



March 2021

INSIDE THE ISSUE

## Getting to Know Us – Employee Spotlights

We have some additions to the staff that we want you to know.

Introducing...*Leah Jimenez*

Leah has been with Pilkey-Hopping & Ekberg for almost 6 months and is an account manager in the Commercial Lines Department. Previous to PH&E she was with American Family Insurance.

**Where are you from originally?**

Tacoma, the South End to be exact.

**What's your favorite thing about your job?**

I get to learn something new every day!

**What's your biggest pet peeve?**

Probably a lack of empathy for all living beings and our environment.

**What's your favorite ice cream flavor?**

Dairy-Free Cookies & Cream 🍪 Ben & Jerry's "Milk" & Cookies Non-Dairy Pint is my fav so far!

**What's one thing most people don't know about you?**

I'm actually named after Princess Leia – but it isn't pronounced that way!



Employee Spotlights  
Office Update  
Non-profit of the Quarter  
Customer Feedback Request  
More Employee Spotlights  
Coverage Corner  
Referral Program

### Office Update

Through these challenging times, Pilkey-Hopping & Ekberg is still open to help with all your insurance needs. We continue to operate with most of our staff working remotely. The best way to contact us is by using the direct dial number for the team member you are trying to reach. Direct phone numbers can be found on our website in the *Who We Are* section. Select any individual profile from *Our Team* to see their contact info.



### Sylvia Darbison

Sylvia had been with Taylor-Thomason Insurance since July of 2017 until PHE acquired Taylor-Thomason last year. She is a Customer Service Agent in the Personal Lines Department  
Sylvia is originally from Seoul, South Korea but was raised in Fairbanks, Alaska.

Here are a few other things you may not know about Sylvia:

--> Sylvia's favorite part of her job is building long-lasting relationships with clients.

--> Her biggest pet peeve: slow internet connections

--> Fav ice cream flavor: Matcha, hands down!

--> One thing most people don't know about Sylvia: her favorite music is EDM/Electronic and pre-covid she actively loved going to shows/raves!

## NON-PROFIT OF THE QUARTER

### Pilkey-Hopping & Ekberg's Non-Profit of the Quarter: Rachel Lynn Henley Foundation



Pilkey-Hopping & Ekberg is pleased to support Rachel Lynn Henley Foundation, the Non-Profit of the Quarter. For every referral we receive this quarter, we'll donate \$5 to this organization.



Rachel Lynn Henley

Rachel Lynn Henley was diagnosed with synovial sarcoma - a rare soft tissue cancer - in 2007 when she was 14 years old. For seven and a half years, Rachel fought fiercely and gracefully through chemotherapy, radiation, surgeries, and a multitude of scans and hospital visits. Her battle ended peacefully on June 2, 2015.

### Bringing Smiles

The Rachel Lynn Henley Foundation brings smiles to local cancer fighting kids, and would love your help in bringing more joy! The mission of their Tacoma based all-volunteer 501(c)3 non-profit foundation is to support children, young adults, and their families living with pediatric cancer. They focus on enriching the quality of life during their fight by providing personalized gifts to make them smile, and provide funding to important and ongoing research needed to find cures and provide hope.

The foundation's biggest fundraising event to fund their programs is an annual auction with over 300 attendees from Tacoma, Gig Harbor, Olympia and Seattle. The auction will be virtual for the second year in a row due to the pandemic, and will be held April 23-25, 2021. If you have, or know of a business that might be willing to donate an item, please let them know! They have also encouraged followers who want to help them to support a local business by purchasing an item or gift card to donate to the auction.

To learn more or share your ideas, you can email [info@rachellynnhenleyfoundation.org](mailto:info@rachellynnhenleyfoundation.org). You can also look for them on social media for information on the auction.

[www.rachellynnhenleyfoundation.org](http://www.rachellynnhenleyfoundation.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](http://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.*

*"Beverly researched and straightened out a mix-up on our homeowners insurance account. It took considerable time and she even did some follow-up on her scheduled day off. We so appreciate Beverly's experience and friendly assistance!"* Mary & Patrick G.

*"Once again Pam thank you so very much for helping us with our recent questions. You are so knowledgeable and you so quickly guide us to our best options. I always feel that you are answering what you would do for yourself in our shoes! Really you take such good care of us and we are most appreciative!"* Sue & Keith B.

## CUSTOMER FEEDBACK



# More Employee Spotlights

## Julie Ellis

Meet Julie Ellis, a Sr. Account Manager in the Commercial Lines Department. She was with Taylor-Thomason since July 2017.

Here are a few things you may not know about Julie:

*Where are you from originally?*

I was born in Tacoma, WA but grew up in Puyallup, WA.

*Fav thing about your job?*

Learning more about insurance so I can better educate my clients on the products they purchase.

*Biggest pet peeve?*

Hearing people eat with their mouths open – especially while eating potato chips

*Favorite Ice Cream?*

Oreo Cookie

*One thing most people don't know about you?*

That I am a proud Army Veteran!!



## Bailie Grahn

**Meet Bailie** - one of PHE's commercial lines account managers!

Here are a few things you may not know about Bailie:

→ *Where are you from originally?*

Southwest Missouri- Middle America

→ *What's your favorite thing about your job?*

Learning something new every day. Variety is the spice of life.

→ *What's your biggest pet peeve?*

Sunglasses indoors

→ *What's your favorite ice cream flavor?*

Chocolate Chip Cookie Dough

→ *What's one thing most people don't know about you?*

I met my now-husband in the Denver Airport. Both of us had layovers to different cities.

## Coverage Corner – Purchasing a New Vehicle

Do you know how soon you need to insure a new vehicle once it is purchased?

Normally providers carry over insurance anywhere from 7-30 days and more commonly 7-14 days to make the necessary changes.

You do need to check with us about what your insurance company's requirements are!

If you are thinking about making a new vehicle purchase, please give us a call ☎ at 253-756-2000 to discuss how we can help with the transition!



2102 N. Pearl Street, Ste. 102  
Tacoma, WA 98406  
253-756-2000  
[pheinsurance.com](http://pheinsurance.com)

**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](mailto: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 Rachel Lynn Henley Henley Foundation..

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.

