



The Pilkingberg News

Calendar of Local Events

Bloodworks Mobile Blood Drive

March 4 at Norpoint

8am—2pm

4818 Nassau Ave NE

March 26 at Metro Parks HQ

9:30am—3:30pm

4702 S. 19th St.

April 4 at STAR Center

1pm—7pm

3873 S. 66th St.

A community partnership with Bloodworks Northwest is making it more convenient for you to give the blood that's needed at Tacoma-area hospitals. MetroParksTacoma.org

March 9

St. Patrick's Day 5k

9am

Titlow Park

8425 6th Ave., Tacoma

Come get your Irish jig for this lovely 5k around the trails of Titlow. The race is chip-timed and dogs (on leash) are welcome! MetroParksTacoma.org

March 10

Daylight Saving Time begins



March 29—30

The Jordan World Circus

WA State Fairgrounds —

Paulhamus Arena (green gate)

One of North America's premier traveling circuses! Where else can you see an elephant perform or a daring young lady hang by her teeth 25 feet in the air?

TheJordanWorldCircus.com

First Quarter Anniversaries

Donna Haynes — 38 years

“Hi, I am Donna” This has served as her tag line for over 35 years. She joined Pilkey-Hopping & Ekberg, Inc. in January 1981 and has grown up with the PHE families. Over this time, Donna has witnessed the disappearance of the “wet back” copier, having to run up the street to use a fax machine and postage rise from .18 to the current level .55. The relationships with customers, vendors and employees have given her the strength to grow the commercial insurance department to the level it is today. Now Donna is helping to educate and mentor the newer sales team with fun and vigor. She has fond memories of her mentor, Don Pilkey, and all he did to lead to her success. She learned it's not always how much you know, but how much you care that makes one a great sales person.



As an insurance professional, Donna holds the coveted title of Chartered Property Casualty Underwriter (CPCU), which is a national designation. She led the state trade organization as their president, and served on the local board for many years. In addition, she is an educator of insurance from technical details to marketing and service.

Donna lives in University Place with her husband, Paul. Their son Jarrod, a graduate from the University of WA, resides in Seattle with his wife, Laura. Donna enjoys reading, golfing, baking, attending plays, watercolor painting and travel. Her favorite tool is her GPS in her car, and believes in “Service Above Self” and having fun.

Stories from Donna:

“I insured a building for a doctor in Seattle and it caught on fire as I was packing for vacation. I rushed down to see the burning building and talk to my client. All went well and after the bids were secured, an arsonist caught the building on fire again! Here again, I was heading for a holiday and had to call the doctor and share the news of the second fire. His recommendation is that I cease going on vacations. All was settled and a new building happily rests in the former spot.”

“There was a very mature couple who we insured for years who, unfortunately, had financial difficulties and decided to burn their own building. Oops! I knew the client for over seven years and never imagined they would be capable of such a feat. Needless to say, the arson was discovered and hence no claim. Learned that you can never really know someone even when you think you do.”

“Insurance policies start at 12:01am. A building of a new client caught on fire at 2:00am. This is the record for the quickest loss! It was a darn good fire, too. Glad we were there to help them through it!”

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Referral Program

Pilkey-Hopping & Ekberg’s Non-Profit of the Quarter: Unemployment Law Project

GETTING THE DISABLED BACK TO WORK

The unemployment system assists people with disabilities get training for jobs they can do. But too often people are denied the benefits they need to complete an educational program that will get them back into the workplace. The Unemployment Law Project is there to assist people facing denials.

For over thirty years the Unemployment Law Project has assisted workers who have been denied the benefits they need to keep them in their homes while they look for a new job. Training is often the road to a new career in a field that is in demand. At hearings the Unemployment Law Project represents persons who have been denied.

Unemployment Law Project

Pilkey-Hopping & Ekberg is pleased to support Unemployment Law Project, the Non-Profit of the Quarter. For every referral we receive this quarter, we’ll donate \$5 to this organization.



