



# THE INSIDE STORY

News you can use in your life at InfoMart and beyond

October/November 2008  
It's All About You/Update Client Records Month

Volume 4, Number 4&5



## A Note from Tammy

Dear InfoMart Team,

It seems like each year, it can't sneak up on us any faster and yet there it is, surprisingly on the horizon - the holiday season. While we all know the season brings plenty of glad tidings and joy, it can also bring plenty of obligations and stress too. And with the current economic downturn our nation is facing, this year, holiday stress may be at an all-time high.

October is "It's All About You" Month at InfoMart, which is a great time to start thinking about how you can reduce your stress during the upcoming holiday season. After all, if you don't take the time to think about reducing your own

holiday season stress, chances are, no one else is going to think about it either. So, here are a few stress-reducing tips to follow:



**For gift shopping, remember that it's the thought that counts.** Don't let competitiveness and perfectionism send you on too many shopping trips. Plan your time so that you take care of several errands on one trip. You will have more time to spend doing the things that you really want to do.



**Don't be a perfectionist about the holidays.** Prioritize the events that matter the most to you and your family. Understand that you can't do everything, so choose the things that you can accomplish and enjoy.



**Remember that family time can be both wonderful and anxiety-provoking.** Sometimes, expectations for reunions are too high, resulting in disappointment and frustration. Try to be realistic.



**Take some time to think about what the holiday really means to you and your family.** Time together, religious observance, reflection on your life and future goals - let these aspects of the holidays keep things in perspective.

Here's to a stress-free holiday season, at work, at home and wherever you may travel!

Most sincerely,

## Fall Festivities and Observations

Ghouls and goblins and Halloween may be the first thing you think of when October comes to mind and Thanksgiving festivities command your November train of thought, but did you know that there are plenty of other occasions to celebrate or observe this fall? Here are a few:

### National Breast Cancer Awareness Month - October

National Breast Cancer Awareness Month is dedicated to increasing awareness of breast cancer issues, especially the importance of early breast cancer detection. Show your support this month by wearing a pink ribbon, participating in a breast cancer prevention fundraising walk or by educating yourself and those around you about the importance of monthly breast exams and yearly mammograms. For more information visit [www.nbcam.org](http://www.nbcam.org).

### Drug-Free Work Week - October 20-26

Drug-Free Work Week is a dedicated time each year to highlight the benefits that drug-free workplace programs bring to employers, workers and communities. And, it's a time to work toward making every week a drug-free work week! Drug-free workplace programs help protect employers and employees alike from the potentially devastating consequences of worker alcohol or drug abuse. Establishing policies, educating about the dangers of alcohol and drug use, deterring and detecting use and urging people to seek help for alcohol and drug problems are smart safety strategies.

### Election Day - November 4

If you're a registered voter (and you should be!), be sure to get out and vote on Tuesday, November 4. If you're not sure where you need to go to cast your vote, visit <http://sos.georgia.gov/elections/polllocator/PollLocator.aspx>. Employees may arrive thirty minutes later or leave thirty minutes earlier than their normal arrival/departure time in order to vote. Please notify your manager at least one day prior if arriving later or leaving earlier in order to vote.

## TAT/ERRORS

For the month of October:

**Corporate TAT: 2.41 ⬆**

- Criminal: 2.30 ⬆
- Previous Employment: 3.22 ⬇
- Education: 2.50 ⬇
- Drug: 4.21 ⬆
- MVR: 1.08 ⬇

