



Priscilla Redd Sparrow Owner/Independent Agent

Three Rivers Council 2024 Small Business Leader of the Year 2024 JAX Chamber Small Business Leader of the Year Application

## Table of Contents

Part I	
Application	3
Part II	
History & Philosophy	4
Management	5
Growth	6
Innovativeness & Response to Adversity & Competition	7
Leadership & Community Contributions	8
Addendum	
Biography	10
Statement of Merit	11
Letters of Recommendation	12-15
Client Reviews & Testimonials	16
Marketing & Advertising	17-18



## Part I: Application

# Small Business Leader of the Year Presentation Book and Interview Application



I. <b>Name:</b> Priscilla Redd Sparrow <b>Title:</b> Owner/Independent Agent	11. Number of outlets or offices: 1 home-based office	
2. <b>Company:</b> PR Insurance Agency LLC	12. <b>Is the company headquartered in Jacksonville: ■</b> Yes □ No	
3. <b>Business Phone:</b> (904) 327-1904	13. <b>Gross annual revenue:</b> ■ less that \$1 million □ \$1-5 million	
4. <b>Business Address:</b> Home-based	14. <b>Number of employees:</b> □ 1-25 □ 26-50 □ 51-100 □ more tha	
PO Box 77413	100	
Jacksonville, FL 32226	15. List Business/Trade/Professional and Civic/Service Associations	
5. <b>Are you a member of the Jax Chamber? ■</b> Yes □ No	and Positions held:	
6. <b>Your business is a</b> □ Corporation □ Partnership <b>■</b> Proprietorship	<ul> <li>Jax Chamber, Member since 2021</li> </ul>	
7. <b>Year company established:</b> June 2020	• Jax Chamber – Three Rivers Council, 2023 Programs Chair, Member	
3. Percentage of the business which you own: 100%	since 2021	
9. <b>Industry type:</b> $\square$ Financial $\square$ Manufacturing $\square$ Real Estate	<ul> <li>Association of Change Management Professionals (ACMP), Member</li> </ul>	
□ Health Care Services □ Technology □ Retail ■Other (specify)	since 2019	
Insurance Services	16. Honors/Awards Received:	
10. Give a brief description of your company's products and/or	<ul> <li>Jax Bridges Spring 2022 Cohort 16</li> </ul>	
services.	<ul> <li>Nominated for Emerging New Member – Award, Three Rivers Counci</li> </ul>	
Medicare health plans, Life Insurance, Annuities, Vision and Dental plans	2022	
or individuals and families		
Small Business Leader of the Year		

I have reviewed this application and confirm that all information given is correct:

## Part II: History & Philosophy

PR Insurance Agency was created with simplicity in mind by using the initial letter in my first and last name. During the pandemic, I was permanently laid off. This time was an opportunity to better position myself for success and establish credibility considering the sensitive nature of the business. In June 2020, I applied for an LLC, identified my goals, and as a result, created a website, social media page, and researched network opportunities. It was important for me to present myself as a trustworthy professional who would be around for a long time.

Becoming an insurance agent was not something I ever thought about. I was introduced to the industry by a gentleman who thought I "would be a great Medicare agent". Initially, I was not interested because all I could think about was sales. After about six months, I considered his perspective and pursued my license. The opportunity to work for myself and generate residual income was in line with my dreams.

In October 2015, I obtained my Florida 2-15 license, and solely focused on Medicare. Soon after, I became intimidated by the vast amount of knowledge needed to discuss the various plans and almost gave up before I started. I vividly recall calling the Broker Relationship Manager and explaining why this was not for me. He laughed and proceeded to explain how he had heard this many times before. He asked me to give it a try and was confident I would feel differently after a few appointments. I agreed and decided to seek out a mentor, which I did, and attribute much of my success to David's mentorship.

Over the years, the results of my hard work and dedication have been rewarding. But, it has not been easy. There have been many long days, frustrations, and at times I questioned if this was worth continuing.

