



Staff at work in the new look Drouin branch.

Drouin branch refurbishment.

The Drouin & District **Community Bank**[®] Company Board has been busy during recent months undertaking the completion of two major projects. The first of these was completed in March when the branch underwent a major refurbishment.

Chairman Bruno Persico said that after 12 years of operation, it was great that Bendigo Bank's desire to roll out the 'Network of the Future' format allowed our branch to undergo such a major refurbishment.

"The new look allows our company to provide a better environment for our staff to work in from an OH&S perspective as well as allowing them to provide a greater level of service to our customers," he said.

Drouin & District **Community Bank**[®] Branch Manager Craig Black was also excited about the change stating, "The branch's design will promote a welcoming and engaging environment that allows customers to choose how they interact with us."

The branch reopened for business on 26 March.

Drouin & District Community Financial Services Ltd 26 Main Street, Pakenham VIC 3810 **ABN** 37 096 687 240

Directors: Bruno Persico, Terry Williamson, Chris Arnup, Kim Rees, Deb Brown, Rod Dunlop and Matt Middel.

Longwarry agency now open.

After 18 months of careful planning and hard work, the company is proud to announce that its second major project, the Longwarry Agency, opened its doors on 28 August.

Chairman Bruno Persico stated that the company are excited about being able to provide Longwarry and the surrounding district with an agency service as well as the chance to further support the local community.

"Drouin & District **Community Bank**[®] Branch has been supporting the Longwarry and district community in various ways since we opened our doors in 2002. Now with the opening of the Longwarry Agency, we will be able to further assist local community groups and improve facilities with the profits generated by the agency," he said.

The agency which is fully supported by Drouin & District **Community Bank**[®] Branch, will be operated by Joanne Britton of JMB Real Estate.



L-R: Chairman Bruno Persico, JMB Real Estate Administration Officer, Angela, Longwarry Agent Joanne Britton and Drouin & District **Community Bank**[®] Branch Manager Craig Black.

Members of the Longwarry and district business community along with representatives of the area's local community groups were invited to attend a special opening event on 2 September.

Welcome Katy Slater.



The Board and branch staff would like to welcome Katy Slater as the branch's new Customer Relationship Officer. When asked about her appointment Katy commented:

"I am so pleased to have commenced working with the Drouin & District **Community Bank**[®] Branch in May 2014. I have been within the wider organisation since 2010.

After initially migrating from the United Kingdom, I have most recently moved to the area with my family and when we're not working on our new home we enjoy off-roading as a pastime.

I find the local community so engaging and I see the opportunity to work within a **Community Bank**[®] branch as a great role for me.

My aim is to ensure our customers have the banking products and solutions that suit their individual needs."

Welcome Suzy Anstey.



The Board and branch staff would also like to welcome Suzy Anstey who has joined the branch team whilst Lauren Eastwell continues her maternity leave. Like Katy, Suzy is also excited about her appointment:

"I commenced at Drouin & District **Community Bank**[®] Branch as a Customer Service Officer in June 2014.

I was excited with this opportunity having previously worked at a **Community Bank**[®] branch and witnessing the local impact we can make.

I share my life with two children (aged 10 and 11 years old) and my partner. We have lived locally for the past seven years in the nearby hills of Strzelecki.

I look forward to meeting and serving the customers of Drouin & District **Community Bank**[®] Branch."

Farewell to Nicole Friar and Tania Allchin.

The Board and branch staff have said farewell to two members of the branch team in recent months.

Customer Relationship Officer Nicole Friar and Customer Service Officer Tania Allchin have both left Drouin & District **Community Bank**[®] Branch.

We wish them well for the future.

Our lowest home loan rates in decades.

There's never been a bigger opportunity to lock in a low, low interest rate.

But it's more than just a great rate, a home loan from Drouin & District **Community Bank**[®] Branch is bigger than that - and comes with a range of big benefits, discounts and savings.

Drop into your nearest branch at 42 Princes Way, Drouin or phone 5625 4544 and compare our fixed rate home loans.



 **Bendigo Bank**
Bigger than a bank.

bendigobank.com.au

Terms, conditions, fees, charges and lending criteria apply. Full details available on application. Bendigo and Adelaide Bank Limited ABN 11 068 049 178 AFSL/Australian Credit Licence 237879. S49375-3 (224873_v1) (2/09/2014)



Drouin & District Community Bank[®] Branch

42 Princes Way, Drouin VIC 3818

Phone: 5625 4544

Opening hours: Monday to Friday 9.00am – 5.00pm and Saturday mornings 9.00am – 12 noon

Website: www.bendigobank.com.au/drouin

Longwarry Agency – 5 Kennedy Street, Longwarry VIC 3816 Phone: 5629 9340

Opening hours: Monday, Tuesday, Thursday & Friday 11:30am - 4:30pm and Saturday 10.00am – 12 noon

 **Bendigo Bank**
Bigger than a bank.

bendigobank.com.au

