

JANUARY 2010

innovations  
FEDERAL CREDIT UNION

spark

There's a reason "Jingle Bills"  
was never a holiday hit.

Introducing the Innovations Skip-A-Payment

## Skip Holiday Stress with Skip-A-Payment.

It doesn't take much to throw a carefully planned budget off balance. You never know when an unexpected repair or expenditure will take a bite out of your savings or checking account—leaving you to scramble to pay your regular monthly bills.

To help you out, we're pleased to present our Skip-A-Payment program—a plan created to give you a little breathing room when you need it most. So if you're a little overextended from the dashing and dancing of the holidays, or you just need to divert a car payment to cover another unexpected bill, stop by any of our convenient branches or give us a call at 249.1149 or 800.291.6272 and find out how we can help you breathe a little easier in the New Year.

Skip-A-Payment does not apply to home equity or mortgage loans, mobile home loans, workout loans, auto leases, business loans or student loans. Offer is subject to approval and all accounts must be current to qualify. Only one month's payment per loan during the months of January or February is eligible to be skipped. A loan's first payment is not eligible to be skipped. If you choose to skip a payment, interest will continue to accrue on your loan during the skipped month. If you have elected GAP coverage, you may only skip a payment twice per contract.

## What in the World is a Cocas Van Snug It?

Take a look at our iCrowd page on [innovationsfcu.org](http://innovationsfcu.org) to find out that a cocas van snug it is a magical creature that can be found at any Innovations branch by children 12 and under who are looking for a lifelong adventure. That adventure begins with a [savings account](#) (which is what you get when you arrange the letters of cocas van snug it in just the right order) and it's part of our i12 program geared toward helping young people learn about the basics of money. Participants in the i12 program can watch their money grow by tracking it online and they can find a website that's full of games and fun.

The iCrowd page also features our i18 program for members 18 and under. In addition to establishing a savings account—and eventually a first checking account—the i18 program includes access to Innovations' teens financial network, called CU Succeed, that provides online information for things like saving for that first car or college, establishing a budget, job advice and more.

The iCrowd page can be found under the "Learn about our Products" tab on our website's homepage. Be sure to check it out.



## Happy New Year!

Innovations will be closed in observance of the following holidays:

**New Year's Day**  
Friday  
January 1, 2010

**Martin Luther King Jr. Day**  
Monday  
January 18, 2010

**Presidents' Day**  
Monday  
February 15, 2010



## Unraveling the Mysteries of Credit

Your credit score is one of the most important numbers in your life. It can also be one of the most confusing numbers when it comes to figuring out how credit reporting agencies came up with your score.

Let us unravel the mystery for you. Stop by any Innovations branch and have a chat with one of our Financial Services Representatives. With your consent, we'll pull a copy of your credit report, walk you through it and help you identify ways you may be able to raise your credit score.

Rest assured this consultation is not only completely free for all Innovations members, it's also 100% confidential. And it's not a lecture. We want you to ask as many questions as you want throughout the process so you fully understand what's going on.

**The better your credit score, the better your options—so get started today.**

## Join us at the Annual Membership Meeting

It's been another exciting year for us all and 2010 is looking even brighter. That's why we hope to see you all at our next Annual Membership Meeting where we'll discuss the state of the credit union, talk about what's new on the horizon and hold elections for members to the Board of Directors. **So, please join us at 6:30 p.m. on Thursday, February 11, 2010 at the FSU PC Academic Center in Panama City. Membership does have its privileges!**



Have you seen our holiday lip dub video yet? Check it out at [www.youtube.com/sparkingchange](http://www.youtube.com/sparkingchange) and be sure to crank up the volume.

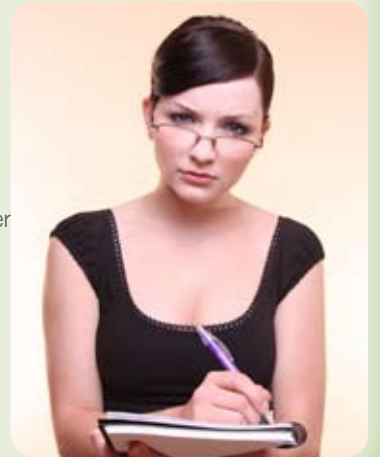
## Be Cautious About Census Scams

With the U.S. Census process beginning, the Better Business Bureau (BBB) is advising people to be cooperative, but cautious, so as not to become a victim of fraud or identity theft. The first phase of the 2010 U.S. Census is already under way.

