



November 2019

INSIDE THE ISSUE

Donna Haynes, CPCU Receives Lifetime Achievement Award

Big congratulations to our very own Donna! At the IABW (Independent Insurance Agents & Brokers of Washington) Conference she was presented with the Don C. Burnam award. It is the IABW's highest award.



Donna receives Don C. Burnam award from Dave Merrill, owner of Merrill & Merrill a member of the Advantage Group in Seattle

This Award was established in 1967 as a memorial to the late Don C. Burnam, president and founder of Western Pacific Insurance Company. The Association's most prestigious award is given to the person in Washington State who has rendered the most outstanding service to the American Agency System and the insurance industry during his/her career. This is a Lifetime Achievement Award! Donna served as president of the IABW from 2004-2005.

The list of Donna's volunteer involvement is quite extensive and diverse. She has served on the advisory council for the Office of Insurance Commissioner as well as Liberty Mutual. Other professional involvement: member of Pacific Chapter for CPCU, insurance educator for Insurance Institute of America and Professional

Insurance, education chair for Tacoma Pierce County Insurance Women. She has been on the Board of Directors for numerous organizations including, but not limited to, United Way of Pierce County and Tacoma Rescue Mission. It must have been a fun time for Cub Scouts pack# 218 when Donna was a den leader for 5 years! Other youth organizations where she has volunteered include Boys & Girls Club of Pierce County, Life Christian School PTA, and self esteem speaker for Advocates for Youth.

For personal enjoyment, Donna likes beginning water color painting, baking, being poolside, vacationing, hanging with girl friends, reading and good food. She and her husband Paul live in University Place. Their son Jarrod, a graduate from the University of WA, resides in Seattle with his wife, Laura. Donna's favorite saying: "Happy happy, joy joy!" Her motto: "service above self" And that shows in all that Donna does!



Don C. Burnam Award
Non-profit of the Quarter
Customer Feedback Request
Quarterly Anniversaries
Referral Program

Local Events

December 1 to 31
Customer Appreciation Month
Pilkey-Hopping & Ekberg
Stop by our office any time in the month of December to meet the staff and receive a gift bag, spin the wheel for fun prizes and enter in the drawing for a nice gift basket!



November 28
Norpoint Turkey Trot and Kids' Dash
Center at Norpoint
4818 Nassau Ave NE, Tacoma
9:00am
The largest Turkey Trot in the South Sound! 5k and 2-mile run. Kids' Dash stays on campus and participants are invited to join Norpoint staff for crafts and games in the gym while their parents run or walk the 5k or 2-miles events.
www.centeratnorpoint.org

November 30
Small Business Saturday
Wedged in-between Black Friday and Cyber Monday, don't forget your local mom-and-pop shops! Help keep our neighborhood shops in business – shop locally because of the uniqueness they add to your community.



**Pilkey-Hopping & Ekberg’s Non-Profit of the Quarter:
Need A Break Services -- Operation Blessing**

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

As you make plans for the upcoming holiday season, consider helping Need A Break Services make Christmas wishes come true for local families in need.

While many families experience Christmas as a time of happiness and abundance, others face the holidays with hardship and lack of resources. Operation Blessing, a Christmas project of Need A Break Services, wants this to be the most wonderful time of year for all families.

On Sunday, December 15 they are hosting a one-day event filled with hope and joy at Skateworld Tacoma from 11am – 2pm. Families in attendance will receive food blessing bags from Emergency Food Network, Christmas gifts and basic necessities for each child in their family, treats and hospitality, and childcare assistance while they shop and select the perfect gifts.

The goal is to bless 150 local families and your help is needed!

Pilkey-Hopping & Ekberg is a donation location for new, unwrapped toys. Please consider bringing a donation **before December 6th** so it can be included in Operation Blessing!



Donate, partner and/or volunteer with Operation Blessing and spread hope this Christmas. Visit www.needabreak.org/operation-blessing-2019.html for more information on how you can make a difference for our neighbors in need.

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 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.

*“Shawn...Pleasurable and excellent service.”
Colleen R.*

*“Jamie...you’re a gem!! Thank you for your time and kindness. Appreciate your level of customer service.”
Francine O.*

CUSTOMER FEEDBACK



Fourth Quarter Anniversaries



Dayle Conrad – 30 years

Born and raised in the Seattle area, Dayle began her insurance career in 1976 for Great American Insurance Co. in Seattle. When they moved their operation out of state in 1988, she took a few months off before coming to work for Pilkey-Hopping & Ekberg in 1989 as the computer coordinator. Over the years her position has also evolved into the office manager which gives each day a nice variety. Dayle is married and enjoys RVing, gardening, fishing, and bicycling with her husband Shane. Since the children are grown and out of the house, they now make room for 2 cats who like to travel with the couple. Their RV journeys take them anywhere from the desert to the mountains to the ocean. Working with children and youth is Dayle's passion. She volunteered 22 years in the Awana ministry before retiring and now enjoys time with her grandchildren. Dayle likes to collect lighthouses and has a goal to visit all the lighthouses on the U.S.A. west coast.

Beverly is a customer service agent in our Personal Lines department – handling last names A-L. She started her career in the insurance industry in Port Orchard in 1981 and joined our team in 1989. Beverly was raised and currently resides in Gig Harbor with her husband, Mike. She enjoys spending time with friends, reading, watching TV and doing puzzles. Her favorite thing is to go camping! She camps on the Hood Canal with her closest friends as much as possible, where they relax, spend time at the river and go to the waterfall. Beverly is an animal lover and with no pets herself, she is the proud Auntie to her brother's Jack Russell.



Beverly Williams – 30 years



AnnMarie Sweeney – 2 years

AnnMarie joined the Commercial Lines Department in 2017. She has been in the insurance business for 30 years and has come full circle in her career. She started in the industry as a CSR on the agency side, moved to sales and then on to underwriting. Now she has returned back to the CSR side, which she enjoys most. She loves helping people.

Born and raised in Moses Lake, WA, AnnMarie has a love for the outdoors. There is nowhere else she would rather live than the Pacific NW. We have it all — the ocean, mountains, desert and four seasons! Her favorite vacation spots are the Pacific Ocean and Yellowstone National Park. AnnMarie and her husband

Jeremy love to garden, camp, fly kites, hike, snow ski and, most of all, spend time with their fur kids — 12- year old Piper. Piper is a unique mix: Beagle, Springer Spaniel, German Shepard, Golden Retriever with a splash of Chow, a 18 month old Border Collie, Crosby and recently rescued 5 month old lab mix, Jackson.

Privacy Policy: Please Note: Our Privacy Policy has not changed in the past year. You can find it on our website www.pheinsurance.com under the “About Us” tab. Any questions or concerns can be addressed to : Pilkey-Hopping & Ekberg, Inc., Attn: Privacy Policy
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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 Operation Blessing.

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.

