

WHAT'S BUZZIN'



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New Office Alert!

Smithereen is excited to announce that, effective April 14th, we've officially acquired State-Line Exterminating in Bethpage, Tennessee!

This acquisition allows us to expand our reach and continue delivering high-quality, reliable services that our customers know and trust. We're thrilled to welcome the State-Line team and their customers into the Smithereen family, and we look forward to keeping even more homes and businesses pest-free—together.

Congratulations to Jeff Furman as he will be stepping into the role of Operations Manager for this branch, bringing his experience and leadership for a smooth transition and continuing success.

The Bullet, the Nest, and the Wasp Freeze

Story By: Ryan Ackley



The most unexpected call I got this past year wasn't from a customer—it was from a detective.

I had just walked through my front door, dinner was on the table, and I was ready to call it a day when my phone rang. On the other end was a frantic voice: the police department had stumbled on a massive wasp nest behind some siding while investigating a drive-by shooting. They were trying to extract a bullet for evidence, but the wasps had other plans.

They needed the bullet retrieved for evidence testing the following day. I grabbed my gear, skipped dinner, and hit the road.

When I arrived at the scene, I expected a quick in-and-out job. But of course, the nest was hidden deep inside a wall void—nowhere visible. I applied some dust and crossed my fingers that that would take care of it by the morning.

I checked back in at the location at 7am to find officers already trying to retrieve the bullet as there was still slight wasp activity buzzing around. I stood guard and hit active wasps with some wasp freeze long enough for them to extract their bullet.

As the last of the buzzing threats dropped, I had joked around that the shooter should have called pest control in the first place instead of attempting to shoot the wasp. The officers didn't find it as funny as I thought it was. Tough crowd.



ANNIVERSARIES

January - March 2025



Andy McCormack (109) - 45 Years

Kitty Stone (201) - 44 Years

Ron Haines (201) - 30 Years

Cheryl Lipowski (109) - 27 Years

Juan Ramos (103) - 26 Years

Brian Branch (201) - 26 Years

Marge Borkowski (109) - 25 Years

Tommy Evans (101) - 24 Years

Patrick Crotty (103) - 21 Years

Liz Andrade (109) - 20 Years

Alengta Benjamin (109) - 19 Years

Lenny Kirlew (101) - 18 Years

Ricardo Valdez (103) - 17 Years

Dave Benson (105) - 16 Years

Matt Kluger (109) - 15 Years

Elliott Cruz (109) - 14 Years

Anwar Watkins (103) - 12 Years

Bernie Prusak (302) - 11 Years

Antonio Estrada (102) - 10 Years

Ricardo Munoz (101) - 9 Years

Matt Julian (201) - 8 Years

Chris Magnuson (109) - 8 Years

Jeff Furman (501) - 8 Years

Luis Lozano (101) - 6 Years

Luke Hackett (109) - 6 Years

Brian Ledbetter (301) - 5 Years

David Ganey (101) - 4 Years

Kevin Girard (301) - 4 Years

Jaime McInerney (105) - 4 Years

Kelsey Celus (302) - 3 Years

Greg Smith (103) - 3 Years

Curtis Mitchell (102) - 2 Years

Wayne Magnuson (102) - 2 Years

Maria Cruz (109) - 2 Years

Richard Kirk (102) - 1 Year

Jonathan Kee (103) - 1 Year

Jovanny Ruiz (101) - 1 Year

Josh Horchem (103) - 1 Year

Myles Ogletree (201) - 1 Year

Evan Smith (201) - 1 Year

Cesar Castro (102) - 1 Year

Ricardo Ortiz (101) - 1 Year

Nicholas Ringelstein (105) - 1 Year

Reid Wehrli (302) - 1 Year

Manuel Ruiz (102) - 1 Year

Michael Patterson (302) - 1 Year

CATCH
ME IF YOU
CAN!

NEW HIRES

January - March 2025

Alberto Salas (102)

Gustavo Almaraz (103)

David Arevalo (102)

Steven Venrooy (101)

Adhonis Gurrola (101)

Jon Sama (401)

Anthony Manora (103)

Najee Muhammedbey (103)

Ramiro Vargas (102)

Miguel Suarez (103)

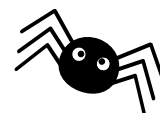
Billy Riggs (302)

Cecilia Montalvo (109)

Lisette Arroyo (109)

Evelyn Trujillo (109)

Chris Straney (109)



SMITHEREEN SELECT FEED MY STARVING CHILDREN



SNAKE SATURDAY PARADE KANSAS CITY



2024 MVP'S

AND THE AWARD GOES TO....