Reflecting on my goals, accomplishments, and how much my clients depend on me and inspires me to keep going.

My philosophy is to give my best in everything and to see through what I have committed to. The best part of this is I am doing what I love - educating others. It is important to me that my clients understand all of their options and can make informed decisions. This philosophy birthed my mission - "Protecting Families, Building Legacies".



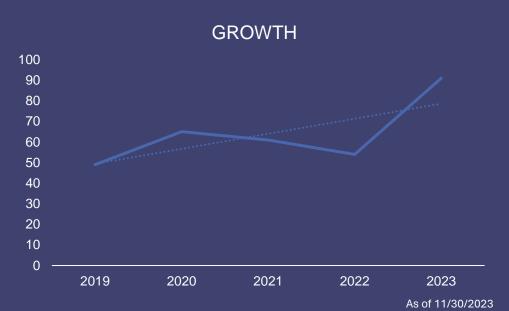
https://youtu.be/1iwkZKqFbJ8



### Part II: Growth

When I started building my business eight years ago I adopted a zip code strategy and solely focused on Medicare. Consistent marketing and community engagement have been the greatest contributor to my business growth. From 2019-2023, my book of business has grown by 54% and has maintained a retention rate of 92% or greater. Currently, 84% of my clients are on Medicare health plans, and the remaining 16% are a combination of life insurance and dental.

As a result of this growth client referrals have increased and long-lasting relationships have been fostered.





Due to the expansion of the business, the revenue has also grown. From 2019 to 2023 the annual gross revenue has increased by 60%. By the end of the first quarter of 2023, the gross revenue had already surpassed the 2022 gross revenue. As of November 30, 2023, a 43% increase was realized compared to 2022.

My five-year goal is to grow my book of business to 300 clients (by 2027) and transition to full-time entrepreneurship. This will allow me to continue to work and develop my business until I retire.



## Part II: Management

Since I obtained my independent agent license back in 2015, I have worked single-handedly. To alleviate minor administrative tasks, I would involve my daughter in the process and offer a financial incentive. This also eased her into the concepts of work, discipline, and entrepreneurship.

Over the last few years, I have implemented strategies to streamline operations and delegate critical business functions aligned with my goals. Some of the management tactics I employed are:

- Teamed up with a marketing advisory firm that provides a platform of marketing tools and website services. These services distribute regulated content to my social media, website, and email distribution list.
- Partnered with a marketing consultant to design a marketing strategy for off-season and post-season periods. Outputs produced include:
  - Business card design
  - o Tri-fold brochure
  - o 2-sided flyer
  - Postcard mailer
- Developed a supportive team comprised of family and friends to assist with social media tools and marketing preparations.
- Identified a process for client follow-ups and touchpoints throughout the year.
- Implemented a process to track financials and book-of-business to monitor growth, and provide insights for improvement.
- Prioritize professional development and re-certifications to ensure the ability to appropriately educate clients.

Building a small business is no walk in the park, especially when combined with a family and a full-time job. But with intentional efforts, you can maintain a healthy work-life balance. I am fortunate to work for an organization that not only encourages time with family but also supports external ventures. My short-term goals include implementing a continuous marketing strategy and onboarding support resources to fuel ongoing growth and success.



# Part II: Innovativeness & Response to Adversity & Competition



### Remember to:

- 1. Keep a pulse on trends and be proactive to promote growth and sustainability.
- 2. Revisit your "why" and remind yourself of your achievements.
- 3. Keep a positive perspective on your approach and business development.

In this fast-paced world, it is essential to stay in tune with the current ways of doing business and those on the horizon. It is vitally important to keep a pulse on technology trends, industry rules, regulations, and effective methods to interact with a target audience. I take a proactive approach to understanding these critical factors by pursuing training and learning opportunities, gathering feedback, and executing strategies that will promote growth and sustainability.

