

A WARM WELCOME



Offices in WA, OR, SC | 866-774-1324 | www.eibnow.com

We are so thankful to have you as part of the Empire Insurance Brokers family. We take great pride in our agency, community and clients. As an Independent Agent we offer choice, provide a high level of service and are local to your community. But what does that really mean? Can't other agents say the same thing about their business? Here is how we are different:

Choice: As an independent agent, we offer a wide array of multiple insurance carriers, coverages, price, and more. Our main focus is to find the insurance coverage that best suits your unique needs and gives you the best options. In addition, we know you have a choice when selecting a local independent agent. We want to continue to show how we earn your trust through our regular communication, personal relationships, and community involvement. We want you to be a part of our agency and join us in having some fun!

Service: To us, service means you will know who our staff members are – and not just the usual run of the mill insurance stuff. You will know about them as people and we want to know the same about you. So when you call you will know who you are talking to! We will also be available in the event of a claim. Being independent we work for you, not the insurance companies. We will be there to make sure your interests are protected and not forgotten.

Local: Our offices were born and raised in the Northwest. We're a local presence, employing local people who have the community in mind every day. We truly appreciate our communities and look forward to serving and protecting them as we have been since 2006.

So what's next? Please read through the rest of the Welcome Packet for more information on the agency. Once you have read through the information, keep it with your files for safe keeping and future reference. If you have any questions, please go to the Our Beaverton Team page and give any one of us a call. We would be more than happy to assist you.

Again, thank you for being a part of the Empire Insurance Brokers family where our community is family and our family is our community.

Ryan Ferrie

Football fan, Father of 3 and Insurance Agent!





EMPIRE
INSURANCE BROKERS

OUR AGENCY

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We started Empire Insurance Brokers in 2006 after we decided to move back to the Northwest after a short stint in Las Vegas. Being from Washington, we knew our home community was where we wanted to start and build our business.

As we weathered our way through the recession, our passion for the business only grew as we wanted to make sure our clients were protected from the hardships that so many were facing.

Fast forward to 2020 and we have more than quadrupled in size and serve the northwest and beyond. We love what we do and have an amazing group of people that truly cares about our clients and what is important to them.

We know that you rely on us to protect your most valuable treasures, including family, home, cars, and finances. So let us worry about keeping those safe so you don't have to.

Here are 3 easy steps to take when you get this welcome kit:

1. Open our Facebook page at facebook.com/empireinsurancebrokers
2. Like us on Facebook so you can receive our community updates and participate in our photo contests.
3. Program our numbers in your phone so that we're one button away when you need us the most



Our Everett office



Our Spokane Valley office



Our Yakima office

Licensed in WA, OR, NV, MT, AZ, CA, FL, ID, SC, TX



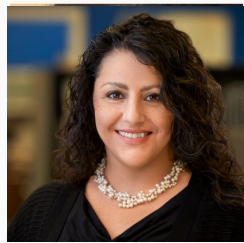
EMPIRE
INSURANCE BROKERS

OUR COMMERCIAL TEAM

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We are happy to help you with business insurance needs!

Yakima Office



Eva Valdivia

Personal / Commercial
Agent

☎ (509) 454-5009 ext 124

📠 (509) 469-4398

✉ eva.valdivia@eibnow.com

Sultan Office



Connie Gebhardt

Associate Agent

☎ (360) 793-1111

📠 (206) 832-1780

✉ connie.gebhardt@eibnow.com

Everett Office



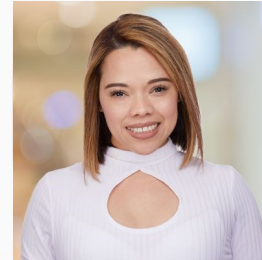
Genna Ferrie

Agent

☎ (425) 774-1324

📠 (206) 832-1780

✉ genna.ferrie@eibnow.com



Betzabe Ibarra

Associate Agent

☎ (425) 774-1324

📠 (206) 832-1780

✉ betzabe.ibarra@eibnow.com

Mt Vernon Office



Tony Velasco

Associate Agent (se habla
espanol)

☎ (360) 854-8873

📠 (206) 832-1780

✉ tony.velasco@eibnow.com

Tacoma Office



Mark Kim

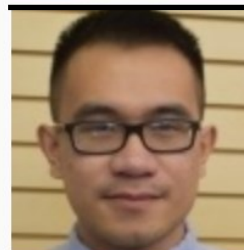
Associate Agent (speaks
Korean)

☎ (253) 888-6469

📠 (206) 821-1780

✉ mark.kim@eibnow.com

Renton Office—Carr Road



Kevin Truong

Associate Agent (speaks
Vietnamese)

