

The 3 B's Bulletin

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The 3 B's Bigger, Better and Bolder

Touching Base

As part of the duties of Directors we take this opportunity to keep you up-to-date with the operations of Berowra & District Community Bank® Branch of Bendigo Bank.

It has been a rough year with interest rates at an all-time low. I have no doubt this situation has made many homeowners very pleased, so for that we are happy.

Bendigo Adelaide advised that the sharp falls in local equity markets have been most pronounced in the banks, presumably associated with capital raisings, margin concerns and therefore questions as to where ROE for banks will head. Having reached a 2% cash rate, there is a high likelihood of a 'rates on hold' outlook persisting for some time. There are numerous scenarios that may translate to further rate

cuts, and 'event risk' is high, however in the absence of unexpected market shocks, rates are expected to stabilise and find a base at these levels.

So we guess that it will be some time before we see any significant rise in rates.

Bendigo and Adelaide Bank have reaffirmed their continued support of our Community Bank through these tough times and it behoves us to keep a tight rein on expenses to help mitigate the financial situation.

We did this during this last year and our total operating expenses were only 0.65% over our trend budget, but up by 3.36% on the 2013 year. However, our revenue was down 5.64% on the previous year, but as anticipated in these economic times, only 1.68% on budget.

Come along to the AGM at 6:00pm on Tuesday 10 November next at Berowra Community Hall.

Berowra & District
Community Bank® Branch



Project Horizon update

The Community Bank® model is heading towards a big change in July 2016.

When the network was considered as a whole, the June 2015 example scenario indicated a potential shift in revenue from BEN to the **Community Bank®** network. Modelling based on December 2014 and March 2015 data indicated that around 2/3rds of **Community Bank®**

companies would have earned more revenue for that month under the new revenue share model compared to the current model. The same result was indicated in the June 2015 modelling. However the modelling based on September 2014 data indicated a different result. It indicated that around one half of **Community Bank®** companies would have earned more

revenue for that month under the new revenue share model compared to the current model.

We look forward to working closely with the Project Horizon team and will most certainly hope that an increase in our revenue will boost the company's results.

*"Problems are not stop signs, they are guidelines."
[Robert H Schuller]"*

The Business Banking team

We have put together a list of accountants and other businesses (conveyancers, real estate agents and clubs) who we can speak to about the 'introducers' package which is currently being piloted in NSW. This should generate some home loan referrals and therefore grow our lending book. To coincide with this, the Bank is doing a national campaign from Sept-Nov on home loans.

Bendigo Adelaide Bank has been awarded Business Bank of the Year for the 4th year running. We have prepared a letter for the businesses in Mt

Kuring-gai to introduce Michael Sims as our Business Banker and encourage them to make an appointment to discuss their banking needs with us.

Our Manager Jocelyn Chacon and her team work on their Branch Business Plan and have some great ideas for business growth and community engagement up to the end of December 2015.

Most staff have at least one item on the Plan to run with and organise. Some of the goals/action items relate to ideas that are being worked through

the Business Development/ Marketing Committee plan.

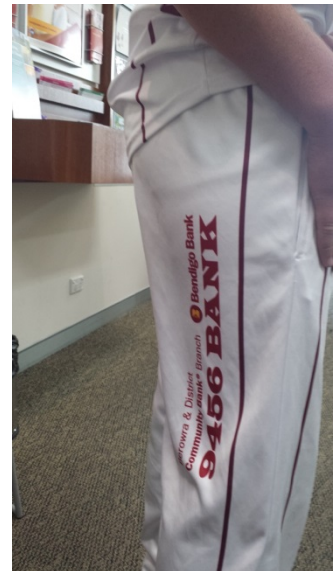
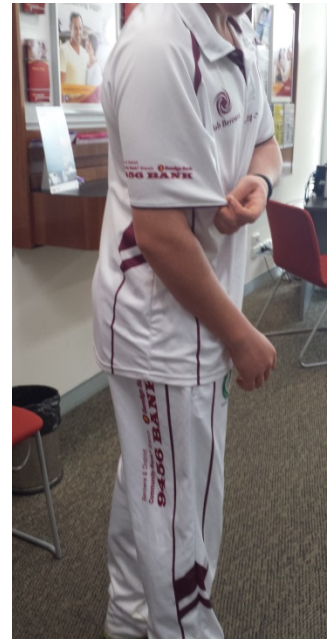
Our 9th birthday was celebrated on 22 September last with a BBQ at the Center, raising \$87 (after all expenses were paid) for the Hornsby Women's' Refuge.

