



Creswick & District **Community Bank**[®] Branch Newsletter November 2011

Chairman's report

Our **Community Bank**[®] branch has had a very busy and exciting time. As at 1 November 2011 we have more than \$101 million in business held, a fantastic effort!

Many thanks must be given to our Branch Manager, Les Vercoe, our great staff and a hard working and committed Board.

During the last quarter we completed the purchase of our building, giving our shareholders a major asset for the future. This decision has made us a stronger Company as we move forward.

At our last Board meeting, we approved the funding of a Defensive Driving School Course for our youth. This will commence in the first half of next year, with applicants sought in February for a school holiday course. Although initially small numbers will be put through the course, we hope to make this an annual event with increasing numbers of our youth involved each year.

While on new initiatives, we would welcome ideas from shareholders and customers on what our next major project for our **Community Bank**[®] branch might be. Let us know what you would like to see in Creswick and district or what you feel our community needs the most. All ideas are welcome and will be considered by the Board for our next major project. To assist you, we have included an entry form in this newsletter.

Our Annual General Meeting held on 13 October 2011 was the first official event held at Lindsay Park. To think that our **Community Bank**[®] branch was a major part of making this fantastic venue happen should be a very proud moment for our shareholders. A big thank you to the "Ten Willing Workers" for the fabulous morning tea.

At the AGM, we declared our dividend for the previous year of 8.5 cents fully franked. We would like to see more shareholders at our AGM next year as we will be celebrating our 5th birthday.

I would like to welcome Rhonda Lowe to our staff. Rhonda, who is a local of Creswick and district, has seven years' experience with Bendigo and Adelaide Bank Ltd and we wish her a long and successful career at the Creswick & District **Community Bank**[®] Branch.

By the end of December we will have committed \$150,000 to community groups in Creswick and surrounding districts. I am

sure all shareholders are proud of what they helped to establish four and a half years ago, which has been so successful and has achieved so much for our districts in that short period of time.

In closing I wish you all a safe and happy festive season and ask that you continue to promote our wonderful **Community Bank**[®] branch at every available opportunity.

Graeme Mitchell
Chairman

Staff profile

Rhonda Lowe – Customer Relationship Manager



Having been born and raised here in Creswick, I am delighted to return to my home town to work and I look forward to be able to assist new and existing customers of Creswick & District **Community Bank**[®] Branch.

I started my banking career with the Bendigo Bank in 2004. Before joining the team here at Creswick & District **Community Bank**[®] Branch in August, I worked at Bendigo Bank Wendouree, Ballarat Central and Ballarat West branches, gaining valuable experience in a variety of roles.

In my role as Customer Relationship Manager, my duties include all loan interviews for consumer and small business lending, attending property settlements and assisting the Branch Manager and staff with the day-to-day tasks.

Together with Chris (my husband of 25 years), we enjoy spending time with our children Ainslee and Morgan, and as a family we enjoy weekends away in Echuca on our houseboat.

Manager's report

This report is an update as of 1 November 2011.

As of the end of September our footings (total of all balances held, both savings and lending) reached the magical figure of \$100 million, an increase of \$7 million since 30 June 2011. This has been an outstanding achievement and congratulations must go to all staff and Board members who have worked hard to achieve this success over the past four years.

Our growth has been a great team effort by staff, Board members, shareholders and, of course, our customers who really do make it happen. It is a good time to reflect on the contribution of former staff members, Cameron Place, Ainslee Lowe and Lisa White. We thank each of them for their valuable contribution.

At our recent AGM Chairman, Graeme Mitchell made a couple of significant announcements and rather than steal his thunder, I suggest you read his report in this newsletter if you haven't already done so.

We welcome Rhonda Lowe to our staff (see staff profile) and wish her every success in her role as Customer Relationship Manager. In the short time she has been with us, Rhonda has shown that she is going to be a very valuable staff member in helping us achieve continued growth as we move into the future.

We have been working on the production of a new brochure which will promote our **Community Bank**® branch. We intend to distribute the brochure to all households in the Creswick and Clunes districts. The brochure will not only promote the products and services we can provide but also highlight the benefits that we are making in these communities.

I am pleased to report that the second (and final) distribution from the Flood Appeal will be posted out to recipients prior to Christmas. A total of \$30,425 will be distributed adding to the previous \$65,672 distributed back in January this year. This means a total of \$96,097 has been distributed, a fantastic effort by our whole community and instigated by our initial donation of \$5,000.

I would like to take this opportunity to remind any not-for-profit organisations who were effected by the recent floods, that financial assistance is available from the Bank's Community Enterprise Foundation™ Victorian Flood Appeal. Applications forms, which need to be lodged for consideration, are available at Creswick & District **Community Bank**® Branch.



With the festive season fast approaching, I would like to take this opportunity to wish all shareholders and customers a very Merry Christmas and a bright and prosperous New Year.

Les Vercoe
Branch Manager

Creswick & District **Community Bank**® Branch,
1 Raglan Street, Creswick VIC 3363
Phone: 5345 1233
Website: www.bendigobank.com.au/creswick
Opening hours: Monday to Friday 9.00am – 5.00pm
and Saturday mornings 9.00am – 12 noon



Community planning for our future

As Creswick & District **Community Bank**® Branch grows, so too will our level of profit that will support our local communities.

Which projects in our community do you believe need funding? Is there a project, large or small, that you would like to see come to fruition?

How can Creswick & District **Community Bank**® Branch turn a valuable community project into a reality?

Our Board would like to hear about any ideas you may have!

If you are interested in sharing your ideas about the projects and initiatives that Creswick & District **Community Bank**® Branch could support, please complete this form and return it to the branch.

Our future plan is to hold an open Community Forum to give the people of Creswick and surrounding districts an opportunity to share their ideas.

Community Project

Name

Address

Phone

Please note: All suggestions are subject to a selection process and project criteria determined by the Board of Directors of Creswick & District Financial Services Ltd.

Creswick & District Financial Services Limited

1 Raglan Street, Creswick VIC 3363

ABN: 14 119 315 258

Chairman: Graeme Mitchell.

Directors: Michael Daunt (Secretary), Bob Orr (Treasurer), Marcus Walsh, Margaret Giles, Bernie Charleson, Janine Booth, Narelle Barrett (Non-Director), Quentin Turner, Brendan Smith, Alan Gay, Michael Beaumont.