

InTouch

InTouch with your credit union, InTouch with your accounts.

WINTER 2011



Member Spotlight:
Mike Popelier

Centris
FEDERAL CREDIT UNION



President's Message

It is my pleasure and honor to serve as the President and CEO of your credit union. I've been reflecting on the blessings that we have received and the accomplishments we have achieved during the past year. These achievements would not have been possible without your loyalty to Centris over the years. We are appreciative of the opportunity to serve you and the trust you have placed in us to allow us to help you with your financial needs. I want to share with you some of the successes we have achieved in 2010.

The past year was a very good year for Centris with respect to earnings. We exceeded our budgeted net income for 2010, despite special assessments from the National Credit Union Savings Insurance Fund (NCUSIF) and corporate credit union stabilization charges. This follows three previous years of disappointing earnings due to losses on participations, loans and investments made in the past by Centris. The improved earnings have allowed us to rebuild and improve our capital position so that we continue to be very strong financially and well positioned to serve you for many years to come.

We have also seen growth in excess of our goals for checking and savings deposits in 2010. We also exceeded goals for new member households. Our members are also using more products and services provided by Centris than in previous years. We have also set records for new mortgage loans provided to our members. This tells me that we continue to be relevant to you by providing you with the products and services that you need.

During 2010 we also opened our branch in North Omaha fulfilling a longstanding promise to our members. We also completed the remodel of three branches by installing a traditional teller counter in the lobbies of the branches. In July we completed the new corporate headquarters and operations center building and moved into this facility. This provided our employees with a better work environment and allowed us to consolidate our support units into one location from four different locations.

Every month we survey a sample of members and ask them to evaluate our service level that we provide. I am pleased to share with you that these scores continue to improve and have also exceeded our goal for 2010. In addition, I am proud to say that Centris was again voted the best credit union in 2010 in various third party "**Best of Omaha**" and "**Reader's Choice**" awards polls.

These accomplishments could not have been achieved without a very dedicated team of people who work at Centris. They provide you, our members, with service that is equal to or better than any other financial institution in our communities. I am grateful for their service to Centris and for the service they provide to you every day.

Even with the success we have enjoyed in 2010, we will not rest on our accomplishments. We have a number of exciting initiatives that we plan to pursue in 2011 to further improve our products and services and provide you with more reasons for continuing your membership with Centris well into the future.

Thank you for your membership, your loyalty and your trust. I wish you a very rewarding new year. We look forward to the opportunity to assist you in achieving your financial needs and goals in the future. If you have any questions or comments that you would like to share with me, please call me or send an e-mail to KevinP@centrisfcu.org. Thank you for your membership and the opportunity to serve you.

Kevin Parks
President / CEO

Bellevue Branch Remodel Completed

Centris' Bellevue branch, located at 2207 Pratt Avenue, recently completed a remodel. The Remote Teller System (RTS) that the branch utilized since its opening in 2003 was removed and replaced with a more conventional teller line. It is the fourth branch where the RTS was removed and the change will not only allow us to continue to provide exceptional personalized service, but will also provide our members increased interaction with our staff.

Other branches that underwent the same remodel were 99th and Giles, 156th and Maple and 168th and Center.

76th Annual Meeting: Tuesday March 22, 2011

The 76th Annual Business Meeting will be held on Tuesday, March 22, 2011 at 6:00 pm at the new Centris Headquarters facility, 11825 Q Street in Omaha. The Nomination Committee has selected four candidates for the two three-year terms on the board. (*Candidate Bios listed on page 11*)

Voting Procedures:

Each qualified member of Centris who is at least 16 years of age, will receive voting instructions mid-February. Ballot information will be mailed to the address listed on your account. Complete voting instructions will be included in each mail ballot packet.

We look forward to seeing you at the Annual Meeting.

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An Investor's Best Friends

Meet diversification, patience and consistency.

Any investor would do well to call on three friends during the course of his or her financial life: diversification, patience and consistency.

Diversification The saying “don’t put all your eggs in one basket” has real value when it comes to investing. In a bear market, certain asset classes may perform better than others. Ditto for a bull market. If your assets are mostly held in one kind of investment you could be hit hard by stock market losses, or alternately lose out on potential gains that other kinds of investments may be experiencing.

A financial advisor can ask you about your goals and tolerance for risk and assign percentages of your assets to different classes of investments. This diversification is designed to suit your preferred investment style and your objectives.

Patience Impatient investors obsess on the day-to-day doings of the stock market. Have you ever heard of “stock picking” or “market timing”? How about

“day trading”? These are all attempts to exploit short-term fluctuations in value. These investing methods might seem fun and exciting if you like to micromanage, but they will add stress and anxiety to your life, and they are a poor alternative to a long-range investment strategy built around your life goals.