Adversity is inevitable in all aspects of our lives, and it's about how we handle them. During tough times, I revisit my "why", and remind myself of my achievements and the satisfaction that comes with overcoming challenges. The most challenging moments come when hurdles and setbacks feel overwhelming and you know you are giving your best. As the saying goes, "Only the strong survive". I also recognize the importance of taking time to relax, reflect, and regroup. One promise I have always kept to myself is to get a good night's sleep. I often say, "When it's time, I go to bed because that is the only way I am able to get up and get things done tomorrow". Another way I stay focused is by tuning out any negative noise or anything that distracts me from my goals.

Competition is a reality in business, but I have a positive perspective on my approach and business development. Statics show that roughly 11,000 people become Medicare eligible each day, and only half of Americans carry life insurance. The data confirms the potential for the insurance industry. Instead of seeing competition as a threat, I concentrate on strategies that enable me to:

- Collaborate and network with agents in other specialties and agents who can meet the needs due to language barriers or time constraints.
- 2. Embrace best practices that foster professional and business growth.



## Part II: Leadership & Community Contributions

Running my own business means I'm always on the lookout for ways to connect with the community.

Balancing a hectic life with family, work, and business responsibilities can be a challenge, but I am intentional in finding opportunities to support the goals and initiatives of other individuals and organizations I meet daily. My involvement in my local church and participation in the Jax Chamber has provided avenues to lead and support numerous activities and events.







### **Leadership and Community Engagement**

- Presented information on health plans and life insurance products to targeted audiences
- Facilitated workshops and discussions on personal development and business topics
- Developed tools and materials for internal Change Management team
- Led Young Adult Ministry
- Organized Back-to-school drive





# Addendum

## Addendum: Biography

Priscilla Redd Sparrow is the owner of PR Insurance Agency LLC, and offers a range of plans and products for Medicare health plans, dental and vision plans, life insurance, and Annuities. As an independent agent, with more than eight years of experience, I provide clients with comprehensive information about all of their available options that will empower them to make optimal decisions that will best fit their needs and budget.

I was born and raised in Mobile, Alabama, and this is also where I went to college and started my teaching career. I taught pre-kindergarten for six years in the Mobile County Public School system. In 2004, I earned a Bachelor's Degree in Early Childhood and Elementary Education. Four years later, I earned a Master's Degree in Elementary Education from the University of Mobile. In 2010, I went a step further and earned a Certification in Educational Leadership and Supervision from the University of South Alabama.

In July 2010, I relocated to Jacksonville and completed my seventh year as an educator in the public school system. My aspiration for continuous growth and entrepreneurship led me to my current role in technology services as a practitioner in Change Management. For nearly a decade now, I have implemented strategies and best practices that support people who are impacted by organizational change. I have found myself still doing what I love - educating others.

After years of working multiple jobs, I desired to identify an opportunity for an entrepreneurial venture and receive residual income. In 2015, I obtained a Florida 2-15 license and honed in on Medicare health plans. My passion and commitment to educating others is what drives me. I found myself once again doing what I love! PR Insurance Agency LLC was established in June 2020 to establish credibility and the ultimate goal to transition from the corporate world to full-time entrepreneurship.

On November 12, 2023, I married my loving husband Eric Sparrow, Sr. Our blended family includes six young adult children and five adorable grandchildren. Being actively present for my family is of high importance to me and is why I strive for a healthy work-life balance. As I continue my pursuit to success my heartfelt aspiration is to be an example that inspires others to strive for their goals and dreams.











### Addendum: Statement of Merit







### To the SBLY Committee:

It is an honor to be nominated as the 2024 Small Business Leader of the Year. Since joining the Jax Chamber, I have eagerly waited for the three-year mark as an established business so I could embark on this incredible journey. The transition from working two and three jobs to establishing a small business with the ultimate goal of stepping away from my corporate job is a dream come true. It has been a tough road at times, but worth every bit. I am stoked about how much I have grown and matured in this process.

