

Collie & Districts Community Financial Services Limited

14 May 2020

Dear Shareholders,

I'm taking the time today to keep you up to date on the ongoing work your Community Bank Board and our great staff are doing in these extraordinary times as we all cope with the impacts of a global pandemic.

Over the past six weeks, we have worked closely with our partners at Bendigo and Adelaide bank Ltd to implement our Business Continuity Plans which continue to deliver financial services to our community whilst prioritising the safety and wellbeing of our staff and customers.

Whilst the health impacts of the pandemic appear to be easing, there is a long road ahead of us together as we recover from the health, social and economic impacts. But as always, we'll all be doing this together shoulder to shoulder.

The pandemic has seen our bank branch operate a little differently and these changes will continue to evolve as circumstances change. We appreciate how important the services we provide the community are and will continue to do our very best to meet everyone's needs.

Our business and your Company are in a very strong and sound financial position as is our partner in Bendigo and Adelaide Bank. The immediate impact of the pandemic is likely to have minimal impact on our overall performance; however, the broader recovery of the economy may impact us in due course.

We have a strong business with a healthy balance sheet; however, the long-term implications will be taken into consideration in any decisions we need to make.

In addition to our business and company focus we are planning how we can further help our community on the other side of the pandemic as the impacts for some will be significant and their road to recovery may be a long one.

Our Bank, in conjunction with Bendigo and Adelaide Bank, has a variety of support available during this time for our customers so please talk to our staff who will be only too happy to help through this period.

I'd like to commend to you the fantastic work our staff have done through this challenging period and personally thank them, and I hope you can do the same when you see them next.

Please take care of yourselves and one another and together we'll be stronger on the other side.

Kind regards



Sarah Stanley
Chair

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