Consistency Most people invest a little at a time, within their budget, and with regularity. They invest \$50 or \$100 or more per month in their 401(k) and similar investments through payroll deduction or automatic withdrawal. In essence, they are investing on “autopilot” to help themselves build wealth for retirement and for long-range goals.

Are **diversification**, **patience** and **consistency** part of your investing approach? Make sure they are. If you don’t have a long-range investment strategy, talk to a qualified financial advisor today.

Anthony Bumgarner is a Financial Advisor with Centris Investment Services located at Centris Federal Credit Union. If you have any questions, or would like to provide feedback, regarding the information presented in this article, you may contact him at (402) 697-6726 or Anthony.bumgarner@cunamutual.com.

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Santa Brings Smiles to Centris!

The weather outside may have been frightful but inside Centris, it was so delightful! Just over **350** members, and their furry friends, stopped out to several branches for a **FREE** souvenir picture with Santa and refreshments at the annual **Santa at Centris** event on Saturday, December 11th.



Centris Announced As Premier Partner For Werner Park

The newly named Werner Park will officially open on April 15, 2011. When it does, fans will notice some very familiar Omaha corporate names throughout the Sarpy County

ballpark and Centris Federal Credit Union is proud to be one of them. In addition to Werner Enterprises as the ballpark's naming right's partner, Centris signed on as a Founding Corporate Partner, sponsoring the **Family Fun Zone** which will be a secure area for kids to play in left field foul territory. The area will include a jungle gym, bounce houses and a carousel.

"This is a great opportunity for Centris and the communities we serve," said Dawn Gonzales, Vice President, Director of Marketing for Centris. "The Family Fun Zone sponsorship will allow our members and the community to experience Triple A baseball from a playground that will encourage interactive play among parents and their children while still being able to cheer the home team to victory."



Save The Date!

Centris Member
Appreciation Night With
The Omaha
Storm Chasers
Friday, August 5, 2011
at Werner Park

More information
coming soon!



Member Spotlight

Mike Popelier

Centris member, Mike Popelier bought his first smoker over 20 years ago and the first thing he ever tried to make in it was so bad he ended up throwing away 50 lbs. of ribs. It's the kind of experience that might make others want to give up. Mike, on the other hand, decided to perfect his process through more trial and error. Interestingly enough, that is also how he got his small business underway.

Desperate Husbands BBQ grew out of two things - experimentation and passion. Ever since buying his smoker, Mike has been experimenting by mixing different flavors together to make the perfect rubs and sauces for his meat. He used his family and neighbors as "guinea pigs", taste-testing his favorite flavor combinations. In fact, it took him 10 years just to get his steak rub to where it is today. And he attributes his passion for food as the fuel that fires his quest to create one of a kind flavors.

His hobby for smoking and grilling led him to enter into a few local barbeque competitions to see how his creations would fare outside of his home and neighborhood. In his first year of competition, Mike beat out the best in the country and has since brought home several awards from the Nebraska State Barbeque Championships. In fact, his sons were also crowned champs in the 2009 Nebraska State Barbeque Kids Kickoff due to their use of his rubs during competition.

Mike was confident in his abilities even before he entered into the competitions but after winning solidified his products as some of the best in the state, he knew he could do well by taking his hobby to the next level. At the time Mike decided to make his passion a "lucrative hobby", he could feel things in his job as a Sales Manager were starting to change. Over the course of a month, Mike dove into researching what it would take to get his product on the market. He called and negotiated with many different bottlers and label makers to help him mass produce his product and create his brand. Eventually he says he was "right sized" from his day job and when that happened he was able to dedicate all of his time to launching Desperate Husbands BBQ.

Mike didn't undergo the process of starting his own business all alone. Hy-Vee was also a big help in getting his product out to the public. The grocery store chain sponsored Mike in his competitions and allowed him to demo his product in store. In fact, his neighborhood Hy-Vee at 180th and Q was the very first location his products debuted in for sale. He now demos and sells his product in 20 Hy-Vee stores in Omaha, Lincoln and Council Bluffs.

Not only did Mike receive help from Hy-Vee but he also turned to his credit union to assist him with a business loan in order to help pay for all of the necessary expenses like bottling, branding and creating the nutritional facts. Mike and his wife, Lisa, have been members of Centris for just about nine years so when it was time to look for a trusted financial commercial business partner, the natural fit was to call on the Centris commercial department. And he's glad he did because he says the service at Centris is unmatched.

"I've worked with other financial institutions in the past but I have never seen the level of customer service that Centris has anywhere else", admits Mike. "I am just blown away by it."