Recently the Unemployment Law Project represented a man in the Everett area who was denied training assistance. He had previously worked as a mechanic, but had some unfortunate accidents with permanent injuries. He can no longer do the heavy physical labor that a job as a mechanic requires. At his hearing evidence was presented that he can do a management training program that would get him back to work in a job that would not have an unsafe physical strain on his body and have a negative impact on his health. He was granted benefits and can pursue the training for a new career.

Unemployment Law Project is a 501(c)(3) charity. Contributions are tax deductible. Please donate at www.unemploymentlawproject.org or send a check to Unemployment Law Project, 1904 Third Ave. Suite 604, Seattle WA 98101.

Thank you for your support.

Customer Feedback Rate and Review Us!

comments there or please feel free to [email us at insurance@pheinsurance.com](mailto: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.

To Beverly — “I really appreciate your skill and kindness.” Naomi G.

To Shawn— “Just as I suspected. I Google’d the word “Rock Star” and it returned your name as the number one hit. You are awesome. Thanks for the always-speedy help.” Dean B.

Thank you to all who have taken the time to complete our past customer surveys. It really helps us to know how we are doing. We have a new [Rate and Review survey](#) on our newly remodeled website www.pheinsurance.com. You can leave your



Jamie Williams — 30 years

Jamie joined the Pilkey-Hopping & Ekberg “Family” in 1989. Born in Tacoma and now residing in Puyallup. Jamie loves reading, crafts, and Seahawks gatherings on Sundays during football season. But what keeps Jamie the busiest is her family. Married for more than 36 years to Chuck, Jamie has 3 children — Marcus, Megan and Haley. The two oldest are now married and Jamie now has 2 grandchildren. Haley, the youngest, is attending Pierce College as well as playing volleyball for them. To round out the family, she has two dogs, a Yorkie named Moxen and Jethro (Jet) a German Shepherd.



Stories from Jamie:

“One of my favorite memories is when I first started in insurance as a receptionist. One of the agents brought out a file and asked me to mail it to the client. I looked at it and the file was huge! About 5” thick. I said “OK”. A couple of days later the agent came out to me and said “Jamie did you mail the whole file to the client or the paper that was paper clipped to the file?”. I said “You asked me to mail this to the client and you handed me the file and that is what I did”. I never did that again!”

“When I was training for the STP, Steve Ekberg would ride his bike with me during our lunch hour. He asked, “Is *that* the bike you are going to ride? It’s a little heavy, don’t you think?” And then the windbreaker I was wearing was blowing around me like a parachute. Steve was a little concerned if I was going to make it! I actually completed the STP three years in a row, thanks to my training partner Steve Ekberg.”

Jamie keeps us entertained here at Pilkey-Hopping & Ekberg by trying to use the copy machine to send a fax. Or using the heavy duty stapler backwards and getting frustrated because it wasn’t stapling.

Calvin Williams — 1 year



Calvin joined Pilkey Hopping & Ekberg in 2018 as a Personal Lines Producer. Born in New York to a military family, Calvin moved around quite a bit in his early years but has spent the majority of his life in the PNW. Calvin graduated from Peninsula High school & later graduated from Western Washington University.

Calvin lives in Tacoma with his wife Misty, their daughter Amaya (4) and the family pup Lola. As a family, they enjoy taking walks, attending social events, and spending time with friends and extended family. Their daughter Amaya has expressed an interest in exercising so you may catch the family walking along Ruston way or at the Pearl Street YMCA.

Stories from Calvin:

Calvin says he hasn’t been here long enough to have a story for you. However, Jamie remembers one of the first policies he was quoting was for a Silverado. Calvin got the ID number for the vehicle and was having a problem quoting it until he found out it was a Silverado horse trailer. That makes a little difference in the premium!

Fun Fact: The 3 Personal Lines agents (Jamie, Bev and Calvin) have the same last name, but are not related.



Pilkey
Hopping
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Insurance since 1896

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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 Dayle Conrad, newsletter editor.

dayle@pheinsurance.com

The Pilkey-Hopping & Ekberg 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! For every referral, you get:

- A \$5 Starbucks Gift Card! What qualifies as a referral? A referral is when we get a call for a quote from someone saying you referred them to us.

- We also match this with a gift to our non-profit of the quarter. This quarter the recipient is Unemployment Law Project.

- 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.

