



Insurance Scoop

What Does the COVID-19 Virus Mean for Mosaic Insurance?

Mosaic wants all our teammates, the wonderful people that we serve, and their families to be safe and healthy. Following advice from health professionals, our office will be physically closed until further notice. We have invested in technology that will allow our agents to serve you from their home offices, Monday-Friday from 8:30 am – 5:00 pm. Call us at **425-320-4280**, or email us at info@mosaicia.com for personal insurance, commercial@mosaicia.com for commercial insurance, or cannabis@mosaicia.com for cannabis insurance.

For carrier information, please visit our website: <https://www.mosaicia.com/carriers>.

We will resume in-person office appointments when we are advised that it is safe to do so. If you have any questions, don't hesitate to reach out to us! Stay safe out there, friends! And, remember, we are only a phone call or email away.

Who Are the Faces Behind Mosaic?

Meet the owners below, and take a peek at pages 2-3 for the personal insurance team! Stay tuned for scoops on the rest of our team in future newsletters.



Amy Drewel, Owner and Co-Founder

As a people-person who truly does enjoy meeting new people, I thrive on new connections and partnerships. I also relish in problem solving and take my commitments very seriously. Add the love for helping people to the mix, and you get a recipe for being an insurance entrepreneur! After graduating from UW, I climbed the ladder and became an HR manager. A few years later, I discovered that insurance was a natural fit for me, and my career quickly evolved from starting off as a captive carrier in 2006, to opening Mosaic in 2010 with my business partner, Paul. I don't regret opening a brokerage company—I love all the options for our clients, including myself. One of my skills is bringing people together and uniting them for a joint cause. I love building teams to be successful, utilizing each of person's unique traits/gifts. I believe in the power of short- and long-term strategies working together to both create the best results and build a strong, robust, successful business. The belief in the power of giving back and paying it forward is something I do in and out of the office. Living a

balanced life of work and play, I strive for the happiness and safety of my clients, teammates, family, and friends. Out of the office, I enjoy traveling, gardening, wine tasting, going to sporting events, and helping community causes. I serve on a number of boards, including ChildStrive, Homage Senior Services, and Economic Alliance Snohomish County.



Flashback to 10 years ago when Amy and Paul founded Mosaic!



Paul Pukis, Owner and Co-Founder

I grew up in Juneau, AK and graduated from the University of Washington with a B.S. in Fisheries Science, and the University of Oklahoma with a M.A. in Human Relations. As the son of a commercial fisherman, I have been commercial fishing since I could walk. Life in Alaskan waters led me to become a skipper of an Alaskan crabbing vessel. But, fishing boats weren't big enough, so I joined the Navy. The enormous responsibility for the safety of the fishing crew and young sailors under my command cemented my belief in proper safety procedures and protecting our most valuable assets. With my background, insurance was like second nature. I have 13 years of insurance experience after separating from the US Navy. Providing great service and financial protection to Mosaic clients are very important to me. Providing every opportunity for my children to do what they enjoy is also very important to me. When I am not in the office or on duty as a Reservist in the US Coast Guard, I'm a dedicated chauffeur to three kids who all play multiple sports and participate in other activities. My family—and all the hobbies, interests, and passions my family has—are my hobbies, interests, and passions. I'm also a fan of the Huskies and the Seahawks.



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Up Close and Personal

Our Mosaic of Personal Lines Rock Stars!


Brittiany Blue, Licensed Protection Advisor
Brittiany@mosaicia.com

If there is a dog in the room, you can bet that I am giving it all the cuddles in the world! Building strong relationships with my furry friends, human friends, and family is what I live for. Born and raised in Snohomish, I am closely tied with the community and culture. Through my church, I help the Salvation Army, The ALS Organization, and Charity Water. I have been in the insurance industry for over 14 years and have a passion for making sure my clients understand their policy and that their financial future is secure.