And now, to be the face of the Three Rivers Council as their 2024 Small Business Leader of the Year is awesome! It would be a privilege to represent the Jax Chamber as overall Small Business Leader of the Year. I have been a member of the Jax Chamber and Three Rivers Council for a few years, and it has been such a rewarding experience. When I decided to join the Jax Chamber, I made a commitment to myself to be actively involved and grab every opportunity possible to learn and grow as a business owner. The results of this promise to myself have truly been rewarding and I would be remiss if I did not pass on the benefits through this leadership position.

Your consideration for this esteemed award is greatly appreciated.

Respectfully,

Priscilla Redd Sparrow



9191 R G Skinner Pkwy

Unit 103

Jacksonville, FL 32256

info@broadhorizonsspeech.com

Phone: (904)-428-8302

Fax: (904)-456-0296

Dear Small Business Leader of the Year Nomination Committee,

I am writing this letter to wholeheartedly endorse Priscilla Redd for the Small Business Leader of the Year award. As a fellow entrepreneur and someone who has closely observed Priscilla's exceptional leadership and dedication, I can confidently attest to her remarkable contributions to the entrepreneurial landscape.

I had the pleasure of working alongside Priscilla during our time in the JAX Chamber's Bridges program (Cohort 16). During our time in the program, Priscilla displayed her ability to work collaboratively with others, exhibit leadership during strategic activities, and demonstrate expert knowledge within her industry.

Priscilla embodies the qualities of an outstanding business leader – innovation, resilience, and an unwavering commitment to success. Her visionary approach to entrepreneurship through participation in various JAX Chamber committees and coursework has not only yielded remarkable results but has also set a standard for excellence in the local entrepreneurial community.

Moreover, Priscilla is not just an astute businessperson but also a compassionate and supportive member of our entrepreneurial community. She consistently mentors and inspires others, generously sharing her insights and expertise to uplift fellow entrepreneurs and foster growth within our business ecosystem.

It is with esteemed pleasure that I nominate Priscilla for the Small Business Leader of the Year Award. She is a truly deserving candidate to represent Three River's Council. Her innovative spirit, dedication, and positive influence within our community exemplify the essence of exceptional leadership.

Please feel free to reach out if you require any further information or details about Priscilla's remarkable contributions.

Thank you for considering this exceptional individual for such a prestigious honor. Sincerely.

Calonda Henry, M.S. CCC-SLP

CEO & Founder 12/5/2023



### Bishop Edward Robinson, Sr. Jurisdictional Prelate

Florida Central Second Ecclesiastical Jurisdiction 2179 Emerson Street, Jacksonville, Florida 32207 Phone: 904.398.1625 Email: southsidecogic@gmail.com Web: www.southsidecogic.com



December 7, 2023

Dear Members of the Nomination Committee:

I strongly recommend Priscilla Redd Sparrow to be the recipient of the Small Business Leader of the Year Award.

I'm Bishop Edward Robinson, Sr., Priscilla's pastor, and the Jurisdictional Prelate of the Florida Central Second Ecclesiastical Jurisdiction of the Church Of God In Christ. I've known Priscilla since 2010 when she became a member of our church. Everyone who knows Priscilla Sparrow is proud of her accomplishments as a church member and small business leader. I'm honored to write this letter on her behalf.

Ever since Priscilla has been a member of our congregation, she has consistently demonstrated Christian principles and leadership qualities. She has constantly assisted our Senior Citizen, Youth, Education and Music Ministries. She is truly an integral part of our ministry. She is honest and forthright and has a great work ethic.

I can say with great confidence that if presented with Small Business Leader of the Year Award, she is certain to honor the title. If you have questions, please feel free to contact me. I'm happy to offer any additional information you may require before making your decision. Thank you for your time and consideration.

Respectfully,

Rishop Edward Rulman, Dr.