☎ (425) 375-4485

📠 (206) 832-1780

✉ kevin.truong@eibnow.com



Phuong "Grace" Le

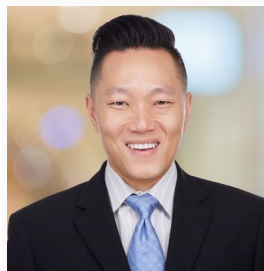
Associate Agent (speaks
Vietnamese)

☎ (425) 375-4485

📠 (206) 832-1780

✉ grace.le@eibnow.com

Renton —Maple Ave



David Yoon

Associate Agent

☎ (425) 774-1324

📠 (206) 832-1780

✉ david.yoon@eibnow.com

Lakewood Office



Jung Yeon Park

Associate Agent

☎ (253) 228-5295

✉ jpinsurance.us@gmail.com



Joseph Cho

Agent

☎ (253) 459-9800

✉ joseph.cho@eibnow.com

Quincy Office



Bob Duda

Associate Agent

☎ (509) 293-8009 ext 121

📠 (509) 888-1583

✉ robert.duda@eibnow.com

CLIENT CENTER



Offices in WA, OR, SC | 866-774-1324 | www.eibnow.com

Anytime of the day or night you can go online to our Client Center and request service.

<https://eibnow.com/client-center/>

24/7 access to everything you need.

[Home](#) » Client Center

Life can be unpredictable. You can count on us to be there for you, ensuring things happen promptly and efficiently, always with the goal of getting your life and business back to normal as quickly as possible.

[Review Our Agency](#)

[Refer a Friend](#)



New Clients

We have compiled a Welcome Kit to introduce our agency and our offerings.

[Download Welcome Kit](#)

Safeco Insurance
A Liberty Mutual Company

**access your Safeco
online account**
Pay bills, print ID cards,
file a claim and more.

[Start](#)



Report a Claim

Get support in filing your claim.



Policy Change

Fine tune your policy options.



Request Certificate

Get proof of your insurance quickly.



Auto ID Card

Lose your card? Get a new one.



Pay Bill

Make payments securely online.



Policy Review

Compare your coverage with your current needs.

Licensed in WA, OR, NV, MT, AZ, CA, FL, ID, SC, TX

PHONE APP

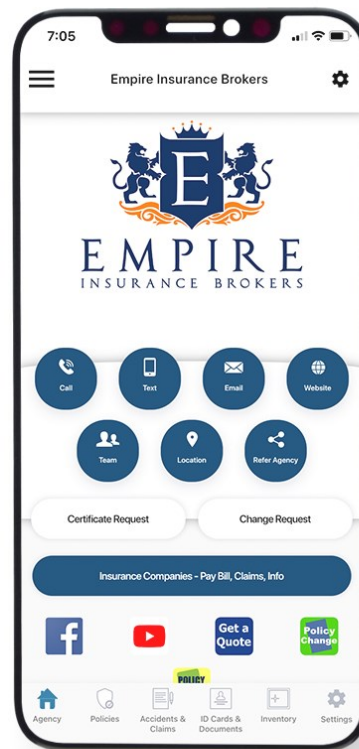


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Anytime of the day or night you can use our phone app to see your policy info, get your auto ID, pay your bill and more!.

<https://eibnow.com/client-center/24-7-access-to-your-insurance/>

**24/7 access
to everything
you need
with our app.**



Powered By



**INSURANCE
AGENT APP**



Licensed in WA, OR, NV, MT, AZ, CA, FL, ID, SC, TX

REFERRAL PROGRAM



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2023 Pay It Forward Referral Program

Thank you for telling your friends and family about Empire Insurance! Your referral is the highest compliment you can give us. To show our appreciation, we donate \$10 to one of our nonprofit partners for every referral we receive through our Pay It Forward Referral Program.

Pay It Forward with Empire

As an independent insurance agent with offices across Washington and Oregon, we have many opportunities to support the many communities we service. Our referral program is one way we reach out to our communities

How our Referral Program Works

Step 1 - Your friend or family member contacts us and says you referred them. Don't worry, we ask on every call!

Step 2 - One of our licensed agents provides a complimentary insurance consultation

Step 3 - We make a \$10 donation to one of our nonprofit partners

Charities we're supporting in 2023

Q1 - [St Jude Children's Hospital](#)

Q2 - [Seattle Children's Hospital](#)

Q3 - [Spokane Habitat for Humanity](#)

Q4 - [American Foundation for Suicide Prevention](#)