### How do you tell the difference between a U.S. Census worker and a con artist?

#### The BBB offers the following guidance:

- A U.S. Census worker will have a badge and a confidentiality notice. Ask to see their identification before answering questions. And never invite anyone you don't know into your home.
- You only need to tell U.S. Census workers how many people live at your address. While the Census Bureau might ask for basic financial information, such as a salary range, you are not obligated to answer.
- The Census Bureau will **NOT** ask for Social Security, bank account or credit card numbers, nor will employees solicit donations. Anyone asking for that information is not with the Census Bureau.
- The Census Bureau is not working with Acorn on gathering information. Do not speak to Acorn workers claiming to be with the Census Bureau.
- Census workers may contact you by phone, mail or in person. However, the Census Bureau will not contact you by email. **NEVER** click on a link or open any attachments in an email that are supposedly from the U.S. Census Bureau.



## Important Notice

Effective February 1, 2010 the terms of your share/deposit accounts and your Loanliner consumer open-end credit plan with Innovations Federal Credit Union are hereby amended to add the following paragraph:

If any of your share/deposit accounts, including your share draft/checking account, has a negative balance at any time, the Credit Union may, in its sole discretion, add any such negative balance to any existing loan or line of credit you have with the Credit Union. If the Credit Union adds any negative share/deposit account balance to your loan/line of credit, you will receive notice of such addition and any change to your required minimum periodic payment as required by applicable law and regulations. If the Credit Union adds any negative share/deposit account balance to your loan/line of credit, you may be required to make higher periodic payments, more periodic payments of the same amount, or a higher payment at loan maturity as determined by the Credit Union in its sole discretion. A negative balance shall not be considered a request from you for additional credit for any reason; you shall receive no notice if the Credit Union decides not to add a negative balance to an existing loan/line of credit.



### Board of Directors

James Kott	Chairman
Darius Goodin	Vice Chairman
Rob Fernandez	Treasurer
Gloria Sanchez	Secretary
Kenneth Baumann	Director
Ted Dempsey	Director
Craig Ellis	Director
Clif Parker	Director
Joe Rudolph	Director

### Supervisory Committee

Kenneth White	Chairman
Mario Berenguer	Member
Bill Jones	Member
Valerie Powell	Member
Pei Li Li	Member

### Web

[www.innovationsfcu.org](http://www.innovationsfcu.org)  
[www.sparkingchange.com](http://www.sparkingchange.com)

### Management Team

David Southall	President/CEO
Scott Gladden	Senior Vice President/COO
Lesley L. Miller	Senior Vice President/CFO
Karen M. Hurst	Senior Vice President/CMO
Linda Kelley	Vice President Human Resources
Angie McCauley	Marketing Director
Sue Von Thun	IT/Electronic Service Director
Angie Burnett	Director of Projects
Jacquelyne Acello	Manager – Thomas Drive
Tricia Cottle	Manager – Callaway
Maribett Fernandez	Manager – Jenks Avenue
Kelly Littlefield	Manager – 23rd Street
Shannon Williams	Manager – Lynn Haven
Dan Chaplik	Collections Manager
Mark Harwell	Mortgage Manager

### Operating Statistics (11/30/2009)

Assets	\$150,866,000
Member Shares	\$136,805,000
Loans Outstanding	\$115,636,000
Members	15,663

### How to Contact Us

Credit Union/Local	233.4400
Audio Response/Local	233.4414
Credit Union/Out of Area	800.291.6272
Audio Response/Out of Area	800.887.2634
LoanCONNECT 24/7 Call Center	877.233.8564

### Office Locations and Hours

(Monday – Friday)
910 Thomas Drive Panama City Beach Hours: 9 a.m. – 5 p.m. Drive Up: 8 a.m. – 5 p.m.
700 West 23rd Street Panama City Hours: 9 a.m. – 5 p.m. Drive Up: 8 a.m. – 5 p.m.
625 Jenks Avenue Panama City Hours: 8 a.m. – 5 p.m.
2250 South Highway 77 Lynn Haven Hours: 9 a.m. – 5 p.m. Drive Up: 8 a.m. – 5 p.m.
864 North Tyndall Parkway Callaway Hours: 8 a.m. – 5 p.m.



We Do Business In Accordance With  
The Federal Fair Housing Law and The  
Equal Credit Opportunity Act

EQUAL OPPORTUNITY LENDER