

Emu Park & District Financial Services Ltd Newsletter March 2009

Chairman's report

I would like to provide you with a brief update on the performance of the Company's business since the end of the 2008 financial year. The branch has total business volumes of \$45.69 million from the following areas: Deposits \$19.5 million, Lending \$23.29 million and other business \$2.9 million. Total business growth for this 4 month period is over \$9.5 m and well ahead of budget.

Total branch accounts number 2208 with 325 new accounts opened since 1 July 08.

Our year to date profit as at 26 Oct 2008 was \$17,740 against a budgeted loss of \$12,108. This places the Company approximately \$30,000 ahead of budget for the 4 months of this financial year.

In the face of uncertain economic times, the Board is very pleased with our current performance and it is testament to the hard work and dedication of all of the Branch team. Not only are they conscientious employees of the Company, but they are all dedicated supporters of the community and represent the Bank at many functions outside of business hours. We also anticipate paying a dividend to shareholders later in the 2009 year and we thank them for their great support.

Bob Hodgson
Chairman

We celebrate our third birthday

On Saturday 25 October we celebrated three years of providing outstanding banking services to our community. There was a sausage sizzle, live music and lots of fun for the kids. We were also delighted to announce the three Emu Park Sate School winners of Young Achiever Awards for community contribution. Congratulations to Callum Muir, Luke North and Cameron McMurtrie.

Manager's report



Happy New Year! We have a busy year ahead with many projects in the pipeline to continue the growth of our **Community Bank®** branch. The growth over the past year has seen our business balances exceed \$50 million. This is a huge milestone and as each milestone is reached we aim ever higher in growing **Community Bank®** branch profits to support the Emu Park and district communities.

Bendigo Bank ended 2008 on a high note being awarded the No 1 banking service provider with a customer satisfaction rating over 90%. This is a fantastic acknowledgement by our customers. We have a well earned reputation for ethical practices and prudent banking policies. A very strong balance sheet has ensured that the bank has maintained its operations throughout its 150 years of service, even through the Great Depression.

Giving back to our community continues to be a primary aim of the branch and over the latter six months of 2008 our community groups benefited with \$9,000 provided as sponsorship and grants. By June 2009 we anticipate this figure topping \$20,000.

From June this year we will be seeking community input and ideas for projects that most meet community needs to map our support for the 2010 financial year. Should we reach projected business growth, \$50,000 will be poured back into community projects over the 2009-2010 period. Once again, we need your support to reach these goals.

Denise Weisse
Branch Manager

Branch of the year

Emu Park **Community Bank**[®] Branch won Bendigo Bank's 'Branch of the State' for July and October 2008. This is a great result with 83 branches in the state of Queensland. The team work hard to ensure customers receive the best service whilst improving profits for the support of the Emu Park district and shareholders. State Manager at Bendigo, Ashley Hood, has visited on two occasions to help celebrate the team's achievements.



▲ Back: Kathy McPhail, Suzy Hill, Ashley Hood & Gail Pidd. Front: Denise Weisse and Sue May.

Most popular employee

Branch Manager Denise Weisse was recently voted Most Popular Employee by the customers of the Emu Park **Community Bank**[®] Branch. The voting, conducted by The Mirror newspaper and announced at Rydges Resort on 31 October is a clear affirmation that our customers and shareholders are delighted by the level of service that Denise and all our staff provide. Thank you for your support.



◀ Denise accepting her award.

Branch snapshot

Emu Park **Community Bank**[®] Branch

- > Established 26 October 2005
- > 12-month campaign
- > More than \$670,000 in capital raised via a public share offer
- > 252 local shareholders

Our compulsory third party insurance is truly rewarding

When you change your CTP cover to the Bendigo you'll receive:

- Peace of mind at a highly competitive price.
- Real service when you need it, including fast and convenient quotes and support if you do need to make a claim.
- Free \$1 million DriverProtect Cover.
- Either a gift voucher or fuel card – it's your choice.

And you'll help our community

When we reach 1,000 new CTP policies this financial year, we will fund ten grants for our community groups or organisations of up to \$1,000 each – that's \$10,000 back into our community and that's good news for all of us.

We've made it easy for you

Just ask the staff to register your details and when your Compulsory Third Party Insurance is due, we'll automatically renew for you.

Home & contents insurance

With the tragedy of the Victorian bushfires still occupying daily news and the terrible floods of our northern neighbours it's a timely reminder to check our home and contents insurance to ensure it meets our needs. In the case of Victoria in particular, while loss of life and homes reaches staggering numbers, it's also shocking to hear so many people had no insurance protection for their home or contents. Even if you are renting, it pays to insure your contents and it costs as little as \$5 per week to cover \$20,000. We can help you evaluate your cover requirements. Create some peace of mind and review your insurance needs.