With help from Centris, Mike has been able to grow Desperate Husbands BBQ and expand into more grocery stores and supermarkets in Omaha, Lincoln, Des Moines and even Illinois. He has recently been able to sell his products in Supersavers across town and is currently in talks with Bag 'n Save to do the same in their stores. Mike is also in the works to launch a couple of marinades come January as well as two more barbecue sauce options by 2nd quarter of 2011.

The products that make up Desperate Husbands BBQ are just the beginning of the dream for Mike. His ultimate goal would be to open up a barbecue restaurant here in Omaha. Mike's also been working on his own design for a smoker that one day he would like to have built for sale. For now, Mike will continue to perfect his products and experiment to create new ones. He truly has the confidence and self-drive to do anything but it's the support he receives from family, friends and even his credit union that help to fuel his passion towards his ever-growing business dreams.



Desperate Husbands BBQ Chicken Wings

Ingredients:

- Two Dozen Chicken Wings (About 3 1/4 lbs. rinsed / patted dry)
- Desperate Husbands Steak Rub
- Desperate Husbands Original BBQ Sauce

Wings:

- Pre-heat oven to 350 degrees
- Spread wings on a 10" x 20" cooking sheet
- Sprinkle wings with Steak Rub
- Bake for 30 minutes
- Remove the wings and wipe off any grease
- Coat the second side and bake for 30 minutes
- Place the wings in a large bowl and coat with BBQ sauce
- Grill the wings at 400 degrees on the first side until the sauce begins to get grill marks
- Turn the wings and coat with sauce a second time
- Repeat the process - you want to make sure each side has two coats of sauce

Optional:

You can also bake them in the oven at 350 degrees

Editor's Note

Are you a Centris member making a unique contribution to the community? Know someone who is? Tell us your story for a chance to be featured in the **Member Spotlight** of the Centris Newsletter. Simply contact us at marketing@centrisfcu.org or by phone at (402) 758-6520.



Manage Your Credit Cards Better

Under the pressure of job insecurity and widespread unemployment, U.S. consumers have actually reduced their collective credit card debt. But total U.S. credit card debt still exceeds **\$888 billion**.

New Credit Card Accountability, Responsibility and Disclosure (CARD) Act protections, most of which went into effect in February 2009, require card issuers to communicate better and disclose rates and other information more clearly. This should make it easier for consumers to monitor what they owe. But, new regulations can't prevent people from making poor debt management habits.

Here's Some Advice For Controlling Credit Card Use:

- Actively manage your account. Open and examine your credit card statements promptly. Look for unauthorized use, of course, but also look for announcements from the issuer. Under the new rules, you must have 45 days notice of a change in your card's terms, such as an interest rate increase. If you choose to "opt out" of the change, you no longer will be able to add new charges to your card, and will want time to get a replacement while you pay off the old balance.
- Keep your credit score healthy. This number between 300 and 850 is a measure of your trustworthiness as a borrower. The higher your score, the

easier it is to get a loan and, often, the more favorable the interest rate. The most important ways to maintain and improve your credit score is by paying all your bills on time and not taking on excessive debt.

- Watch your card balance-to-limit ratio. It's OK to occasionally "max out" your credit card for important purchases, as long as you can pay it off in a few months. But over the long term, try to keep your total credit card debt to a reasonable 10% to 20% of your total credit limit. If the ratio gets much above 20%, and you can handle the payments, ask for a higher limit on your current card or get another one. Don't add new cards too often, though, and don't close several unneeded accounts in a short period - either move can lower your credit score.
- Understand the over limit option. The CARD Act allows you to choose what you want your card issuer to do when you try to go over your card's credit limit. If you "opt in," you can go over the limit for a fee. If you "opt out," your attempt to go over the limit will be declined.

If you don't already have a Centris Visa Credit Card, now's the time to get one. Contact us today at (402) 334-7000 and we'll help you refresh your wallet and quench your thirst for lower rates!



Protect Your Credit With Verified By Visa

Protect your existing Centris Visa® Check Card and Visa® Credit Card with a personal password. This password provides reassurance that only you can use your Centris Visa® card for online purchases.

Help keep your account information safe from online fraud by registering today for Verified by Visa. Just visit <https://www.centrisfcu.org/credit-and-gift-cards.php> or contact us at (402) 334-7000 to find out more.

By registering now, you'll be securing your account information with a password only you can access every time you make an online purchase!

Government Payments Going Electronic

Changes are coming to the way you receive your Social Security, Supplemental Security Income, Veterans, and Railroad Retirement payments from the U.S. government. Instead of paper checks, all recipients will be required to receive their payments electronically through direct deposit or with a Direct Express debit card from the Treasury.