Bishop Edward Robinson, Sr. Jurisdictional Prelate



# Letter of Recommendation for Priscilla Redd Sparrow

Prepared by: Ursula Boudreaux, Owner & CEO UTLC Consulting Services uboudreaux@utlc.net 602.741.0132

> Prepared for: The Small Business Leader of the Year Committee

> > December 6, 2023

602.741.0132 www.UTLC.net

### **UTLC Consulting Services**

### LETTER OF RECOMMENDATION

#### Dear Committee Chair.

I am writing to nominate Priscilla Redd Sparrow for the Small Business Leader of the Year award. I have had the pleasure of working professionally with Priscilla for more than five years, and our relationship has blossomed from mentor-mentee to big sister-little sister. Our professional work relationship is now both professional and personal.

I have observed Priscilla's growth and development in her corporate career, and I have also observed her business flourish through her commitment to putting people first. Priscilla has a passion for teaching and helping others, which is evident in the way she conducts herself both in and out of the workplace.

Priscilla exemplifies balance, commitment, and dedication, and she is an amazing wife, mother, grandmother, aunt, and friend. Her ability to balance her personal and professional life is truly remarkable, and she serves as an inspiration to many.

I wholeheartedly believe that Priscilla deserves the Small Business Leader of the Year Award. I am honored to have the opportunity to nominate her. Thank you, and I appreciate your consideration.

### Sincerely,

Usula Boudramp

Ursula Boudreaux Owner & President Cell: 602.741.0132

www.utlc.net



Unsula Boudreaux Chief Consultant

riscilla Redd Sparrow: Recommendation Letter

age 2



December 6, 2023

To Whom it may concern.

I am delighted to write this letter endorsing Priscilla Redd, the owner of PR Insurance Agency, as an exceptional candidate for the Small Business Leader of the Year award presented by the Jacksonville Chamber of Commerce, Having closely collaborated with Priscilla over the past year, I am confident in her outstanding leadership qualities, unwavering dedication, and impactful contributions to both the local business community and our region.

In her capacity as the Programs Chair for Three Rivers Council during the previous year, Priscilla demonstrated remarkable commitment in spearheading initiatives that fostered community engagement and supported the growth of small businesses. Her strategic vision and hands-on approach significantly elevated the effectiveness of the council's programs, leaving a lasting positive impact.

Priscilla's role as Programs Chair involved coordinating diverse events and activities designed to support local businesses and enhance the economic landscape of our community. Her meticulous planning and execution were evident in the successful implementation of various networking events, and speaker programs. Under her leadership, Three Rivers Council experienced increased participation and garnered positive feedback from the local business community.

In addition to her official role, Priscilla has continued to be an asset to Three Rivers Council through her ongoing support and active participation. Her passion for community development is exemplified by her consistent efforts to create opportunities for collaboration and growth among local businesses.

Priscilla Redd's commitment to the Jacksonville business community goes beyond her professional responsibilities, as she consistently demonstrates a genuine concern for the success of small businesses. Her leadership qualities, innovative ideas, and dedication make her an ideal candidate for the Small Business Leader of the Year award.

In conclusion, I recommend Priscilla Redd for the Small Business Leader of the Year award, Her exemplary leadership, tireless efforts, and significant contributions to Three Rivers Council and the local business community make her a standout nominee. I am confident that Priscilla will continue to play a pivotal role in advancing the goals of the Jacksonville Chamber of Commerce and contributing to the overall prosperity of our community.

HeartWired Digital Solutions

DAVID SHIVER

550 Balmoral Cir N | Office: 904.465.4974

Suite 205 Fax: 904.485.8723 Jacksonville, FL 32218 david@davidshiver.com

Date: December 6, 2023

Attn: Small Business Leader of the Year Committee

Re: Letter of Recommendation

Dear Members of the SBLY Committee.