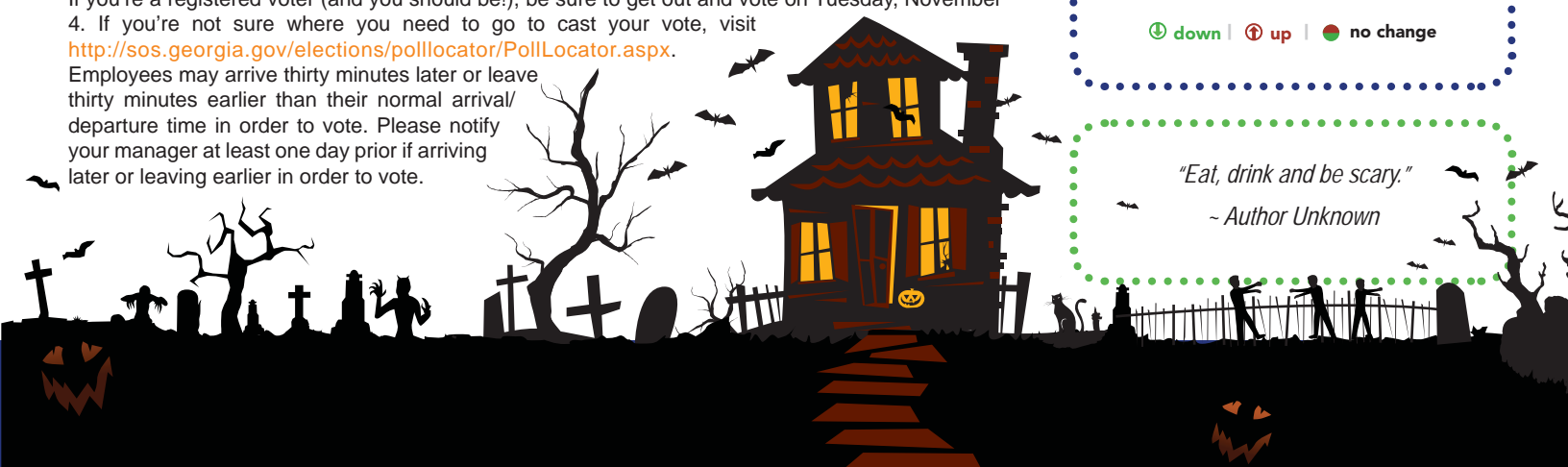
### Error Rate

- Criminal: 0.14% ⬆
- Client Relations: 0.10% ⬇
- Verifications: 0.55% ⬆

⬇ down | ⬆ up | ● no change

"Eat, drink and be scary."

- Author Unknown



## The Three Biggest 401(k) Mistakes

Because 401(k)s are focused on retirement, it's easy to panic - especially in today's economic climate - when your portfolio starts to see a downturn. Here are three all-too-common mistakes investors make:

- 1 **Chasing performance** - When choosing funds for your retirement plan, recent rankings can seem like a safe bet, but focusing on short-term performance can be the kiss of death for your retirement nest egg. Short-term trends can come and go, but long-term performance is much more indicative of a manager's true abilities.

It's also easy to put your money in the hottest sector, forgetting that if you wait for a sector of the market to run up before you get in, you've probably already missed much of the upside.

Since you can't know when shorter-term trends are going to reverse, the key is finding excellent long-term investments and sticking with them through thick and thin. Picking top managers -- those whose long-term performance outpaces the broader market -- will help you grow your nest egg indefinitely.

- 2 **Trying to play it safe** - Watching your investments lose money, especially when it comes to retirement savings, can spur you into "playing it safe" with money market funds and low-yielding bond funds. But the truth is that nobody ever built a retirement nest egg by investing in money market funds because they rarely outperform even the annual interest rate, much less the S&P 500. If long-term growth is your goal, stocks or stock mutual funds should be your investment of choice.

- 3 **Picking bad, and costly, investments** - Unfortunately, not all 401(k)s are created equal. Many contain funds that are either expensive or poor performers, or both -- and it means some participants can end up throwing away more than 2 percent of their assets every year in management fees and expenses.

But as long as your company provides a match -- and you're contributing enough to take advantage of it -- even mediocre 401(k) choices are better than not participating. You can always invest in an index fund with minimal fees or ask your plan administrator to provide better funds.

Among the choices you have, however, look for high-performing, long-term managers and a low fee structure -- both will keep more money in your portfolio and help you create strong long-term returns.

