

Creswick & District Financial Services Limited Newsletter April 2010

Chairman's report

It is easy to report to shareholders on another successful six months of our **Community Bank**[®] branch.

Our business has grown to over \$70 million - a wonderful achievement in a very competitive environment. Congratulations to Les Vercoe our manager and his staff.

Our audited profit for six months was more than \$54,500 and will increase as we continue to grow.

Congratulations to Louise Jennings on winning the Rotary Club of Daylesford 2009 Business Employee. It's a great honour for our Customer Relationship Officer and something for us all to be proud of.

A big thankyou to all Board members, staff and volunteers for the great job with Bendigo Bank's Ban the Bulb project in which we had approximately 5,500 bulbs fitted.

The Creswick Lions Club coordinated the project and will receive funding towards the new multipurpose building at Doug Lindsay Park.

Our January Board meeting was quite sad, as we had our first retirement from the original steering committee, Board member Graham Stephens. We thank him very much for his support in establishing our Company and working to see it profitable.

We will miss Graham and we wish him good health and all the very best for the future.

In closing, I would thank shareholders for their support and their positive feedback on our branch staff.

We ask shareholders to promote our **Community Bank**[®] branch at all times possible to continue our growth so we can do more for our community.

Graeme Mitchell
Chairman

Manager's report

It seems like only yesterday we were gearing up for Christmas and now it is April already.

The global economic crisis (GEC) has certainly made people think about their finances and re-act in different ways. For example a number of people have decided to reduce or repay their debt by selling off investment properties.

Others have shifted money from their super fund to a term deposit, where they know their capital won't decrease and the funds are government guaranteed and others are taking advantage of the lower share prices and investing in that area. All in all there has been a lot of money going in and out of our bank for various reasons.

Although our rate of growth has slowed in recent times our balances have climbed to \$71 million and we are still growing. A good example is the fact that we opened 72 new accounts in January, 46 in December and 49 in November. To keep these numbers up after 2.5 years of trading is truly remarkable

Kristin, one of our part time Customer Service Officers is taking 12 months maternity leave in May and we wish both Kristin and her husband Troy all the best for the big event.

Ainslee Lowe has been appointed to cover Kristin's maternity relief and we welcome Ainslee on board.

Like Kristin, Ainslee is a local Creswick girl and it's good to be able to employ local young people at our branch - another benefit of your **Community Bank**[®] branch.

Our Customer Relations Officer, Louise Jennings, was nominated for the Rotary Club of Daylesford 2009 Business Employee Award (Shire of Hepburn) and it would be no surprise to anyone that Louise was fortunate enough to win that award. Congratulations and well done Louise.

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1 Raglan Street, Creswick VIC 3363 ABN 14 119 315 258

Manager's report (continued)

We are truly fortunate to have exceptional staff in our **Community Bank**® branch and while Louise might have won the award; I believe any of our girls could quite easily have picked up the award.

25 May 2010 sees our 3rd birthday and it is probably a good time to reflect how far we have come and where to from here.

Our target is to reach \$75 million in balances by 30 June 2010. We are well on track but still need to work hard to reach our target.

Our total amount given back or committed to community groups over the three years is approximately \$70,000 with \$50,000 committed to the Doug Lindsay Reserve multipurpose building. The building will benefit the whole community not only the sporting clubs.

In recent months, we ran and completed the Ban the Bulb campaign with all proceeds going to the Doug Lindsay project.

In conclusion, I would just like to reiterate the fact that, the more we grow, the more profitable we will become. The more profitable we are, the greater our contribution back to the Creswick and district communities will be. It's not about greed. It's not really about banking. It's about making our communities more sustainable for the future.

Les Vercoe
Branch Manager

Welcoming Neil to our team



Neil Short,
Business
Banking
Manager

We would like to welcome our Business Banking Manager, Neil Short to the Bendigo Bank.

Neil will be based in Ballarat and will be a regular visitor to Creswick and surrounding areas to assist customers with their business banking needs.

Neil has more than 23 years banking experience ranging from customer service and consumer banking through to small business relationship banking and regional management. These positions have been located in both regional and metropolitan areas.

Neil was raised in Horsham and has been a resident of Ballarat for 16 years. Married to Sue-Anne for 21 years, Neil has three active sons aged 17, 14 and 12.

Neil's interests include supporting and watching the boys play local football, cricket and basketball, running and exercising regularly, camping, music, reading and socialising with friends.

Staff profile



Louise
Jennings,
Customer
Relationship
Officer

I grew up in Baringhup and was brought up on a crop, cattle and sheep farm. Living next door to my grandparents, my life has had a strong family influence.

I attended Baringhup Primary School then on to Maryborough Regional College. After completing my VCE I went on to complete a year of youth work, during which I volunteered at 'That Place' and was involved in the Lead on Program, which led to my career at the Bendigo Bank.

I started work at the branch in 2006, as a reliever, and travelled from Inglewood, Castlemaine, and Coleraine through to Edenhope and then back to Ballarat.

Since then I have now settled into Creswick & District **Community Bank**® Branch in 2008, as a Customer Relationship Officer.

I am looking forward to my upcoming wedding in October to my fiancé Damien on my family's property in Baringhup.

Working at the Creswick branch has been really enjoyable and I feel very proud to be a part of the team. I look forward to a long career with the Bendigo Bank.

Bendigo Bank - the fairest of them all

Choice has named Bendigo Bank as one of the fairest credit card providers in Australia.

Choice surveyed more than 20 financial institutions, considering interest rates, fees and how interest is applied to outstanding balances.

It found Bendigo Bank had a suite of credit cards that did the right thing by its customers.

