



The Pilkingberg News

Calendar of Local Events

May 4

May the Fourth Be With You 5k

8am Wapato Park
6500 S Sheridan Ave, Tacoma
Dress up as your favorite Star Wars character for this 5k loop around Wapato Park.

Register online
MetroParksTacoma.org

May 4-5

Tacoma City Marathon

The Puget Sound's Ultimate Weekend Running Festival
Start/Finish at Point Ruston
5k, half marathon, full marathon, or the Ultra marathon thru Pt. Defiance Park
TacomaCityMarathon.com

May 12

Mother's
Day



May 16

Bike to Work Day

May is Bike Month
Bike like the Mountain is out!
Lots of bike-related events and activities are planned for Bike Month — details will be posted in the calendar on this page.
CityofTacoma.org

May 25

Street Scramble Gig Harbor

Tom Taylor Family YMCA supports this event in order to make it FREE to all participants.
Start/Finish at Donkey Creek Park.
StreetScramble.com

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Second Quarter Anniversaries

Sabrina Warmack — 33 years



In 1978, Sabrina began working in the insurance business here in Tacoma. She joined our staff in 1986 and is currently the agency support specialist. Outside of the office, Sabrina enjoys spending time with her husband of 35+ years, Dave, and her adult son, Aaron. All year long, they enjoy sitting by the fire while the barbecue is going. Sabrina is a great cook, too. She loves to cook, usually making all of her meals for the week on Sundays. Occasionally she brings something to the office to share. The Warmack's have a large garden in the summer-time and grow many fruits and vegetables from raspberries to peppers. They also harvest over 200 Walla Walla onions each year! Three phrases that describe Sabrina: Animal lover. Barbie collector. Scary movie watcher. Currently there are 2 cats at the Warmack home that share a space with over 40 Barbies in their original boxes. Scary movies? Oh yes, at least one every weekend.

Stories from Sabrina: When I was 18 my first insurance agency job was a file clerk. I was so excited because it was my first real job and the office was very friendly to me. At that time I drove a 1961 Ford Galaxie, which my co-workers nicknamed "The Whale" due to its size. Jeanette, my co-worker, had just purchased a brand new car. She was so proud of it and we all flocked around to admire it. It put my old car to shame! After we went inside we heard a large crash. We all ran outside and saw in horror that my "Whale" had slipped out of park and rolled backwards down the hill right into Jeanette's brand new car! That was my first lesson in the importance of having good auto insurance. Her car was totaled and my car only had a small dent. My insurance took care of her, but it was a memory that will always stick with me.

Andrew Imholt — 3 years



Andrew Imholt joined the Commercial Lines team in April of 2016 as an Account Executive. He attended Central Washington University and The University of Washington (Tacoma Campus), where he graduated. After college, Andrew worked in a multiple sales and marketing roles in the telecommunication and website development industries for over six years in the Tacoma area. Andrew lives in Fircrest with his wife Liz and daughter Natalie and one more on the way. In his spare time, Andrew enjoys spending time with family and friends, traveling and being active.

Stories from Andrew: When I first started with PH&E, I joined our afternoon coffee crew for the daily trip to Starbucks. One day as we were getting ready to leave Starbucks, I saw the name of one of my father's oldest friends come up on the caller ID of Donna Haynes' cellphone. I simply told her to answer the phone and tell him that she was with Andrew Imholt. Then I hear from the cellphone's earpiece "Put him on the phone!" He told me "What, are they just hiring anybody down there these days?!" Given our relationship, these were funny terms of endearment coming from my Dad's buddy. I have been the main contact for his account since then and we've been able to build upon and strengthen our relationship. It's been awesome.

Pilkey-Hopping & Ekberg's Non-Profit of the Quarter: Lindquist Dental Clinic for Children



TURNING NO CHILD AWAY

Every day at Lindquist Dental Clinic for Children dental care is provided to children in need regardless of a family's ability to pay! They have served tens of thousands of children and families in their 83 years of existence; the Diego family is one such family.