The bottom line is: No one likes to lose money, so make sure you're not shooting yourself in the foot by making unwise moves in an attempt to avoid losses. Invest for the long run and stick with good managers, and your 401(k) will help you create the retirement you want to enjoy.

## WELCOME TO THE INFOMART TEAM!

Anthony Gardner - Sales & Marketing  
Erica Walker - Criminal  
Jeff Kundrat - Financial Analyst  
Keith Dukes - Sales & Marketing  
Maria Gerena - Compliance  
Star Clark - Criminal

## Book Club Bulletin

This month, the InfoMart Book Club continues reading Leo Tolstoy's *Anna Karenina*. *Anna Karenina* tells of the doomed love affair between the sensuous and rebellious Anna and the dashing officer, Count Vronsky. Tragedy unfolds as Anna rejects her passionless marriage and endures the hypocrisies of society. Set against a vast and richly textured canvas of nineteenth-century Russia, the novel's seven major characters create a dynamic imbalance, playing out the contrasts of city and country life and all the variations on love and family happiness. Join us in November as we discuss this timeless novel.

## EMPLOYEE SPOTLIGHT

Each month, the spotlight shines on a randomly selected member of the InfoMart team. This month, meet...

### Michica Matthews

PM Receptionist

*How long have you been a part of the InfoMart team?*

I have been at InfoMart for about a year and a half.

*What is the best thing about working here?*

The best thing about my job here at InfoMart is my best friend Shon.

*What do you enjoy doing in your spare time?*  
In my spare time I enjoy politics.

*Where are you from originally? Where would be your ideal place to live?*

I am originally from North Carolina. I would love to live in California.

*Name something that few, if any, of your*

*co-workers know about you.*

Something that few people know about me is that I have two sisters.



## Overcoming Workplace Gaffes

Forget the bogeyman! Embarrassing yourself at work can be the stuff of your worst nightmares. But workplace gaffes need not haunt you forever, as long as you handle them properly. Here's how to recover from on-the-job embarrassment gracefully:

**Confess your wrongdoing.** If you commit an obvious faux pas like including a typo in an important presentation or sending an inappropriate email to the entire company, there's not much you can do but admit you messed up and go from there. Talking about your error too much could make the situation worse, so it's best to correct your mistake and move on.

**Make the most of the situation.** If you're caught talking about a co-worker or supervisor behind his or her back, take advantage of the opportunity to finally voice your concerns. Apologize for the way he or she found out about your grievances, but use the moment to have an open discussion about why it might be difficult to work together. You could end up turning a negative situation into a positive one. Also, take the opportunity to learn from your mistake and vow to openly discuss issues with others at work, rather than bad-mouthing them behind their backs.

**Don't take your gaffe too seriously.** Nothing soothes the pain of an embarrassing situation better than laughing about it. If you can laugh at yourself (and your mistakes), it's likely other people can too.



### SURVEY SAYS

Do you go holiday shopping on Black Friday/the day after Thanksgiving?

- Yes
- No

[Click here to cast your vote.](#)

## SAVE THE DATE

### Halloween

Ladies and gentlemen, start your costume planning and sharpen those carving tools! On **Friday, October 31**, InfoMart will celebrate Halloween with a costume contest and a pumpkin carving contest. A potluck lunch will be accompanied by a costume pageant and judging of costumes and jack-o-lanterns. Be there to be scared!



### Thanksgiving Potluck Lunch

On **Wednesday, November 26** join your fellow employees in the facility room for InfoMart's annual pre-Thanksgiving feast. This fun and festive potluck luncheon will feature entrees prepared by the kitchen and appetizers, side dishes and desserts courtesy of employees. Look for a potluck sign-up sheet on the communications center in the coming weeks.



**DON'T DRESS UP 43%**  
**FEW NIGHTS 43%**  
**PRETTY MUCH AS SOON AS ONE HALLOWEEN IS OVER 14%**  
**COUPLE OF MONTHS 0%**



When do you start planning your Halloween costume?



