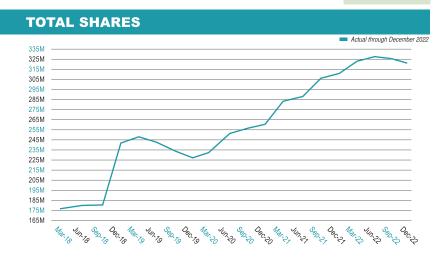
INNOVATIONS FCU AS OF DECEMBER 31				
STATEMENT OF FINANCIAL	CONI	DITION		
Description	2021		2022	
ASSETS:				
INVESTMENTS:				
AVAILABLE-FOR-SALE	\$	1,811,419	\$	1,422,500
OTHER		76,039,914		20,464,334
LOANS RECEIVABLE		241,465,943		316,144,708
LESS ALLOWANCE FOR LOAN LOSSES		(786,349)		(818,321)
PROPERTY AND EQUIPMENT, NET		12,950,084		12,546,859
NCUSIF DEPOSIT		2,759,974		3,061,985
REPOSSESSED ASSETS		99,763		212,814
OTHER ASSETS		11,994,388		14,527,554
TOTAL ASSETS	\$	346,335,136	\$	367,562,433
LIABILITIES:				
MEMBERS' SHARE AND SAVINGS ACCOUNTS	\$	311,282,121	\$	320,371,790
ACCOUNTS PAYABLE AND OTHER ACCRUED LIABILITIES		6,105,843		11,784,851
TOTAL LIABILITIES	\$	317,387,964	\$	332,156,641
MEMBERS' EQUITY	\$	25,912,956	\$	28,857,137
NET INCOME		0.004.040		0.540.055



3,034,216

\$ 28,947,172

\$ 346,335,136

6.548.655

\$ 35,405,792

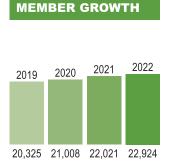
\$ 367,562,433

NET INCOME

**TOTAL MEMBERS' EQUITY** 

**TOTAL LIABILITIES AND MEMBERS' EQUITY** 

### INNOVATIONS FCU AS OF DECEMBER 31 STATEMENT OF INCOME Description 2021 2022 INCOME: INTEREST INCOME ON LOANS \$ 11,162,489 \$ 14,150,468 INTEREST INCOME ON INVESTMENTS 455,919 251,891 TOTAL INTEREST INCOME \$ 11,414,380 \$ 14,606,387 INTEREST EXPENSE 871,956 978,972 **NET INTEREST INCOME** \$ 10,542,424 \$ 13,627,415 PROVISION FOR LOAN LOSS 95,000 315,000 INTEREST INCOME AFTER PROVISION \$ 10,447,424 \$ 13,312,415 NON-INTEREST INCOME \$ 6,169,329 \$ 7,934,730 GAIN/(LOSS) ON ASSETS 342,575 (45,249)**INCOME BEFORE OPERATING EXPENSES** \$ 16,959,328 \$ 21,201,896 **EXPENSES:** SALARIES & EMPLOYEE BENEFITS 7,060,226 7,803,453 \$ **VOLUNTEER & EMPLOYEE RELATIONS** 111,488 186,514 OFFICE OCCUPANCY 843,319 788,607 OFFICE OPERATIONS 2,734,513 3,005,720 MARKETING & MEMBER RELATIONS 533,347 416,530 LOAN SERVICING 838,197 964,779 PROFESSIONAL & OUTSIDE SERVICES 1,804,021 1,487,638 **TOTAL EXPENSES** 13,925,111 \$ 14,653,241 **NET INCOME** \$ 3,034,217 6,548,655





# REPORT

# 2022 Chairman and CEO Report



# Summary •

Innovations Financial Credit Union has experienced another successful year of managed growth and stability. Our financials have continued strengthening. providing a foundation for future growth and expansion. Member deposits grew 2.92%, loans grew 30.93%, and Innovations' overall financial size grew 6.13%.

Over the last several years, Innovations has been in a transitional development phase from a medium-sized credit union into a large credit union. To proactively support this transition, we have continued to focus on enhancing our member service culture, team member training, and development, creating a culture of compliance, streamlining processes to increase efficiency, and being an employer of choice.

# Team Member Development

Innovations is on a mission to provide member service that exceeds expectations. In 2022 we intensified team member development with an emphasis on a culture of collaboration and empowerment. All Innovations team members are being formally coached and attending member service and product knowledge training. To further assist members with their financial needs, we have 17 team members who are Certified Credit Union Financial Counselors (CCUFC). Our emphasis on team member development builds confidence and promotes long-term growth opportunities, increasing the service level given to members. Accordingly, we maintained an excellent member service rating of 4.8 out of 5 stars throughout the year!