Patty Schoelhamer, Licensed Account Manager
Patty@mosaicia.com

At the end of the day, what is important to me is that I did the best of my abilities and helped as many people as I could. Having been in the insurance industry for 13 years, I have done it all. I have worked for AFLAC where I was one of the top agents in my district in Missouri. I have also worked strictly for a life insurance company where I would go to a client's home and update policies and everything in between. A fun time to me involves hockey, football, rollercoasters, or traveling. Having lived in a lot of states and another country, I am a firm believer in travel. I have met some of the best people I know living in different parts of the country and when I lived in Germany. Life is too short to be confined. If I had to describe myself to someone I have never met before, I would say that I am honest to a fault, fiercely loyal, and a wealth of useless knowledge that includes song lyrics and movie quotes.



Claudia Holl, Licensed Protection Advisor
Spanish Speaking, **Claudia@mosaicia.com**

Much more of a doer than a sitter, I have always been an achiever. In college, I earned my degree while working full-time at a major coffee distributor. I believe in success through hard work and persistence. My motto has always been: stay focused, be dedicated, and avoid shortcuts. I have found much joy in lending out a hand to anyone in need at work or in my personal life. Each day, I aim to ensure my clients always receive a great client experience as well as having the right coverages for themselves and their loved ones. Outside of work, I enjoy watching sports, sewing, watching movies, traveling, and cooking. I usually design and sew my own blouses, and I am a big Seahawks and Sounders fan! I love to watch soccer especially when Colombia is playing the World Cup.




Irma Gomez, Licensed Account Manager
Spanish Speaking, **Irma@mosaicia.com**

Being bubbly, curious, and observant has opened many doors for me in the past 15 years that I have worked in customer service. 7 of those years have been in the insurance industry, and I love doing what I do. As a bilingual native Spanish speaker, I help a wide range of clients daily. It is important to me to know that our clients are satisfied with my service. Sometimes things don't go the way we want them to go, but it is important to me to do the best I can to help out. I love traveling, playing volleyball, hiking, listening to classical music, and watching movies when I am not in the office. I am a big fan of Star Wars, cartoons, and two-dollar-bills. I have collected about 80 bills so far and am always looking to add to my collection!




Dayana Melgar, Licensed Account Manager, Spanish Speaking
Dayana@mosaicia.com



Two years ago I started my insurance adventure with Mosaic, bringing with me over 10 years of experience providing customer service in English and Spanish. I was born and raised in Mexico, so I am fully bilingual. Hiking and being in nature is my type of atmosphere. I'm a nature lover, whether it be trees, waterfalls, sunsets, wildlife—I take pictures of them all! I also enjoy spending quality time with my daughter. In my free time, I volunteer for the Seattle Aquarium, where I get to GEEK OUT about salmon every year at Ballard Locks in the summer, and Cedar River in Renton and Maple Valley in the fall. I also lobby with the Coalition Against Domestic Violence, talking to the representatives and senators in Olympia, supporting the bills that impact survivors of DV and low-income families in our state by sharing my story.





Jennifer Crane, Licensed Protection Advisor, **Jennifer@mosaicia.com**

Getting to know people from all backgrounds in various stages of their lives, hearing stories, and connecting over life lessons is the best! Insurance has been a great adventure these last 4 years. When I'm not helping my clients with property, casualty, and life insurance, I'm spending time with family. I'm the mom of a brilliant girl, Sireyah. Over the last year, my family has come to know and love oval track racing. We just purchased our first super late model to race at Evergreen Speedway in Monroe and other tracks in the PNW. My boyfriend, Robin, has been racing dirt track/quads all over the nation since he was a teenager, but this is his first full season on asphalt and in a late model. Wish us luck!


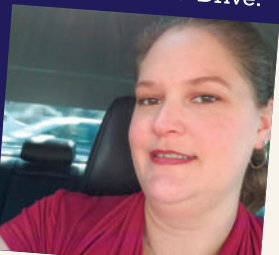
Lisa Simmons, Licensed Protection Advisor
Lisa@mosaicia.com

What do retail, cupcakes, and insurance have in common? Loyalty to customer service if done right! For over 32 years, my careers have taught me how to build honest and giving relationships on and off the job. 23 years at Costco kickstarted my interest in helping others. While at Costco, I expanded my love for baking through a weekend job making cupcakes for friends. Wanting more, I made the huge decision to leave retail and opened my own little cupcake shop in Wenatchee. Baking transformed fast from simply a hobby to a career. I went to open another location in Leavenworth shortly after. From 2016-2017, I honed my leadership and people skills by supporting my employees and celebrating with my clients, whether it be for a birthday party, event, wedding, or weekend treat. After selling my business in 2018 to a friend, I moved on to the world of insurance. Outside of work, I enjoy spending time with family and friends, baking, golf, and gardening (but not weeding!). Movies are also a hobby of mine—I know all the words to *Christmas Vacation* All in all, I aim to make others' day better by listening to them, talking to them, and just being present.