# GREEN TEAM NEWS

## Green Your Halloween

You might not think of Halloween as being scary for Mother Nature, but with consumers spending billions on candy, costumes and other Halloween goodies, there's sure to be a lot of trash piled on the curb come November 1. But with a few tricks, you can be sure that your Halloween is a treat for you and for Mother Nature.



Use re-usable plates, cups, utensils, napkins and tablecloths. Use dishes, cutlery, napkins and tablecloths that can be washed and reused instead of disposable plastic and paper tableware. Paper party goods can be expensive and just add more clutter to our nation's landfills. Look for affordable, reusable options at discount and dollar stores.



Make your own costume or buy one at a second-hand shop. An old sheet still makes a great ghost. Just make sure that the sheet costs less than a commercial ghost costume. Can't find anything suitable in the house? Use Goodwill's online store locator to find a thrift store near you or shop at the online auction. This year, Goodwill not only organized merchandise into a special Halloween section, but also offers up some creative costume ideas made from second-hand garb.



Trick or Treat with reusable bags. When the little ghosts and goblins in your family go trick-or-treating this Halloween, make sure they carry reusable bags or containers that don't need to be discarded after they are used. Cloth or canvas shopping bags, or even pillowcases, make terrific eco-

friendly alternatives to paper or plastic bags, or to the molded plastic jack-o-lanterns so many kids use to collect candy at Halloween.



Make use of all pumpkin parts. After carving a pumpkin, make sure to save the seeds. Bake them and serve them to party guests or feed them to our fine feathered friends, the birds. If possible, after Halloween, bury or compost your jack-o-lantern.

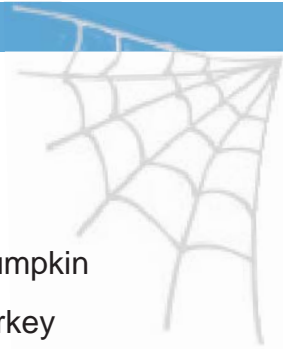


# BRAIN TEASER

## Fall Wordsearch

T Z A F G N M U T U A R Y B N  
 P H O L T I R D C M B Y K J N  
 S E A P U M P K I N L R O M E  
 C A R N R O X A L T L X O N E  
 T R I C K O R T R E A T P Y W  
 F W N B E S Q J I P F Z S K O  
 C A U T Y O G L J Z X A D S L  
 M D M U I O P I L G R I M B L  
 R S E I P O U Q V Y C O B R A  
 T F K Q L R H I B I E U M S H  
 K S R H W Y R R E B N A R C O  
 U Y D N A C F S V P A G N U L

pumpkin  
 turkey  
 Thanksgiving  
 Halloween  
 fall  
 spooky  
 pilgrim  
 trick or treat  
 cranberry  
 pie  
 family  
 candy  
 autumn





## Simple Ways to Save a Life

Sometimes in life the unthinkable happens: someone falls, is badly cut or has a severe allergic reaction. So, what do you do? Even if you don't have first aid training, there are simple things that you can do that can actually save a person's life. If you know nothing else about first aid, remember these few things:



**Don't remove a foreign object.** It happens more often than you might think: a child gets impaled by a pencil, your spouse steps on a nail or someone gets stabbed. Among injuries that cause ER visits, punctures rank fourth. Doctors advise that, unless it's something small, like a splinter, you should leave the object in and call 911. If the object is plugging a hole in an artery or a vein, pulling it out could do far more harm than good.



**Don't apply a tourniquet to stop bleeding.** Apply pressure to the wound and only put on a tourniquet unless you've been properly trained to do so. If you don't know what you're doing, you could destroy the injured limb.



**Ask around for an epi pen in case of allergic reaction.** If someone has an allergic reaction, ask if he or she has an epinephrine pen. If they don't have one, ask other people who might be nearby. Epi pens are easy to use even without training and are very effective.