Once again we are planning to organise a Market Day nearer to Christmas in the Shopping Centre. We are looking at the date being Saturday 12 December and hope that it will be equally successful as the great day last year. Pop a note in your diaries and come along and join us.

This year's Berowra Netball Club survey was a great success. Over 200 members were surveyed and we received 54 responses representing a 27% return. The results were extremely supportive of our Community Bank®.

Help by our Bank to the community

- PCYC sailing Club sponsorship
- Brooklyn Spring Fair
- Hawkesbury River Rescue
- Hawkesbury River Dragon Boat
- Wideview Public School
- Berowra Cricket Club
- Berowra Junior Cricket
- Berowra Netball Club
- Berowra Christian School
- APEX Club woodchop
- KU Berowra Pre-school
- Mt Kuring-gai Public School
- Bridge2care
- Dance Chance
- Berowra Christian Community School
- Cowan Public School



The Berowra Cricket Club shirts



We are currently preparing a survey to go out to our Cricketing Club friends and members.

We received a fabulous response to the Netball Club survey, and with new accounts being opened every month, we look forward to more products from Bendigo being taken up by our community customers.

The Cricket Club sports gear looks great.

Our Branch officers are August winners

Our Manager Jocelyn is proud to announce the August winners of New South Wales “**BEing Bigger and Better award**”.

Customer Service Officers **Danielle Knight** and **Wendy Rayner** were selected for their innovative creation of a Customer Snapshot Form, designed for Business Customers. Their friendly and professional advice for customers in assisting with business banking ensured their placing at the top in New South Wales.

We congratulate our staff and you never know just where such a creative idea might lead!

*“Put not your trust in money, but put your money in trust.
[O W Holmes.]”*

**Berowra & District
Community Bank®
Branch of Bendigo
Bank.**

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Road, Berowra Heights,
NSW 2082**

*"It is always darkest just
before the day dawneth."
[Thomas Fuller 1608-
1661]*

**Like us on Facebook
(coming soon – we hope!)**

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The Business Values and Purpose Statement

- Partnership based on trust, respect and goodwill.
- Shared effort, risk and reward.
- Local ownership.
- Local decision making.
- Local investment.
- A focus on broad-based community benefit.
- Commercially focussed and community spirited.

Our focus is on achieving shared goals of building a strong, inclusive, dynamic and productive Community Bank® enterprise.

An enterprise that is committed to innovation and life-long sustainability achieved through the deep collaboration and the collective determination of all partners.

The movement will aim to fulfil the needs and expectations of local communities, customers, staff, shareholders and Bendigo and Adelaide Bank, while always upholding our embedded values.

The Community Bank® enterprise will create and maintain strong and vibrant community outcomes and use its expertise, knowledge, dedication and development opportunities to make a significant contribution.

Current Directors

Mr Andrew Tuft OAM; Chairman
Ms Gillian Reed; Secretary
Dr Helen Bowers; Treasurer
Mr Paul Cook; Advertising and Marketing

We are aiming to have 10 Directors on the Board.

We must ensure that the role of a Community Bank® company board director is personally and professionally fulfilling and that reward for effort is in balance.

It is also important to ensure that strong governance underpins both performance and the reputation of the model at both an individual and collective level.