Tara Behrens, Licensed Account Manager
Tara@mosaicia.com

I love curling up with a good book or movie and my cats snuggled up with me! My happy place is spending time with friends and family, whether we are cooking, listening to music, or playing boardgames. My job allows me to be able to have a strong bond with my family. I love what I do and want to do it well—at work, home, and in the community. I am a big supporter of any charity that helps kids, struggling families, and animals! I live near the Lynnwood PAWS center and have donated to the Coats for Kids Drive. Given my passion to help others, I have been in customer service positions since I started working at 16. I have been in the insurance industry since 2005.



Energy Israel, Licensed Account Manager
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Working in the restaurant customer service industry for 15 years, and owning a catering business with my husband since 2014, has taught me that feeling supported and appreciated in my work makes everything better. I became a part of the insurance industry in 2017, and I look forward to expanding my career path while at the same time continuing to do what I have always done: help people. Outside of work, I am cooking, watching the Seahawks, gardening, listening to crime podcasts, watching *Bravo*, hanging out with my husband, and spending time with my nephew, Aaiden, who we adopted in 2019.




John Hesseltine, Licensed Account Manager
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As a lifelong Seattle-area resident, I graduated from two local colleges—UW and Seattle University's MBA program. Outside of being a 20-year Retired Lieutenant Col in the US Air Force Reserve, I spent two years with Boeing and two years in the publishing business before spending the rest of my career in the insurance industry. I have worked in management for several insurance companies, including Federated American Insurance, CSE Insurance, and Woodward Scott, but have spent the last 13 years as an insurance agent writing personal, commercial, life, and long-term care insurance. I have been with Mosaic for 5 years now. When I am not working, I go back to my roots and enjoy UW sports. I also enjoy traveling, boating, listening to classic rock'n'roll, and spending time with my wife, kids, and grandson. I am also a wine connoisseur and published a magazine for two years called *Washington Wine*.

A Recent 2020 Review!



"My former broker couldn't find me a better deal, but **Jennifer** helped me save over \$3500 a year! This is huge and very much appreciated. I know teenage drivers can be expensive, but this is reasonable."



~**Bobbie Q.** from Maple Valley, WA

National Smoke Alarm Day is April 1st!

This is no April Fools' Day joke, we promise! Below are basic smoke alarm tips. We have more fire safety tips at: mosaicia.com/blog/how-to-fireproof-your-home.

- Each floor of your home should have an alarm.
- Test them regularly—at least once a month.
- Have backup batteries on hand.
- The US Fire Administration recommends replacing alarms when they are 10 years old.



Scrambled Eggs, Anyone?

Can you unscramble all of these Easter words? Share your completed puzzle with us on Facebook (@MosaicIA)!

1. **EABKST** _____
2. **GPSIRN** _____
3. **NIENUSB** _____
4. **ANYCD** _____
5. **SEINKCHC** _____
6. **IPARL** _____
7. **IUSPLT** _____
8. **AYUDNS** _____

Have a
wonderful
Easter!



2122 164th St SW Ste 301
Lynnwood, WA 98087

A New Quarter for Referrals!

Referring your friends, family, and coworkers these last three months has helped spread awareness for our first quarter charity, **ChildStrive!** Thank you all who spread the word. Mosaic donated over \$850!

With April comes quarter two for 2020. **Homage Senior Services** is our next charity. Like last time, if you send us referrals, **we will donate \$10 for every quote received.** How many do you think we can get in 3 months this time?

How to send referrals:

1. Give your agent their phone number.
2. Give them our phone number and have them tell us you sent them.
3. Fill out a form on our website or app.
4. Submit a referral on our app by scanning the QR code, or visiting:
mosaic.insurancetapp.com



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