

Note: C12 is about community and we want to introduce you to the larger community of C12 members throughout North Texas. Look for a series of introductions that you can use to get to know others that share the bonds of C12. – Tom Hawes, Joe Galindo, Mike Gullatt

 C12 GROUP NORTH TEXAS COMMUNITY MEET THE MEMBER – PAULA HARRINGTON C12 GROUP OF STONEBRIAR		
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Meet Paula Harrington

Paula and her husband Chris live in Fairview, Texas in Heritage Ranch, a 55+ community. They have been married for 31 years and have two adult children. They both grew up in southern California and were college sweethearts even though they attended different universities. They moved to Texas in 1996. Their son is married and will be moving from Chicago to St. Louis to attend law school at George Washington University in the fall. Their daughter just graduated from DBU and is working for a non-profit, Mercury One.



What are some of your favorite things?

How do you like to spend your spare time? Chris likes to cook/BBQ/smoke meat and I like to eat! We love to take short weekend get-a-ways and explore different towns in Texas. We like to ride bikes, go for walks and float in the swimming pool at sunset!

What was the last ‘outing’ or trip that you took with your family?

I did a mother-daughter trip to Gulf Shores in August!

How did you start your business/ how did you get to where you are now?

I started in the business in 2006 working for a friend’s husband that did small group benefits with BlueCross BlueShield. I began as an assistant, learned, got licensed, started selling along-side him, then decided to strike out on my own at the end of 2008. I began building my employer group and individual market and in 2012 began to add the Medicare Market. After the passage of the Affordable Care Act in 2009, and the full implementation in 2014, I realized people needed help more than ever. While



the carriers were working on building enrollment websites and huge call centers to enroll people, I realized that a lot of people still wanted that old fashion face-to-face service. We opened a walk-in retail storefront in 2015 in Richardson, TX with me and four other agents. We had 300+ customers our first year, 500+ by our second year along with six agents, and 1500+ by our 3rd year with 8 agents. In 2018, we moved the business a little further north into North East Plano. We are at Legacy and 75 on K Avenue. We now have over 3000+ customers, 22 agents, four full-time and two part-time employees.



What are your core values? What services do you provide?

Our core values are commitment, honesty, unity, grit, and gratitude. We currently provide health, life, and disability insurance policies. Our customers are made up of three verticals: employee group benefits to small and large group markets, individuals and family plans, and Medicare/retiree plans.

How and why did you come to C12?

I am a Christian. C12 shares my values and I needed a place to help me learn and grow. I was feeling lonely and struggled at times to find resources to help me in my business. I was trying to decide whether to pay for coaching, which I had in the past, or to join C12, which not only worked on the business, but also helps focus the ministry part of the business which has always been my heart.

What do you value about your group?

The time we give to each other and the feedback and the one-to-one time with my chair, Mike, who mentors me.



How could you help other C12 members?

I am the only woman in my group right now, so I think maybe it is good for them to get a woman's perspective and feedback on issues that may arise that they would not have thought of on their own. I am also a connector person, so there may be someone I know that they would like to be introduced to or that may need their business service down the road.

Do you use your business as a ministry?

Absolutely! I have shared the gospel, baptized, discipled and prayed for my staff, agents, and clients. I have also shared my testimony when prompted.