OUR LOCATIONS

Offices in WA, OR, SC | 866-774-1324 | www.eibnow.com

In addition to your home office, we have offices throughout WA and OR for you

Office	Address	Phone	Hours
Beaverton, OR	1800 NW 169th Place, A308, Beaverton, OR 97006	503-645-7866	M-F 8:30am-5:00pm
Charleston, SC	170 Meeting Street, Suite 110, Charleston, SC 29401	843-817-3567	M-F 8:00am-8:00pm Sat/Sun 10:00am-5:00pm
Everett, WA	2532 Broadway, Everett, WA 98201	425-774-1324	M-F 8:30am-5:00pm
Federal Way, WA	30640 Pacific Hwy S., Suite. B , Federal Way, WA 98003	253-459-9800	M-F 8:00am-4:00pm
Lakewood, WA	9115 S Tacoma Way, #108, Lakewood, WA 98499	253-228-5295	M-F 9:00am-5:00pm
Mount Vernon, WA	117 N 1st Street, #52, Mount Vernon, WA 98273	360-854-8873	M-F 8:00am-5:00pm
Quincy, WA	211 Central Avenue South, Quincy, WA 98848	509-787-4447	M-F 8:30AM-5:00pm
Spokane Valley, WA	16114 E Indiana Ave, Suite 320, Spokane Valley, WA 99216	509-922-4636	M-F 8:30am-5:00pm
Tacoma, WA	5409 S Tacoma Way, Taco- ma, WA 98409	253-888-6469	M-F 9:00am-5:00pm, Sat 11:00am-3:00pm
Yakima, WA	1112 E Nob Hill Boulevard, #104, Yakima, WA 98901	509-454-5009	M-F 8:30am-5:00pm

OUR INVOLVEMENT IN THE COMMUNITY



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Benefiting



We Give Back

Giving back to our community is part of what we've been doing since the agency started. We believe in supporting our local non-profit businesses that make other people's lives better.

2021 was especially difficult for our local communities so we gave to Toys for Tots to hopefully make the holidays a little brighter.

We also donated food to Mill Creek Food Bank since so many local residents have been impacted by the pandemic.

This year, for every referral we receive, we are giving \$10 to the following charities. We will also be participating in events for those, so look for pics on our social media pages!

Charities we're supporting in 2023

Q1 - [St Jude Children's Hospital](#)

Q2 - [Seattle Children's Hospital](#)

Q3 - [Spokane Habitat for Humanity](#)

Q4 - [American Foundation for Suicide Prevention](#)

WHAT TO DO IF YOU HAVE A CLAIM



Offices in WA, OR, SC | 866-774-1324 | www.eibnow.com

Q. I've been in an accident – what now?

A. Start by reporting your claim to your insurance carrier. They need to know:

- When the accident occurred
- Where the accident occurred (be as specific as possible)
- How the accident happened
- What kind of vehicle or vehicles were involved (including the year, make, and model)
- A description of the damage on each vehicle
- The names and contact information of people involved in the accident
- The extent of any injuries to people involved in the accident
- The names and contact information of anyone who witnessed the accident
- The name of the law enforcement agency that responded and the police report number, if police were contacted



Q. I have damage to my property-what now?

A. Call your insurance carrier and let them know:

- When the incident occurred.
- A general description of what happened.
- The location of the damaged property and what was damaged.
- The condition of the home and if it is still livable.
- If temporary repairs are needed.
- If the fire or police department was contacted, which department responded and any report number. Your contact information and the best time to reach you



Q. Do I need to protect my home from further damage?

A. Yes, once it is safe to do so, it is your responsibility to protect your property from further damage.

- Arrange for reasonable temporary repairs such as boarding up broken windows, covering the roof, and removing debris.
- Keep a list of any temporary repairs you make to document the damage, and make sure to save your receipts.
- If possible, place damaged items in a secure area where they can be inspected. If you are unsure about an item, include it with the damaged property.
- If you have fire or smoke damage, do not try to clean the damaged items. Sometimes cleaning things without the proper equipment can cause more damage.

Please also call us here at Empire Insurance Brokers (866-774-1324).

When you have a claim, give us a call so we can let you know what to expect.

WHAT CLIENTS LIKE YOU SAY ABOUT US



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"I ask a lot of our broker and they always respond quickly and effectively for us. The time I save with the tasks that I ask of Empire are greatly appreciated and for that we respond with our loyalty. ."

- Business Customer Since 2020

"How nice it was to find a reliable insurance agent. I totally trust your recommendations. Thank you so much for all your hard work! I don't know what I'd do without you!"

- Anu R.. – Portland, OR

"Have been quick to get answers for me. Always checking to see if there are better rates available with same coverage and making sure I have the coverage I need

- Customer Since 2018

"You were always available when I needed you concerning an accident I was involved in. You took care of me. "

- Customer since 2020

"I have been with a different company for the last 9 years and Ryan helped make the transition very easy. He gave me several different quotes to make sure I was getting the coverage I wanted and needed. I didn't have any issues with my home policy being set up and my lien holders being updated on the new coverage. I would highly recommend this agency"

- Eric D. – Tacoma, WA

See more at <https://www.eibnow.com/testimonials/>