LAZARO AVILES
BRANCH 101



ANWAR WATKINS
BRANCH 103



JAIME MCINERNEY
BRANCH 105



ELIJAH CARTER
BRANCH 201



SEAN RAY
BRANCH 301



REID WEHRLI
BRANCH 302

EMPLOYEE OF THE QUARTER

Drum roll please



LUIS GUTIERREZ

“Luis consistently goes above and beyond his responsibilities as a Technician for Smithereen, and he is an invaluable member of the 301 team. Our 301 territory is expansive and challenging, but Luis is always ready and willing to step up and meet those demands. His positive attitude and willingness to fill in wherever needed have a significant positive influence on the entire team.

As a long-time Smithereen veteran, his dedication and work ethic are exemplary.”

- Brian Ledbetter (Operations Manager Office 301)



CUSTOMER REVIEWS



Mark provided exceptional service. He adapted his plan to fit the needs of my family without hesitation. Our needs required a return trip and he prioritized my address as his first stop of the day. Thank you to Mark for his professionalism and expertise!



I'm a doorman at a big condo on lakeshore and their employee Luis L. has been providing excellent service for the past few years. He's always been so friendly and helpful to the staff and residents that we actually look forward to his weekly visit. If you have a pest problem, then I'd highly recommend Smithereen

I would highly recommend Smithereen and in particular, I am SO appreciative of all the work done at our house by Ricardo Munoz. He is super friendly, very knowledgeable and has been able to get the result that we wanted in short period of time. He shares tips and always is looking for the best long- term solution!



This company provides amazing service! Chris did an amazing job with getting rid of the bed bugs I had. He was very understanding, patient, knowledgeable, and reassuring throughout the process treatment. He explained in detail what he plans to do to get rid of the bed bugs and any recommendations he has to avoid any problems in the future. I was able to reach out to him through text and call if I had any questions or concerns. Very satisfied with his work and I can now sleep comfortably in my own bed.



Sharif, from the New lenox office, is a wonderful representative of your organization. During our service calls, he always has a smile on his face . He tells us what he found and always asks about any other concerns. He is a great guy and an outstanding individual.

We have monthly servicing with Smithereen for our warehouse. When I was first employed here, no pest control service was around and it was obvious and evident. Then we hired on Smithereen and saw a clear difference. Wowee! Our specialist, Sam Cardinal, is super friendly and informative each month. He gives me the updates I need and I update him if anything new comes up throughout the month. He evaluates any issues that may arise and recommends suggestions for further prevention which I am appreciative for. I would recommend Smithereen for your commercial business and home needs. Thanks Sam & team!



Dave G. goes above and beyond to identify / rid of the source of pests during all seasons. We have zero room for error (food prep) and since switching to Smithereen we have had no issues. I highly recommend this company compared to larger companies (Orkin, Anderson etc). In my experience these large companies simply provide treatments but do not identify root causes; good for them and bad for the customer.



Couldn't be more pleased with Technician Patrick Ferguson and Smithereen Pest Management Service. Company that I was with sold when owner retired, and I was a little apprehensive at first as I had always worked with a small-town pest company. Folks at Smithereen Pest Management Services kept that small-town feeling for me. They along with Patrick listen, work with my schedule, and Patrick is a true Technician. Patrick is courteous, polite, and he listens; as well, he communicates effectively. Thank you!



Greg S. was incredibly helpful during our treatments. He even made himself available via text when we had questions in between treatments. Highly recommend!



HR CORNER:

REMINDER FOR EMPLOYEES ON THE HEALTH PLAN

When visiting a doctor's office, ER, urgent care, or pharmacy, please present both your Blue Cross Blue Shield (BCBS) Health Card and your AHA Card. If you receive a bill, email, or invoice and need to confirm whether you owe a payment, please contact the Advanced Claims Advocacy Team—they are the best resource for navigating BCBS/AHR-related questions. Call for more information at (847) 598-8715



BlueCross BlueShield
of Illinois



Vision Benefit Information and Resources

At Blue Cross and Blue Shield of Illinois, we've made it easier than ever to access your vision benefit information and schedule your annual eye exam.

Everything you need is available through our member portal.

Register and log in to the member portal at eyemedvisioncare.com/bcbsilvis.

Review your vision benefit information.

Our member portal gives you access to benefit details, claims, provider locations and more. And since many providers offer extended evening and weekend hours, you can get care when it works for you.

Find a provider near you:

Log in to eyemedvisioncare.com/bcbsilvis, and then select "Click here to find a provider." Enter your zip code to be connected with eye health experts near you.

Customer Care Center

at 855-362-5539. You can also learn more by visiting eyemedvisioncare.com/bcbsilvis.