Emu Park **Community Bank**[®] Branch,
25 Pattison Street, Emu Park QLD 4702
Phone: 4939 6441

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

Pine Fest

Staff, Board and friends of the Emu Park **Community Bank**[®] Branch enjoyed a fun day out at the Pine Fest held on Sunday 5 October. We made a colourful and fun impact with Piggy in full flight and plenty of balloons and children.

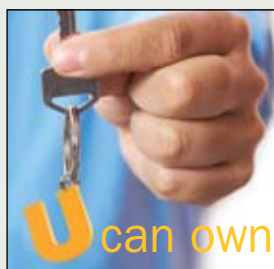


First home owners grant/loans

We have one of the best home loan packages in the market and also offer guidance to people purchasing their first home. With a very experienced team we can offer the best options to suit your individual needs. Getting people into their own homes is one of our primary aims, just as it has since the early days of Bendigo Bank. Come in and have a chat about your home purchase, even if you are still in the planning stages and we will calculate how much you can borrow and even provide you with approval (subject to a satisfactory property value) before you go looking.

Cut your credit card debt

Christmas and the festive season often leave residual debt. With an interest rate of 10.75% our Basic Black visa card can help you to get your debts under control. The card provides up to 44 days interest free shopping on future spending and we can also assist with a Christmas Club account to ensure next Christmas creates less financial stress.



Make your dreams a reality

Whether you're looking for a home with three big bedrooms, a gourmet kitchen or just great potential, at the Bendigo we're here to help you own your own home sooner.

So call in and see us or phone 4939 6441 – and U can own your own home sooner.

U can own your own home sooner

Terms, conditions, fees, charges and lending criteria apply. Bendigo and Adelaide Bank Limited ABN 11 068 049 178 AFSL 237879. (S22941) (02/09)

Ask at your nearest Bendigo Bank branch for your free copy of 'Your House: The First Home Buyers Guide'.

At the Bendigo it starts with U

 **Bendigo Bank**

Bendigo Bank snapshot

- > Established in 1858
- > Branch network throughout Australia
- > 165 Company owned branches
- > 223 Community owned branches

*Figures relevant October 2008

Chairman: Robert Hodgson.

Directors: Graham Cummins, Pamela Harrison, Mark Swaffield, Gregory Thomasson, Ian Chambers, Lance Cummins (Secretary, Treasurer).

Community Sector Banking - creating solutions

Community Sector Banking (CSB) is the only banking service in Australia dedicated to the community sector. CSB is the result of an innovative joint venture between 20 leading not for profit organisations and Bendigo and Adelaide Bank.

CSB has developed a range of products and services that are tailored to the banking and finance needs of not for profit and community organisations and their employees. Importantly, CSB is focussed on enhancing the ability of the community sector to deliver benefits that create a positive social impact. It does so by reinvesting banking profits and by collaborating with not for profit organisations, commercial entities and government agencies to develop beneficial solutions to the challenges that face the sector.

Bendigo Bank's Community Sector Banking offers excellent banking options for our not for profit organisations including employment services, job training, childcare, aged care, health, affordable housing, micro-financing, indigenous enterprises, environmental sustainability, education, sport, school P & C's, carers, wildlife and environmental, cultural and arts, insurance, vehicle fleet management, and phone

and internet products and services and helps to maximise income with high interest returns on working accounts.

If you belong to a community group and want to know more about this specialised banking facility, come in or phone the branch for more detail or we can attend your next meeting.

A word about sponsorship

Bendigo Bank, as part of our franchise agreement provides us with funds to support our community with marketing, sponsorship and grants.

Specialist advisers

Don't forget, Steve Myers our business banking specialist and Luke Caruana, our financial planning expert are both available for appointments at the branch.

Banking designed for community organisations.

Community Sector Banking is an exciting and innovative concept in banking. It is the first and only banking service in Australia dedicated to community organisations.

Community Sector Banking delivers convenient, competitively priced banking products and services to not-for-profit organisations and community groups.

Community Sector Banking also brings together people from private enterprise and not-for-profit

organisations to create solutions that enhance the capacity and meet the needs of the community sector.

Our staff understand the not-for-profit sector and provide the kind of personal service you want to help your organisation achieve its goals.

To find out more about our full range of products and services and how Community Sector Banking can benefit your organisation, call **1300 550 603** or visit **www.csbanking.com.au**



Creating solutions with the community sector

Community Sector Banking Pty Ltd ABN 88 098 858 765 Authorised Representative Number 265317 is a wholly owned subsidiary of Community Sector Enterprises Pty Ltd ABN 95 098 858 354, a joint venture between Bendigo and Adelaide Bank Limited ABN 11 068 049 178 AFSL 237879 and Community 21 Limited ABN 79 097 612 416. Community Sector Banking is a franchisee and authorised representative of Bendigo Bank. Community Sector Banking services and products are provided and issued by Bendigo Bank. Community Sector Banking Pty Ltd ABN 88 098 858 765 Authorised Representative Number 265317 of Level 1, 251-253 Princess Highway, Corrimall NSW 2518. (S18717) (04/08)



BMP619 (04/03/09)