



GILDA PAGCU-AQUINO

When you need an insurance policy for your home, auto, life or business, give it to Gilda! An executive account manager at Alsop & Associates Insurance Agency, Gilda Aquino represents California's largest Allstate Insurance agency

with five offices across Southern California. For 15 years, she has been protecting people in her community, and it's a job she takes seriously. "I think this is my calling," she says.

YOU'RE IN GOOD HANDS

Written by H. K. Wilson

Originally from the Philippines, where she worked in IT communications and management, Gilda moved to the U.S. in 2000. She married, and a short time later began her career at Allstate Insurance. With her friendly personality and excellent customer service skills, Gilda quickly built a large network of satisfied clients and professional partners. "I came here with just my suitcase and my experience in IT," she says. "I didn't know anybody. But along the way, I met people who became referral sources. Clients refer me because they're happy with my service, and business partners refer me because they know they can trust me to work fast and efficiently."

Homeowners insurance is a particular specialty for Gilda. She understands that when a home is in escrow, time is of the essence. Details and accuracy are crucial. "If someone encounters any problems during closing, I will take care of it right away. I work in this industry every single day, and I know what is needed. I don't ever want a closing delayed because of insurance."

When Gilda receives a client referral, she takes the time to educate new homeowners about their choices. "I want them to know why they need insurance, and I give them my insights on what coverage they need to have and what kind of policy they are buying. When I talk to clients, I want them to know and feel that I care."

Once a client purchases a policy, their relationship with Gilda is just beginning. When life happens, she is ready to help. "When a claim arises, that's when you need your agent. I always give people my personal cell. They can text or call me over the weekend or anytime of the day if they have an accident, are buying a car, or have some other claim concerns. I'm always accessible and here to tell them what to do. And if they have any problem with their claim, I will be there to mediate with the insurance company. I know people there; they don't."

To illustrate, one client shared her story: "I recently had a flood/water damage in my home. This is the first time in 20 years that I had to file a claim. I called my 'go to' girl, Gilda, and she handled everything! She directed me through the process,

and when some things got tough, she and Mr. John Alsop, Agency President himself advocated on my behalf and made things happen. I highly recommend this office for your insurance needs! Thank you Gilda and John!"

During the recent fires and floods that ravaged many of the communities insured by Alsop & Associates Insurance, Gilda and her team were on call to help people make use of their insurance coverage. "We have one client whose house was totaled. It burned to the ground. From the beginning of the fire, we were talking to her and telling her what to do. Then we helped put her into a fully furnished, beachfront home while she is thinking about what to do next. We're even providing renters insurance while she is in that location."

In addition to coverage through Allstate Insurance, Alsop & Associates offers access to a wide range of policies underwritten by other companies. Gilda can match even hard-to-insure properties with the right coverage. "It's especially hard to insure in the mountains right now because of the fires. If a home is old, new, in the mountains, beachfront, a mobile home, duplex or raw land, I know where to put them. If I have two or three choices, I will check to see which is most beneficial for the client."

If you are a mortgage or real estate professional, you'll find a trusted advisor in Gilda. If you are a homeowner, you can count on Gilda to protect you and your family. You're always in good hands with Gilda.

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