The new rule takes effect on **March 1, 2011** for new enrollees while those that already receive their payments via paper check have until **March 1, 2013** to make the switch.

If you have any questions about the upcoming changes, please contact us.



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Federal tax refund in as few as 8 days: IRS typically estimates 8-15 days for e-file with direct deposit.

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Five Things To Do In January

It's no surprise that January is a big month for making resolutions. And if you've been making resolutions for a while, you know how many of them fall by the wayside before February.

These suggested resolutions are different in two ways - they're in the 'set and forget' category, and they can make your life so much easier that you're likely to keep them:

- Set up direct deposit. Once you arrange to receive regular payments like your paycheck or Social Security and pension checks with direct deposit, you'll never have to worry about making timely deposits again. You'll know that your deposit is in your account exactly when you expect it to be.

- Set up automated transfers to savings to pay yourself first. The next smart step, after direct deposit, is to get funds into savings right away so they can begin earning dividends from the get-go.
- Automate your mortgage payment. Even with the typical grace period that most mortgage lenders allow, it's always a good move to take care of that big monthly payment. Again, you'll never have to worry about making the payment on time.
- Automate minimum credit card payment or payments. The penalty for a late credit card payment is not pretty. Set up an automated payment to cover at least the minimum due on all your credit cards; you always can pay additional amounts so you retire those debts as soon as you can. Set payments a few days before the due dates to protect your credit score.
- Arrange to have any overdrafts automatically covered from your savings account. Even if an overdraft is rare in your household, it can happen to the best money managers. Make sure you can cover any inadvertent overdraft with a direct transfer from your savings account and there's another worry you'll never have again.

If you've already managed these resolutions, think of one or two more that could help you get on and stay on the straight and narrow financially. For example, you might want to set up a low balance alert or a payment due alert from Centris' online service suite. Visit www.centrisfcu.org or call (402) 334-7000 for more information.

Board Of Directors Candidates

Tuesday, March 22, 2011 • Meeting Begins 6:00 pm
Centris Headquarters Facility, 11825 Q Street, Omaha

Matthew J. Dannehl

Matthew Dannehl is currently employed by Alcatel-Lucent and is responsible for business development in the Multi-Media Integration division. Prior to Alcatel-Lucent, he worked for Motorola and has worked in various technical and executive management positions for Convergent Technology Consultants, Ocius Communications, Next Level Communications, and US WEST. Matthew has a Bachelor of Science degree in Business Administration from the University of Nebraska-Kearney and MBA from Crummer Graduate School at Rollins College. Matthew currently serves on the Board of Trustees for Alpha Tau Omega Fraternity in Lincoln and the Professional Development Subcommittee of the Society of Cable and Telecommunications Engineers. He has been a member of Centris for 31 years.

James Nubel

James Nubel is the Managing Attorney of Liberty Mutual's Field Legal office for both Nebraska and Iowa. Nubel practices in the areas of workers' compensation, auto and general liability. He began his legal career in private practice and has served as an Assistant County Attorney in the State of Iowa. He also previously served as an assistant to Mayor Fahey of Omaha. James has been a Centris member for 22 years. James has previous experience as a member of the Centris Board of Directors and as a member of the Centris Supervisory Committee. He is currently serving as a board member of the Centris CUSO (Credit Union Service Organization).

Veronika Pinkerton

Veronika Pinkerton is a tutor for graduate and undergraduate accounting students at Bellevue University. She has a Bachelors Degree in Computer Science, an MBA from Creighton University, and over 5 years of auditing experience which includes financial, operational, compliance, information technology audits and fraud investigations. As manager of an internal audit department of a local business, Veronika had direct contact with members of the board of directors/audit committee and is familiar with reporting processes. She has served as a member of the strategic planning team for Millard Public Schools action plan from 2005-2010. Veronika has been a Centris member for 10 years.

Joe Sacco

Joe Sacco is President of The Sacco Group, a strategic marketing consultancy in Omaha. An advertising agency owner for 25 years, he has specialized in financial services marketing for banks and credit unions across the U.S. including First Entertainment Credit Union in Los Angeles. Joe is experienced in budget management, strategic planning and creative development. His work has won many local, regional and national awards. His community involvement includes 20+ years coaching youth sports and non-profit activities for organizations such as Easter Seals, Make-A-Wish, American Heart Association and Family Housing Advisory Services. Joe holds a bachelor's degree from the University of Nebraska-Omaha, is married with two boys and has been a Centris member since 2000.



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Holiday Schedule

Offices are closed in observance of:

- Martin Luther King Day** **Mon., January 17**
- Presidents Day** **Mon., February 21**
- Memorial Day** **Mon., May 30**



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