Les Vercoe, Creswick & District **Community Bank**[®] Branch Manager, said the results were pleasing but not surprising.

“Our entire business is customer-focussed and we attempt to exceed customer expectations every day,” Mr Vercoe said.

“We do this through outstanding customer service, but also by providing banking products that are straight forward, easy to understand and ensure prosperity for both the customer and the bank.

“We believe our customers should be treated fairly and our credit card terms and conditions reflect that belief,” he said.

Les Vercoe said unlike some other providers, when you make a purchase with your Bendigo credit card, interest is

only charged from the date your statement is issued-not when you make the purchase.

“This works in our customers’ favour, because the interest charged isn’t as high.”

Bendigo Bank also looks at ways its banking products can benefit the wider community.

“In 2005 we formed a partnership with the RSPCA to establish a credit card product to help save the lives of homeless animals,” Mr Vercoe said.

“Customers who use our RSPCA Rescue VISA Cards see either a set \$3 monthly donation or a percentage of their spend donated to the RSPCA’s national Adopt-A-Pet program.

“This has helped raise more than \$580,000,” he said.

For more information on Bendigo Bank credit cards go to www.bendigobank.com.au or visit your local branch at 1 Raglan Street, Creswick or call the team on 5345 1233.



‘Introduce yourself to your Bendigo Agribusiness Manager.’

At Bendigo Bank they know that people running an agribusiness want more than just banking services that suit their needs.

That’s why your local Agribusiness Manager combines a comprehensive range of products with the unique brand of friendly service you only get from the Bendigo.

In fact, your Agribusiness Manager makes it his business to understand local conditions, and the challenges and rewards of running an agribusiness. Only then will they suggest the Bendigo Agribusiness solution to suit you.

And whether you’re after an account that lets you set aside pre-tax income from the good years, a seasonal account with the access options you need, an overdraft, line of credit or agribusiness loan, the Bendigo has everything you’ll need.

To find out how a Bendigo Agribusiness Manager can assist you, call into Creswick & District **Community Bank**[®] Branch at 1 Raglan Street or phone 5345 1233 or you can phone Gavin Svanosio directly on 0437 957 164.

Bendigo and Adelaide Bank Limited. The Bendigo Centre, Bendigo, VIC 3550.
ABN 11 068 049 178. AFSL 237879. (S23130) (03/09)

Start. Run. Grow. Finance.

Creswick & District **Community Bank**[®] Branch

Ban the Bulb update

I am sure you would have heard or seen information about Ban the Bulb around town, last October. Well, we have finished our project.

Being allocated with 6000 bulbs sent me straight into panic mode, however thanks to many volunteers and plenty of extra hours we nearly reached our target.

For those of you that don't know, Ban the Bulb was an initiative of Bendigo Bank's Generation Green™ program and was implemented in partnership with AGL Energy, Low Energy Supplies and Services, Carbon Down, VECCI, the Victorian Government's Sustainability Fund.

The campaign offered Victorian home and business owners the opportunity to replace their incandescent light bulbs with energy-saving ones, installed free of charge by local community volunteer groups.

Our local Lions Club recruited many volunteers from proposed Doug Lindsay user groups including the CFA, the local Soccer, Football and Netball Clubs, Creswick Brass Band and our own branch Staff and Board members.

These volunteers changed almost 5,500 bulbs and secured substantial funding for Lindsay Park. They worked tirelessly, giving up their time to help out local residents and save the environment.

This funding will now help them continue building the community complex at the reserve.

CFA representative, Mark Spenceley, who volunteered to install the globes, said the community complex was something that's been needed for a long time and money towards it is a huge bonus.

"We were thrilled to be able to make a big difference to the environment in such a practical way.

"It was great to get out into the community and meet with many of our locals."

Wendy Ohlsen had the bulbs installed and reported back that the bulbs were working very well and she was more than pleased to be able to assist in raising funds for Doug Lindsay as well as keeping the environment green.

Our Branch Manager, Les Vercoe, also volunteered and said home and business owners who participated will continue to

see the benefits of Ban the Bulb in the coming months and years.

On behalf of the branch staff and Board I would like to thank the volunteers. Without them, Ban the Bulb in Creswick may not have happened. We'd also like to thank our local council and our community that strongly endorsed the campaign.

For more information and ideas to reduce your impact on the environment, go to www.bendigobank.com.au/generationgreen

Louise Jennings
Customer Relationship Officer



Spotlight on value with Basic Black Credit Card

At Bendigo Bank we've gone back to basics to bring you a credit card that offers real value for money.

We've stripped away the things you don't need like reward programs and added value with things that make sense.

Like a low interest rate that stays low, cash advances at the same low rate and up to 44 days interest free on everything you buy.

So get back to basics with Bendigo's Basic Black by dropping in to our local branch at 1 Raglan Street, Creswick or phone 5345 1233



Terms and conditions available upon request. Fees and charges apply. Bendigo and Adelaide Bank Limited, The Bendigo Centre, Bendigo, VIC 3550. ABN 11 068 049 178. AFSL 237879. (109023-v2) (16/04/2010)

Creswick & District **Community Bank**® Branch

BMPNL0133 (27/04/10)

Creswick & District **Community Bank**® Branch,
1 Raglan Street, Creswick VIC 3363
Phone: 5345 1233

Website: www.bendigobank.com.au

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

Chairman: Graeme Mitchell.

Directors: Brendan Smith, Bob Orr, Marcus Walsh, Sussan Smith, Neville Giles, Margaret Giles, Bernie Charleson, Janine Booth, Narelle Barrett (Non Director – Secretary), Quentin Turner, Michael Daunt.