

Balnarring & District Community Services Limited
Vision, Mission and Values

Vision

Your bank, sharing profits, investing in our community

Mission

To provide a full banking service, focusing on exceptional customer service in order to build and maintain long term relationships for the benefit of the community.

Values

Trust We aim to build trust in our service, treating customers with respect and honesty, disclosing all fees, features and benefits of our products and services and responding to queries in a timely manner.

Excellence We will take pride in our standard of service, ensuring we give customers the superior quality service that they expect from a **Community Bank®**.

Knowledge We will endeavor to remain up to date with our knowledge of all products and services, ensuring that our customers receive the best advice that we can provide.

Engagement We will do our best to make sure that banking is a pleasant experience for all customers, treating them equally and in a courteous and caring manner.

Flexibility We will endeavor to find solutions that fit each customer, treating everyone as the unique individual that they are.