

Newsletter

June 2006

Manager's report

Welcome to our inaugural newsletter, aimed at keeping all our shareholders and customers informed on the progress of our branch. Since opening some eight months ago, I am pleased to advise that our total banking business has grown to \$22 million, which is a wonderful result for a **Community Bank**® in its first year. It puts us on track to establishing a profitable business in the future.

The local community has embraced the branch with enthusiasm, and a large majority have shown their overwhelming support. It has been a very busy period for our team establishing a new branch, whilst ensuring that we provide the best possible service to the local community.

Our staff, headed by Supervisor Jodie Rowe, and part time Customer Service Officers Josephine Jacobs, Wendy Peers and Cathy Perris, have done an excellent job ensuring all our customers have received personalised and friendly service. Not forgetting our ATM, which provides a much sought after service for our local customers and passing traffic. It has been a great asset to the town.

I apologise to any shareholders that I have not personally met as yet, but trust that you will all consider supporting your **Community Bank**® branch when considering your financial requirements. We offer a wide range of products and services for both personal and business banking. Don't forget to consider your **Community Bank**® branch when seeking an insurance quote, be it for home and contents, motor vehicle or even travel insurance.

Our Financial Adviser John Bawden has been well received, with many of our customers taking the opportunity to discuss their retirement and investment needs.

It is also pleasing to advise that we have already distributed funds to support some worthwhile events and clubs within the community, including:

- the Heathcote Wine & Food Festival;
- the Heathcote Football and Netball club;
- the Heathcote Quilters Association, and
- the Heathcote Golf Club.

A task force has been established to investigate future proposals and ventures that could be undertaken to assist the community. Of course to make it happen, we require shareholders and community members to support the Heathcote & District **Community Bank**® Branch.

Thank you all for your support so far and my staff and I look forward to providing for all your financial needs now and in the future.

Sally McGaffin
Branch Manager

Branch snapshot

Total number of accounts held: 1,473
Total business base: \$22,482,578
Lending percentage: 41%

Chairman's report

At the halfway mark in our first year of operation, the Heathcote and District **Community Bank**® Branch is fulfilling expectations.

From the start, there was heartening support from the community. It is, after all, a **Community Bank**® and the Directors were very pleased to see that the indications of support were realised.

As in all new businesses, we had to overcome some early teething problems, but with excellent staff, and understanding from our customers, we are well on the road now.

The Board is now busy working on developing ways to build the business into a strong and successful branch. We have endless confidence in the Heathcote district and its residents and we are banking on the support of district people to play a part in growing this business.

The Board of Directors has a huge task ahead in determining the best way to develop the business in partnership with the community. We will be communicating regularly with our shareholders and the rest of the community on our plans.

In the meantime, we ask our shareholders to consider their involvement in the Heathcote and District **Community Bank**® Branch, their commitment to the community and perhaps even ways in which they might help the bank to help their community.

Please call in and talk with your manager Sally McGaffin and her staff, or contact one of the Directors. It's your community and your branch.

Barry Cail
Chairman

Introducing your Financial Adviser - John Bawden, Bendigo Investment Services

John Bawden has been working in the financial planning industry since 1988, joining Bendigo Investment Services in 2001. John and his wife Judy have three sons; Nathan and twins Scott & Jason. John is also a very proud grandfather to beautiful Laura Rose. In addition to playing cricket for Emu Creek, he is an avid football follower, actively supporting his beloved Collingwood Magpies! John is also a keen traveller, making a least one major trip with Judy each year.

Bendigo Investment Services operates through all Bendigo Bank branches. Advisors offer a complete range of services and advice, including superannuation, investments and personal insurance. By offering professional and personalised advice, customers are assisted in identifying goals (current and future) which are then worked towards by making the most of investments and savings.

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Rob Hunt

**Board of Directors, Heathcote & District Financial Services Limited,
P.O. Box 339, 1 Shakespeare Street, Heathcote, VIC 3523**

Barry Cail, Kathryn Gilmore, Greg Williams, Keith Chambers, Jeremy Davis,
Ian Cordiner, Colin Stobaus, Joe Zurek, Patrick Connolly, Danielle Gilmore.

Introducing your Financial Adviser - John Bawden, Bendigo Investment Services continued

Recommendations can be tailored to suit individual needs and lifestyles. By conducting thorough research on a broad range of investments, the best options to meet individual needs and goals are selected and offered to customers.

Holding an Australian Financial Services Licence issued by the Australian Securities and Investments Commission (ASIC), Bendigo Investment Services provide advice on most investment types, including managed funds, direct shares and property. When looking at investments an advisor will consider a number of options and issues with a customer, such as regular savings methods, borrowing to invest, direct shares, portfolio management and social security implications. An advisor will look at factors such as minimising taxation and maximising social security entitlements (if applicable).

In addition Bendigo Investment Services are a Life Broker and can therefore meet customer needs relating to insurance. Representatives of Bendigo Investment Services can offer protection against unexpected events through trauma cover, life insurance and income protection. These products are targeted to meet individual needs and circumstances.

By looking at superannuation and rollover planning, an advisor can work toward ensuring that financial and lifestyle needs during retirement are adequately catered for. To strive for the best possible return and value, the suitability of investments and contributions being made will be assessed. Recommendations will then be offered to best achieve desired outcomes. Advice is also available to employers relating to superannuation issues.

John is happy to provide free, obligation free consultations with customers and welcomes them to contact him on – 0412 826 090.

Staff profile - Jodie Rowe

Position in branch: Customer Service Supervisor

Duties: Supervising staff, customer service, reporting, insurance quoting, account opening and maintaining, everything but lending!

Position before H & DCB: Customer Service Officer at Bendigo Bank Mitchell Street branch, Bendigo for 15 months.

What I like about H & DCB: Fantastic for the town, fantastic for the customers and fantastic for me!

On a more personal note:

Hobbies: Reading and shopping for handbags.

Sport: Shopping for handbags.

Pets: Cricket, Dixie and Angel, my children's cats that I feed and look after.

Car I drive: A BMW disguised as a Hyundai Excel

Favourite Book: Currently reading "Memoirs of a Geisha" which I am really enjoying, but I am known for my love of gossip magazines.

Favourite music: Ben Lee and Missy Higgins, anyone my children don't like basically.

Favourite food: Pasta, but it has to be gluten, wheat and dairy free.

Favourite TV show: All Saints

Two people I'd like to invite to dinner: A chef and a maid.

Who I barrack for: Carlton, hard to admit at times.

My Favourite saying: "Indeed"



John Bawden, Financial Adviser*, is available for appointments.

For more information or to talk to us about making a no obligation appointment, please call into 2/119 High Street, Heathcote or phone 5433 3115.

Heathcote & District
Community Bank[®] Branch **Bendigo Bank**



* Financial advice is provided by Bendigo Investment Services Limited, 5th Floor, 410 Collins Street, Melbourne, VIC 3000. ABN 81 087 585 073. AFSL 237898 a subsidiary of Bendigo Bank Limited, Fountain Court, Bendigo, VIC 3550. ABN 11 068 049 178. AFSL 237879 (bb22638-v1) (29/05/2006)

**For more information please call into
2/119 High Street, Heathcote
or phone (03) 5433 3115**

**We are open:
Monday - Friday 9.00am - 5.00pm
Saturday 9.00am - 12 noon**

Heathcote & District **Community Bank**[®] Branch  **Bendigo Bank**

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