# **Process Improvement**

Concentrating on process improvement and creating efficiencies was another strategic initiative in 2022. To achieve this objective, we hired a Quality Improvement and Analysis Director to review and re-negotiate existing contracts, resulting in more favorable terms and cost savings for the credit union. As a result, we have seen an increase in our Efficiency Ratio from NCUA, which consistently improved guarter over guarter in 2022. Innovations frequently reviews processes in each department to identify and eliminate waste and create efficiencies, which increases our productivity in delivering products and services to our members.

# Ignite Rewards Checking

Our Ignite Rewards checking account continues to be a popular account with members. In 2022, we paid our Ignite account holders over \$305,000 in cash

rewards. It pays to have an Ignite Rewards checking account, so if you are not earning rewards, ask a team member for details!

# Mortgage Lending

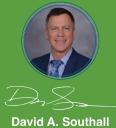
Innovations saw an increase in mortgage lending despite the increased mortgage rates nationwide in 2022. Innovations was awarded a Community Development Financial Institution (CDFI) Treasury Grant for an Affordable Housing Program. Through this program. Innovations implemented an escrow option for members who wanted their property taxes and insurance premiums included in their mortgage loans. Innovations also partnered with Bay County's ReHouse Bay Down Payment Assistance Program to assist qualified members in purchasing their first homes.

### **State Charter Conversion**

After 70 years of being a federally chartered credit union, Innovations successfully converted to a state-chartered credit union. On September 1, 2022, we changed our name to Innovations Financial Credit Union, and the field of membership expanded beyond Bay County to Holmes, Washington, Jackson, Calhoun, Gulf, and Walton Counties. We hired a Market Leader for the Northern Panhandle Region to integrate into the surrounding counties. We are redesigning our website to improve desktop and mobile performance, accessibility, and user convenience, and we will offer new online account openings in 2023. This approach will allow us to invest in the surrounding communities and be good community partners. The credit union will take a systematic and data-driven approach toward future expansion. We will lean on our management team's diverse and robust industry experience to execute the expansion plan.

### Future Goals

In 2023 we will continue to focus on building for the future while keeping costs in line, utilizing technology to improve efficiencies, and investing in team members. We will continue offering our best lending solutions through consumer loans, member business lending, and mortgages. Lending will remain conservative and closely monitored. Regulatory compliance will remain a priority, focusing on expense management, controlled growth, continuous team member development, and exceptional member service. As we continue to grow, we can leverage the economies of scale and continue to invest in the future. Finally, the credit union will remain committed to fiscally conservative and managed growth.



President/CEO



Rob Fernandez Chairman/Board of Directors

### **Board of Directors**

Craiq Ellis Vice Chairman

Kristopher McLane Treasurer

Kenneth L. White Secretary

**Anita Broughton** Director

**Nancy Luther** Director

Josh Scribner Director

### **Audit Committee**

**Blaine Cook** Chairman

Don Gedeon Member

**Gerald Steinbaum** Member

# **Locations and Hours**

### **Thomas Drive**

910 Thomas Drive

Panama City Beach, Florida 32408

Hours: Monday - Friday **Lobby:** Open 9 a.m. – 5 p.m. **Drive-up:** Open 8 a.m. – 5 p.m.

### **Harrison Avenue**

1038 Harrison Avenue

Panama City, Florida 32401 Hours: Monday - Friday **Lobby:** Open 9 a.m. – 5 p.m. **Drive-up:** Open 8 a.m. - 5 p.m.

## Callaway

123 North Tyndall Parkway

Panama City, Florida 32404 **Hours:** Monday - Friday **Lobby:** Open 9 a.m. – 5 p.m. **Drive-up:** Open 8 a.m. – 5 p.m.

### 23rd Street

512 West 23rd Street

Panama City, Florida 32405 Hours: Monday - Friday **Lobby:** Open 9 a.m. – 5 p.m. **Drive-up:** Open 8 a.m. – 5 p.m.

### Lynn Haven

2250 South Highway 77

Lynn Haven, Florida 32444 Hours: Monday - Friday **Lobby:** Open 9 a.m. – 5 p.m. **Drive-up:** Open 8 a.m. – 5 p.m.

### **Back Beach**

17900 Panama City Beach Parkway

Panama City Beach, Florida 32413 Hours: Monday - Friday **Lobby:** Open 8 a.m. – 5 p.m.



850.233.4400 · InnovationsFCU.org



Federally Insured by NCUA | Equal Opportunity Lender We Do Business In Accordance With The Federal Fair Housing Law and The Equal Credit Opportunity Act