I am pleased to write this letter of recommendation for Priscilla Redd Sparrow, owner of PR Insurance Agency, LLC. I have had the pleasure of knowing Priscilla since she became a licensed insurance agent several years ago. We initially met at one of the annual Medicare rollout meetings, where she asked me to be her mentor. During the course of this time, Priscilla has demonstrated exceptional professionalism, expertise, and service to her clients. I have been amazed at her ability to balance her time between family, a full-time career, and developing a small business.

Priscilla is knowledgeable in the health and life insurance products she offers and goes above and beyond to ensure her clients understand all of their options in order to make the best decision based on their needs and budget. I am confident that she will be successful in all of her endeavors and continue to be an inspiration to others.

For these reasons, I highly recommend Priscilla Redd Sparrow for the Jax Chamber 2024 Small Business Leader of the Year award. The work ethic, professionalism, and dedication, Priscilla exemplifies truly makes her deserving of this award. I believe she will provide outstanding service and leadership to the small business community.



### Florida Agricultural and Alechanical University

Dear Members of the Small Business Award Committee,

I am Asia Revay Duncan a graduting Health Science senior at Florida Argicultural and Mechinal University. I am writing to enthusiastically nominate my mother, Mrs. Priscilla Redd-Sparrow, for the Small Business of the Year Award. As both her child and client, I have had the privilege of witnessing her dedication, resilience, and exceptional business acumen over the years.

A few years ago, at the age of 19, my mother encouraged me to start planning for my future by implementing a life insurance policy. At the time, it may have seemed like an unconventional decision, but she believed in the importance of instilling a sense of responsibility and foresight. Although I initially questioned the necessity of such a policy at a young age, I quickly grasped the broader benefits beyond mere financial security.

Her journey as a small business owner has been a source of inspiration for me and many others. I have witnessed her unwavering work ethic and the remarkable ability to build and sustain a business while concurrently working full-time. Her commitment to excellence and determination to overcome challenges have set a commendable standard in the entrepreneurial landscape.

Beyond the professional realm, my mother has consistently been a pillar of support and inspiration in my life. As a mother, she has demonstrated an unparalleled level of encouragement, instilling in me the values of hard work, perseverance, and the importance of giving back to the community. Her ability to balance the demands of both family and business is a testament to her strength and resilience.

One of the qualities that stands out most in my mother is her genuine love for helping others. Whether it's assisting a colleague in the business or extending a helping hand to those in need, she consistently goes above and beyond to make a positive impact. Her dedication to being an example for her children, grandchildren, family, and others in the community is truly admirable.

In conclusion, I wholeheartedly believe that my mother, Mrs. Priscilla Redd-Sparrow, is exceptionally deserving of the Small Business of the Year Award. Her foresight in financial planning, dedication to her business, and unwavering support as a mother make her a remarkable candidate. I am confident that her story will inspire others to pursue their entrepreneurial dreams with passion and resilience.

Thank you for considering my nomination. Please feel free to contact me if you require any further information.

asia1.duncan@famu.edu

melanie powers

To whom it may concern,

We have known Priscilla Redd for more than two years as our Medicare agent, and now as a friend. Her professionalism and knowledge of medicare and the various programs have been a great help to us.

She has a natural ability to put you at ease the moment you meet her and we never felt any pressure when making a decision. She presents the information in a clear and open manner giving us the full control for our lives.

Her kind, generous and caring nature is always obvious and gives us confidence in our journey through the process. We know that she is a person who is truly engaged with her clients for their continued good health and peace of mind regarding their choice of insurance plans.

We consider it an honor to write this for Priscilla Redd, she does deserve to be recognized for this award our family and Jacksonville has been blessed by this gracious lady.

