! Thank you to all who donated. Over 100 families were helped over the Christmas holiday season. While many families experience Christmas as a time of happiness and abundance, others face it as a time that highlights their lack of resources.

On December 15th, Operation Blessing provided the children in these families with Christmas gifts through a one day event full of joy and hope. This event was held at Skateworld in Tacoma.

These families will enjoyed treats and hospitality, childcare, and food assistance through Emergency Food Network along with Christmas gifts for every child in the family. The parents picked out the gifts, helped wrap them, and brought them home for Christmas.

For more information on current projects and how you can volunteer, please visit www.needabreak.org



2019 Best Practices Agency Award

We are pleased to announce Pilkey-Hopping & Ekberg, Inc. was chosen as a 2019 Best Practices Agency! Each year since 1993, IIBA and Reagan Consulting, an Atlanta-based management consulting firm, join forces to study the country's leading agencies in six revenue categories. The agencies comprising the study groups are selected every third year through a comprehensive nomination and qualifying process and awarded a "Best Practices Agency" designation. The selected "Best Practices" agencies retain their status during the three-year cycle by submitting extensive financial and operational data for review each year. Pilkey-Hopping & Ekberg first applied in 2016 and we have maintained our status.

More than 1,300 independent agencies throughout the U.S. were nominated to take part in the annual study, but only 267 agencies qualified for the honor. To be chosen, our agency had to be among the top-performing agencies in one of six revenue categories.

The *Best Practices Study* was initiated by the Big "I" in 1993 as the foundation for efforts to improve agency performance. The annual survey and study of leading independent insurance agencies documents the business practices of the highest performing agencies and urges others to adopt similar practices.

Pilkey-Hopping & Ekberg, Inc. was founded in 1896 and can offer insurance products from a number of different companies.

Holiday Schedule:

Tuesday, December 31st Open until 3:00pm

Wednesday, January 1st Closed



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**We'd love to hear about
your community
involvement!**

If you'd like to be featured as
one of our clients of the month,
please contact our newsletter
editor, Dayle Conrad at
dayle@pheinsurance.com

REFERRAL PROGRAM

Your referrals mean the world to us.

We work hard to earn each referral with great service every day. Our "Spread the Word" program is our way to say thank you for all the referrals you've trusted us with for years.

Refer someone to Pilkey-Hopping & Ekberg Insurance and get something back!

What qualifies as a referral? A referral is when we get a call for a quote from someone saying you referred them to us.

For every referral, you get:

- A \$5 Starbucks gift card!
- We also match this with a gift to a non-profit of the quarter. This quarter, the recipient is United Way of Pierce County.

That's it! The person you refer is under no obligation to purchase a policy from us. Give it a try! We appreciate your trust in us.