**Don't move someone who's fallen from a high place.** Anyone who has fallen from a high place is at risk of sprains, fractures and severe internal injuries. If the person complains of back or neck pain, leave them in the position they're in. If you need to move them, do a log roll so you're moving their head, body and legs all as one unit.

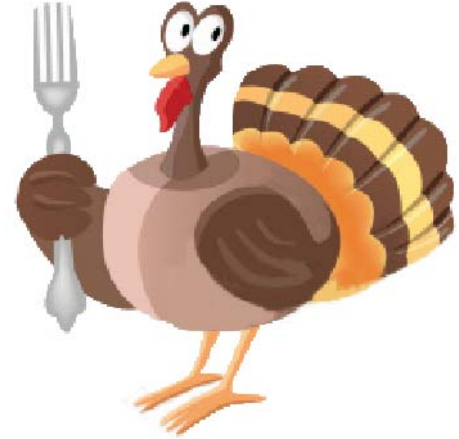
If you're interested in learning more ways to save a life and would like to get trained in first aid, visit your local chapter of the American Red Cross.

## Recipe Roundup: Corn Bread Pudding

Tired of serving the same old side dishes Thanksgiving after Thanksgiving? Give this corn bread pudding, courtesy of Rebecca Boudreaux, a try to spice up your Turkey Day menu.

### Rebecca Boudreaux's Corn Bread Pudding

- 1/2 onion, diced*
- 2 tbs butter*
- 1/2 tsp thyme*
- 1/2 tsp rosemary*
- 1 (15 oz) can creamed style sweet corn*
- 1 cup heavy cream*
- 2 eggs*
- 1 tsp baking powder*
- 1/2 cup yellow cornmeal, whole grain, stone ground*
- 1/2 cup shredded Parmesan cheese*
- 1 tsp kosher salt*
- Freshly ground black pepper*
- 2 cups French bread, cubed*



*Preheat oven to 350 degrees. In a cast iron skillet (or another oven-safe skillet) sweat the onions with the butter and herbs until they are translucent. Combine the cream, eggs, corn, baking powder, cornmeal, Parmesan, salt and pepper in a large mixing bowl. Fold in the bread. Pour this batter into the skillet over the onions (don't stir). Bake for 45 minutes to an hour (until the mixture is set). Let cool slightly.*

When you're done devouring this dish, don't forget to submit your own recipes to Liz in Media. It could be featured in an upcoming issue of *The Inside Story* for all employees to enjoy.

## PARTNERSHIP PROFILE

With the holiday hustle and bustle just around the corner, chances are good that you'll be running around town more than usual. But when you arrive at your destination - be it a city shopping district, sporting event, entertainment complex, office building, hospital, hotel or theater - where will you park your car? Let Lanier Parking Systems handle that for you.

Lanier Parking Systems is the largest provider of parking and related transportation services in the southeast. And the company manages more than 300 facilities in 40 cities across North America and the Virgin Islands.

After spending years in the parking industry, J. Michael Robison founded Lanier Parking Systems in 1989. His goal was to provide his customers with a level of service uncommon in the parking industry. Lanier developed the concept of the "One Stop Shop," meaning they'll not only manage a parking facility, they'll manage an entire transportation system. Whether that means working with the local transit agency to sell transit passes, with the city to fix a sidewalk or with tenants to help them with their commutes, Lanier provides these services - often at no additional charge.

Lanier Parking Systems has been an InfoMart client since 2006. We provide them with criminal, federal criminal, civil and MVR services.



# LET'S DO LUNCH

## Who:



**Krista Campbell**  
Senior Verifications Analyst



**Gloria Slater**  
Verifications Analyst



**Ashley Richardson**  
Verifications Analyst



**Gloria Slater**  
Verifications Analyst

**Krista:** "Gloria is from the Virgin Islands and has been living here since 1995. We had a great time at Houston's getting to know each other. Gloria has two girls, two boys and another little girl on the way. She likes to read and spend time with her kids. Gloria also loves watching scary movies and loves listening to Beenie Man, a reggae artist. She has worked here at InfoMart since August 2008."

