

JANUARY 2011



**innovations**  
FEDERAL CREDIT UNION

spark

## You can skip a rock, skip a step and, thanks to Innovations, skip a payment

### Bringing back the Innovations Skip-A-Payment Program

Sure, all that gift-giving and partying was fun, but now it's payback time. Even if you've carefully planned your budget to include holiday expenses, you never know when an unexpected repair bill or emergency will take a chunk out of your savings or checking account.

Fear not. Your Innovations team is here to help you out with the 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 233.4400 (toll-free at 800.291.6272) to 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 November, December, 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.



## Resolve to have a different resolution next year



### Get out of debt. And stay out.

So maybe you think solid financial advice and estate planning are for people who roll around in their cash, lighting cigars with hundred-dollar bills. Wrong. In fact, it couldn't be further from the truth. Who could use advice more than those of us facing day-to-day decisions on home and auto financing, paying for college, retirement savings and so many other important financial issues?

We know these can be sensitive subjects and you may not want people to know your financial particulars. That's why we offer Debt in Focus. It's FREE, it's ANONYMOUS, and you can access the program under the Member Benefits section on [innovationsfcu.org](http://innovationsfcu.org).

Debt in Focus is a great way to get a clear view of your debt-to-income ratio in order to establish a workable budget. And we won't ask you for any identifiable information. In other words, the numbers you provide and the results you receive are not linked to you in any way.

Plus, it's easy to use. The simple, step-by-step instructions walk you through the process so you end up with a Personal Action Plan, helpful tips, advice on improving your credit score and more. And because we know you're busy and may not be able to complete the questionnaire in one quick sitting, you can save your information and get back to it later by using a personal ID number.

Go to the Member Benefits section on [innovationsfcu.org](http://innovationsfcu.org) and click on Debt in Focus. And, once and for all, take care of an important resolution on your list. For good.

**Debt in Focus is FREE and anonymous. You can access the program under the Member Benefits section on [innovationsfcu.org](http://innovationsfcu.org)**



## Another membership advantage is calling

Imagine your life today without your cell phone. Hard, isn't it? It's your link to family, friends, work, and perhaps even the way you bank. Here at Innovations, we have a lot of members who use their mobile service to stay connected to us, so we have a discount program available to help you do just that.



Through a special arrangement with Sprint Nextel, Innovations members can now save 10% off most regularly priced Sprint Nextel service plans. And upgrade fees will be waived if you decide to switch to a new plan. If you're a new subscriber, the activation fee will be waived, PLUS you'll receive the 10% discount off your plan.

Go to [www.cusaver.com](http://www.cusaver.com) for more information. There now. That has a nice ring to it, doesn't it?

## We're up front with giving back to our community

### A true investment

Hey, we live here. We work here. We play here. Our kids go to school here and our families go to church here. Being a community credit union means we are truly invested in our community. That's why it's so important to us to give back. For instance...



- Through the Thanksgiving Assistance Food Drive, Innovations FCU team members partnered with other community groups to collect and sort food, providing a Thanksgiving dinner for over 400 families in need within the Bay County District School system. Each family received a box of non-perishable food, a turkey and assorted fresh vegetables.
- We also sponsored and volunteered for "Lunch with Santa," an event held on December 3rd in conjunction with the Festival of Trees fundraiser for the Panama City Rescue Mission. During the event, 150 homeless Bay County District school students were invited to the Marina Civic Center for lunch provided by Chick-fil-A, to enjoy fun arts and crafts, see the display of beautiful Christmas trees, and receive presents from the jolly old elf himself. Funds raised from the Festival of Trees event benefited the homeless women and children of Bethal Village.
- And, finally, Innovations FCU partnered with The Eye Center of North Florida to provide Christmas gifts for local seniors in need. We received about 150 names of seniors and put their "Wish List" ornaments on Christmas trees in all our branches. Thanks to our members, their wishes were granted. With the help of firefighters from the Panama City Fire Department, we wrapped the gifts and delivered them just in time for Christmas.

## Meeting of the minds

### You are cordially invited to our Annual Meeting.

As the calendar pages flip, we can reflect on the accomplishments we made in 2010 and the achievements we're looking forward to in 2011. That's why we hope to see you at our next Annual Membership Meeting where we'll discuss the state of the credit union, talk about what's coming this year and elect members to the Board of Directors. **Please join us at 6:30 p.m. on Thursday, February 10, 2011 at the FSU PC Holley Academic Center in Panama City. Don't miss the fun!**

## Holiday Closings

Innovations will be closed in observance of the following holidays:

**Martin Luther King Jr. Day**.....Monday, January 17, 2011

**Presidents' Day**.....Monday, February 21, 2011

### Board of Directors

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

### Supervisory Committee

Kenneth White	Chairman
Mario Berenguer	Member
Bill Jones	Member
Valerie Powell	Member
Melissa Howell	Member

### Web

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

### 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
Ruthie Parker	Marketing Director
Sue Von Thun	IT/Electronic Services Director
Angie Burnett	Director of Projects
Jacquelyn 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 (11/30/2010)

Assets	\$152,994,000
Member Shares	\$139,836,000
Loans Outstanding	\$118,581,000
Members	16,867

### 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