The Diego family of six had two children in need of immediate dental care, however they did not have insurance and the cost of treatment at other dentists was more than they could afford. Fortunately for the Diego's, the nurse at the children's school knew about LDCC services and that they offer families the ability to receive dental care on a sliding fee basis; turning no child away based on the family's ability to pay. After receiving the information about LDCC, Mrs. Diego called them to make an appointment which they were able to schedule for the same day! The appointment confirmed that indeed there was emergent care needed. They were able to schedule for multiple appointments to address immediate needs and alleviate the pain the two children were having, as well as provide the other four children with the dental care they also needed. The family was and continues to be extremely grateful for LDCC and that they offer a sliding fee scale. Mrs. Diego wrote, "It is wonderful to know that there is hope and a chance today, and in the future, for families who are struggling and trying to make it through each day. From the bottom of my heart, my family and I thank you. All of the employee's smiles make you feel loved. Thank you again for your service."

Pilkey-Hopping & Ekberg is pleased to support Lindquist Dental Clinic for Children, the Non-Profit of the Quarter. For every referral we receive this quarter, we'll donate \$5 to this organization.

Please call LDCC at 253-539-7445 if you have a child/children in need of a dental home!

Customer Feedback Rate and Review Us!

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 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.

"Kelsey is easy to work with and very prompt in returning calls. I am very happy with your service." Debbie F.

"Pam...I appreciate all your expertise...I frequently recommend you and your company due to your knowledge and compassion." Jan V.



Jessica Clark – 2 years

Jessica is a recent resident of Washington. Moving from Chicago after growing up in Dallas, TX and studying at Oklahoma State University, she developed an interest in customer service after working in the banking industry and the finance department for the local company Milgard Windows and Doors. Jessica lives in Lakewood with her husband, Nick and son, Knoxon. She enjoys being a mom, playing golf and volleyball, exploring the great PNW, and of course watching football. Go Cowboys!



Stories from Jessica: On my very first day at PH&E I was trying to familiarize myself with the area during the lunch hour. I accidentally got into the wrong lane that forced me to get onto Highway 16 west, which was the last exit before the Narrows Bridge. I had to cross the bridge and pay the toll to make it back. I was obviously late returning to work and felt quite embarrassed on my lack of navigation. Reid was not upset about my tardiness but laughed and provided me a \$5 bill and said the first trip across the bridge was on him! I thought he was going to tell me to use it to get a map :-)

Debbie Grant – 1 year



Debbie was born and raised in Seattle, and now resides

in Puyallup with her husband, Jason, and son Gavin. She recently came to PH&E after working in the finance department for both Milgard Windows, for 15 years, and 12 years at Franz Bakery. She enjoys watching her son play baseball at Tacoma Community College, spending time with her family, and is a diehard Seattle sports fan. Go Seahawks! Go Mariners!

Stories from Debbie:

Debbie says she doesn't have an interesting story to tell, or least admit to. Just give her some time and we'll come up with something!



Customer Highlight – Communities in Schools of Lakewood

Last year (2017-18) Communities In Schools of Lakewood staff worked with 19 Clover Park High School seniors who were identified as needing additional support. Their work with the students revolved around building relationships, making students feel supported in school, assisting them with setting goals to complete graduation requirements, and providing basic needs such as transportation, food, clothing and school supplies. At the end of December 2017, 13 of these 19 seniors were **not** on a clear path to graduation. Coming back from winter break, CIS Lakewood staff knew they had a lot of work to do and hit the ground running. Their interns and case managers met with these seniors on a weekly basis – often twice a week for those retrieving credits – to make sure these students were making progress with their work. Despite these efforts, even as late as the start of the last quarter a few were still in jeopardy of not graduating.

Staff began meeting more frequently with them almost every other day asking, “What percentage do you want to have done by the end of the week?” and then they would check in to make sure they were making progress. If not, they made sure the students were staying after school to get their work done.

These students didn't just have academic challenges. Family issues, transportation, secure housing and much more impacted their lives. But, in the end, all the seniors in the CISL program graduated! This is nearly 10% of the CPHS graduating class of 220. Goals achieved!



Pilkey
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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 Lindquist Dental Clinic for Children.

- 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.