Sincerely,

Mr. & Mrs. Russell Powers

9:58 AM (3 hours ago)

### Client Reviews & Testimonials



https://youtu.be/PFfbSZfj7Kg

"I got a lot of trust in her. And that's the main thing." ~A. Welles

"She's not just a licensed insurance person with a company trying to get you to sign up with her. She's cares about her people." ~L. Roderick

"While shopping for life insurance, I had no idea where to start. Priscilla is knowledgeable, efficient, and quick with providing rates and applying for the policy. I found her to be professional, confidential and friendly. Priscilla is definitely my go to for my insurance needs." ~Q. James

"I really appreciated the interaction with Priscilla when I purchased my dental insurance. She had informative information to every question I asked. She also let me know about the differences for each dental plan. Awesome agent!" ~J. Olison

"I was very pleased with the service I received from Priscilla. She is very knowledgeable and made sure I received the best policy for my needs for the best price available." ~S. Redd Baker

"As a medical professional when engaging with people I desire to treat them how I prefer to be treated. Therefore, I find in Priscilla a likeminded kindred spirit. Because of her diligent efforts to research available healthcare plans she is well prepared to answer all my question. She is courteous, a good listener and has proven herself proficient providing expert guidance allowing me to make informed decisions." ~D. Dougherty

# Marketing & Advertising









"Protecting Families, Building Legacies"

904-327-1904 (TTY:711)

Calling the number above will direct vou to a licensed sales agent

priscilla@prinsuranceagency.com www.prinsuranceagency.com







### If you are happy with your current plan, you don't need to do anything. The plan will automatically

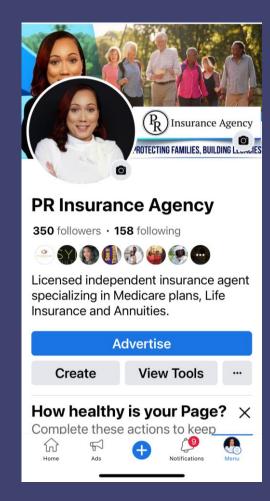
for 2024 or expect you will have changes to your medications, doctors, or move outside of your current area, please call to schedule an annual



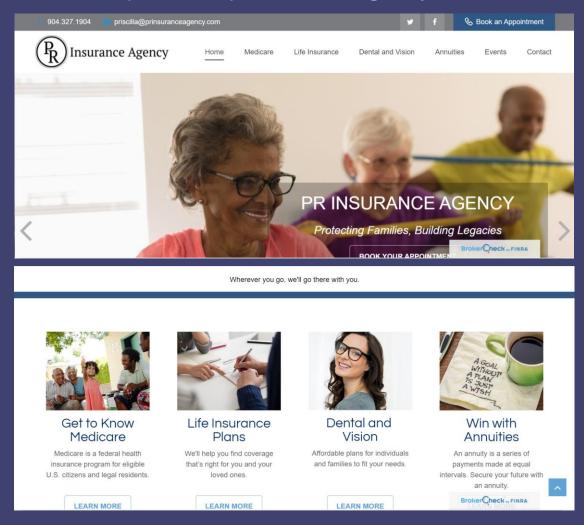
Call 904-327-1904 (TTY: 711) to speak with a licensed agent.

are insured or covered by a Medicare Advantage organization with a Medicare contract and/or a Medicare-approved Part D sponsor. Enrollment in the plan depends on the plan's contract renewal with Medicare, PR Insurance Agency represents Medicare Advantage [HMO, PPO and PFFS] organizations that have a Medicare contract. Enrollment depends on the plan's contract renewal. Benefits, features and/ devices vary by plan/area. Limitations and exclusions apply. Network size varies by market. For a complete list of available plans please ontact 1-800-MEDICARE (TTY users should all 1-877-486-2048), 24 hours a day/7 days a week or consult www.medicare.gov.

# Marketing & Advertising



### https://www.prinsuranceagency.com/



## PR Insurance Agency LLC

• Phone: (904) 327-1904

• Email: priscilla@prinsuranceagency.com

Web: PRInsuranceAgency.com

"Protecting Families, Building Legacies"