**Gloria:** "Krista was born in Great Lakes, Illinois to Jamaican parents. She moved to Georgia 17 years ago and now has two children of her own, an eight-year-old son and another son that is two. Krista loves football, and is a huge Georgia Bulldogs fan. Her favorite musical artist is Lil' Wayne. Krista loves going bowling and traveling to Jamaica, but her favorite things in life are spending time with family and reading. Overall, I really enjoyed this lunch experience. Krista has a very pleasant demeanor and I enjoyed her company."

**Ashley:** "Before coming to work at InfoMart, Gloria was a full-time manager at the clothing store Ashley Stewart's. Though she's originally from the Virgin Islands, she has lived in Georgia for 12 years. Gloria loves children and wants to open up her own child care facilities where parents can observe their children 24/7 with pass codes. She has children and knows how difficult it is to have to put your children in daycare. Despite her love for kids, though, Gloria doesn't want more of her own. She does, however, want to help kids one day by being an adolescent counselor."

**Gloria:** "Ashley is a native Atlantan. Before coming to InfoMart almost two months ago, she was a Pre-K teacher. Her favorite colors are earth tones and she enjoys eating everything, especially macaroni and cheese. When she's not at work, she enjoys shopping and pampering herself. If Ashley could live anywhere in the world, she'd live in New York City. She enjoys watching football, basketball and boxing, and her favorite time of year is summer. Ashley is expecting a baby girl in January 2009. She enjoys helping people, and one day hopes to become a child psychologist. I enjoyed having lunch with Ashley. She has a very sweet spirit and a great personality."



**Shon Sims**  
Receptionist



**Mike Swilley**  
National Account Manager

**Shon:** "I wanted to have lunch with Mike because he is my neighbor over in the Sales Department. I have heard many good things about him so I wanted to get a better understanding of how he has been successful within the company in the 10 plus years that he has worked here. He did not start in the Sales Department as I expected. He has actually worked in every department except Compliance. Some people might not know that he was an integral part of developing/integrating some of the services within the Client Relations Department with those of Compliance and others. He said that the key to his success has been to create and introduce his own ideas to the company that could help improve the business efficiency of the company as a whole. Mike is from Gainesville, Florida and he is a huge fan of the Florida Gators. He was in the Coast Guard and was a part of a drug task force that patrolled the waters in the northeast corner of the U.S. Before coming to InfoMart, Mike worked for Ross Perot at his company, Electronic Data Systems. I basically found out that if anyone has any questions about this company and how it works, Mike is a great resource. Mike is really a nice guy and is more than willing to help anyone grow with the company."

**Mike:** "Shon and I had a great lunch together where we mostly talked about our families and where we grew up. It was amazing how we grew up in very similar settings. It's funny how many times the paths of life take you so close to people but you never encounter one another until one day when you finally meet face to face. One such occurrence that Shon and I discovered was when we were both working for the same company at the same time in Alabama. I don't want to recap our entire conversation but would rather look at the bigger picture and say that we all should take the time to just get to know one thing about others around us. You never know; you just might find out we are all a lot more alike than we realize. I did learn a lot about Shon, though: what it was like for both of us growing up in a small town as well as our days as kids on the farm and having an old fashion hog killing. We shared stories about our families, friends, our time in college, and our successes and struggles. It was a great hour together and I was pleased to have had the opportunity. It was truly a pleasure getting to know him better. Thanks, Shon, for submitting our names."





# INFOMART @ PLAY

## AIDS Walk 2008

A big thank you goes out to everyone who helped make AIDS Walk 2008 a success for InfoMart's walking team. With generous help from InfoMart and our walkers, we were able to donate much-needed funds to very deserving charities! Be sure to join our team next year for a great time that supports a great cause.

