

## Collie & Districts **Community Bank**<sup>®</sup> Branch Newsletter December 2009

### Chairman's report

Hello and welcome to our first quarterly newsletter. The past year has been challenging for all banks including your local **Community Bank**<sup>®</sup> branch, but thanks to your support and the hard work of our dedicated staff and Directors the **Community Bank**<sup>®</sup> Company has returned a handsome dividend to shareholders and distributed significant funds back into our community.

Our donation of \$166,000 to the recently completed ValleyView Aged Care facility is a great achievement for the Collie & Districts **Community Bank**<sup>®</sup> Branch and contributions of this size will continue to be made possible in the future with your ongoing support.

Your local **Community Bank**<sup>®</sup> branch has also contributed to many other organisations in the eight years its been operating and our donations are fast approaching \$500,000.

Please take the opportunity to tell your family, friends and acquaintances that we offer the best banking services in town and give back to the local community.

The success of the Collie & Districts **Community Bank**<sup>®</sup> Branch is underpinned by your support and we look forward to a prosperous 2010 (and beyond).

On behalf of all those involved in Collie & Districts **Community Bank**<sup>®</sup> Branch I wish you a safe, joyous and relaxing time with family and friends over the holiday period. I also encourage you to think of those less fortunate than yourself and help in what ever way you can.

Kind Regards

**Glyn Yates**  
Chairman

### Manager's report

Welcome to our first newsletter. We see this newsletter as a great way to keep our most important asset, our customers, aware of what we are doing for the local community.

It is now two years since I became the Branch Manager of Collie & Districts **Community Bank**<sup>®</sup> Branch and I still say it's the best move I have ever made. In that time I have seen the total business grow to more than \$100 million – a milestone I think would have been a distant dream in the early days of the branch.

As we continue to state, we are more than just a bank branch. Yes, we do provide all the banking services you require, coupled with fantastic service from our staff, from Home Loans, Business Loans, Personal Loans, Credit Cards, Transactional Accounts, Margin Lending, Term Deposits, Agribusiness Loans and Accounts, Debit & Credit Cards, Online Banking, EFTPOS Merchant Facilities, all types of Insurances (home, contents, motor vehicle, travel, health), Financial Planning and the list goes on.

However our loyal customers know that it's more than just providing the product, as any branch can do that. It is about what we can do for your community. From sponsoring small community events, to larger donations (such as the ValleyView Aged Care facility) we are committed to remaining a large part of your community.

Our staff continue to look forward to providing the best service we can and making your banking experience not only enjoyable but rewarding as well.

**Travis Ellison**  
Branch Manager

## Sponsorship – Ben the Mannequin

Training of Collie St John Ambulance volunteers, nurses and doctors at Collie District Hospital has been improved by the addition of a new training aid.

The mannequin, nicknamed Ben, cost \$14,000

and was funded by Collie & Districts **Community Bank**® Branch.

It is a near replica to a six year old child and reacts to nearly everything a person does, making this a valuable training tool to help save lives.

The Collie & Districts **Community Bank**® Branch saw the purchase of Ben as a worthwhile community cause.



▲ Left to right – St John’s Ambulance Volunteers Carol Gale, Ashley Hollins & Susan Styles with board members Ian Shannon, Jo Whiteaker, Glyn Yates & Ken Smallwood and Staff member Sharon Del Fante.

## Sponsorship – ValleyView Residence

In June 2009, the branch made its single biggest contribution to date the Collie community with its donation of more than \$166,000 to assist with the fit out of the newly completed ValleyView Aged Care facility.

At the time, then Chairman Ian Shannon said, “when we launched Collie & Districts **Community Bank**® Branch eight years ago, we made a commitment to support the community and we see this



▲ Branch Manager Travis Ellison, Riverview Chairman Stephen Davies, Past Bank Chairman Ian Shannon & Riverview secretary Allan Banks.

contribution as our coming of age in terms of making a substantial contribution to Collie.

“Our involvement with ValleyView means that we have now put almost \$200,000 into the local community in the past 12 months and since we began nearly half a million dollars.”

## Staff profile



**Name:** Joanne Sanford

**Title:** Customer Service Manager

**Family Members:** Husband, Robert.

**Kids:** Cassady 15 years, Benson 13 years, Ashby 10 years.

**How long have you worked at Collie & Districts Community Bank® Branch:** Since the

branch opened in 2001 so just over eight years.

**Years in banking:** Eight years Collie & Districts **Community Bank**® Branch, five years CBA.

**Previous Jobs:** Bank Officer CBA, full time mother to three kids for seven years.

**What do I enjoy most about Collie & Districts Community Bank® Branch?** I love how our branch is owned by the local community and that we love giving back to improve community needs. It’s great that we as staff can deal face to face with our board of directors, which is definitely more personal than working for a bigger organisation. I love the atmosphere and the staff I have had the privilege to work with over the last eight years. We have all been great mates in and out of work. I love how Bendigo Bank are more about helping our customers based on relevance and needs rather than just hard selling for the sake of meeting sales targets. I love helping our customer’s to achieve their needs and financial goals. Having great relationship’s with our customer’s and having happy customer’s is worth coming to work for each and every day.

**Hobbies:** Travelling, water skiing, I love to watch and support my children play their sport, hockey, basketball, football and listening to my daughter learning to play the piano.

**Favourite sporting teams:** West Coast Eagles (go the Eagles!!!!) Australian women’s Hockeyroos and the men’s Kookaburras, and what ever teams my children play in.

**Favourite places visited:** Holland, Germany, Belgium, Singapore, Queenstown - New Zealand, Mackay - Queensland, Airlie Beach - Queensland, Daydream Island - Queensland, Sydney, Melbourne, Portland - Victoria, Great Ocean Road – Victoria, Esperance.